

# Terms and conditions for membership and use of the Cards

## 1. General rules

These terms and conditions govern the procedures for requesting, issuing, and using of CartaFRECCIA Cards.

The CartaFRECCIA cards may be:

- loyalty cards in digital format: *CartaFRECCIA*, *CartaFRECCIA Silver*, *CartaFRECCIA Gold*, *CartaFRECCIA Platinum*, *CartaFRECCIA Platinum Infinity*;
- loyalty cards in plastic format: *CartaFRECCIA Silver*, *CartaFRECCIA Gold*, *CartaFRECCIA Platinum*, *CartaFRECCIA Platinum Infinity*;
- loyalty cards produced up until 28 February 2019, in collaboration with Nexi Spa: *CARTAFRECCIA*, *CARTAFRECCIA SILVER*, *CARTAFRECCIA GOLD*, *CARTAFRECCIA PLATINUM*.

All CartaFRECCIA cards are personal, non-transferable, and usable exclusively by the Cardholder whose name they bear.

Multiple cards cannot be issued to the same Cardholder, except for cases in which the Cardholder is moving from one profile to another, in accordance with the procedures in place. In any case, the CartaFRECCIA Personal Code shall remain the same.

## 2. Procedures and conditions for CartaFRECCIA membership

Registering with the CartaFRECCIA programme is free of charge.

All natural persons who are aged 18 or over, and provide the necessary data required when registering are eligible to become CartaFRECCIA Cardholders.

An email address must be provided upon registration as an essential condition. If this address is already present in the contact details for two other customers, the system will not allow registration and a different email address must be given.

### 2.1 - Channels for registration with the CartaFRECCIA programme

For registration with the CartaFRECCIA Programme, you must fill out the special form available:

- on the [www.trenitalia.com](http://www.trenitalia.com) website, in the “CartaFRECCIA” section;
- at the customer service offices or counters in certain train stations, and/or at ticket offices in all other cases;
- through travel agencies participating in the CartaFRECCIA Programme
- through the Trenitalia App.

Cardholders have sole responsibility for ensuring the accuracy of all the information provided when making their application, and are also responsible for communicating any changes either through the [www.trenitalia.com](http://www.trenitalia.com) website, or by calling the Trenitalia Call Centre on 89.20.21 (from a landline, call set-up fee of 30.5 euro cents including VAT and cost per minute of 54.9 euro cents including VAT; from a mobile phone, costs depend on the mobile network service provider, in accordance with your tariff plan. The Promoter reserves the right to change these rates at any time, with adequate notice given to its customers).

## 2.2 - Registration of minor customers

Applicants who have not yet reached the age of 18 may request registration exclusively at the customer service offices or counters in the train stations, where present, or at the ticket offices in all other cases. A person with parental authority over the minor shall provide their personal data, under their own responsibility, and authorise the processing thereof. To see the personal data protection policy, [click here](#).

## 2.3 - Confirmation of registration

Each Cardholder will be assigned a Personal Code, which is unique and linked to the Cardholder's name.

Cardholders who register by filling out the special form on the [www.trenitalia.com](http://www.trenitalia.com) website, or through the Trenitalia App, will receive an email at the address they provided when registering with the Programme, containing a link to activate the Card and access the dedicated online services, which include:

- the purchase of tickets from Trenitalia's online ticket office;
- the ability to check and edit their CartaFRECCIA Programme registration details;
- dedicated assistance for members;
- in the event of rewards programmes for Cardholders, the option to check their account statement and request rewards.

The Personal Code sent to the Cardholder when requesting a Card can be used immediately to earn loyalty points and access promotions to travel on board Trenitalia trains.

The card shall be sent with the email confirming registration, and can also be used by printing the web page confirming registration.

Customers who register with the CartaFRECCIA Programme through one of the authorised channels listed above shall receive a CartaFRECCIA card available solely in digital format.

This can be displayed from the "CartaFRECCIA" section on the Trenitalia App, or from the customer area of the mobile version of the [www.trenitalia.com](http://www.trenitalia.com) website, or can also be printed for use in paper format from the customer area of the [www.trenitalia.com](http://www.trenitalia.com) website, or at the customer service offices or counters and ticket offices in train stations, where present.

All non-digital CartaFRECCIA cards which are still in circulation remain valid.

### 3. Services available to CartaFRECCIA Cardholders

CartaFRECCIA Cardholders are entitled to the following services:

- free and automatic participation in any rewards programmes which Trenitalia may hold (see the specific Regulations, available on the [www.trenitalia.com](http://www.trenitalia.com) website, for the rules thereof);
- automatic registration with the online ticket office, and receipt of the points balance for ongoing rewards programmes via email;
- access to the customer area for members on the [www.trenitalia.com](http://www.trenitalia.com) website, where they can check their points balance, points account statement and any ongoing rewards programmes, as well as to check and edit their personal data;
- dedicated assistance for members, through a special interactive section present on the website indicated above;
- access to the “CartaFRECCIA” section present on the Trenitalia App, where they can check their points balance and account statement and any ongoing rewards programmes;
- the option of receiving the newsletter with news, promotions and special offers dedicated to Cardholders, subject to the provision of consent which can be altered at any time;
- the option to purchase tickets under dedicated promotional offers which may be launched by Trenitalia;
- access to a range of benefits and perks offered by companies and businesses partnered with Trenitalia. The up-to-date list of partners and all offers can be found on the [www.trenitalia.com](http://www.trenitalia.com) website (specifically, in the dedicated “Partners” section).

### 4. Procedures and conditions for CartaFRECCIA SILVER, GOLD, PLATINUM and PLATINUM INFINITY membership

The CartaFRECCIA SILVER, CartaFRECCIA GOLD and CartaFRECCIA PLATINUM cards are automatically issued to CartaFRECCIA Cardholders who, in the course of one year (from 1 June to 31 December)\* reach the following thresholds of so-called "status points" by participating in rewards programmes dedicated to Cardholders:

- CartaFRECCIA SILVER: 1,000 (one thousand) status points;
- CartaFRECCIA GOLD: 3,000 (three thousand) status points;
- CartaFRECCIA PLATINUM: 7,500 (seven thousand five hundred) status points;

Status points refer exclusively to points earned in relation to purchases of:

- first and second-class tickets at all service levels for journeys on Le Frecce trains, on Italian routes only, unless otherwise indicated;
- first and second-class carnets at all service levels for journeys on Le Frecce trains;
- first-class or business-class season tickets for Le Frecce trains;

- first and second-class tickets for journeys on Eurocity and Eurocity Night trains, on Italian routes only.

The following are not counted as “status points”:

- points earned for journeys on trains other than those indicated in the previous point;
- promotional points earned for journeys on the trains indicated in the previous points, unless otherwise indicated;
- second-class or standard season tickets for Le Freccie trains;
- points earned in relation to partnership initiatives between Trenitalia and other companies (e.g. points exchanges);
- reward points related to any rewards programmes which may be in place.

For every euro spent purchasing tickets for the Frecciarossa, Frecciargento and Frecciabianca services, both “status points” and “reward points” are earned.

When purchasing services/products from the Partners, however, or in the event of any ongoing promotional initiatives, only “reward points” are earned.

The “status points” serve to qualify the Cardholder for Silver, Gold, Platinum or Platinum Infinity status

The “reward points”, on the other hand, allow the Cardholder to request railway rewards and rewards from the CartaFRECCIA Collection catalogue

#### 4.1 Receiving the CARTAFRECCIA SILVER, GOLD AND PLATINUM cards.

Plastic cards are only available to those who have reached Gold, Platinum, and Platinum Infinity status. Such Cardholders shall receive their *CartaFRECCIA Gold*, *CartaFRECCIA Platinum* or *CartaFRECCIA Platinum Infinity* card in plastic format, sent to their domicile as indicated upon their registration with the CartaFRECCIA Programme or as subsequently modified.

However, CartaFRECCIA SILVER, GOLD, PLATINUM and PLATINUM INFINITY cards can still be used, exclusively by the Cardholder, in digital or paper format.

*\* The Promoter reserves the right to modify the period of time used to calculate the points which make up the status, to conditions more favourable for members. Such conditions shall be communicated to the intended users via the [www.trenitalia.com](http://www.trenitalia.com) website, and through all other means deemed appropriate, as and when necessary.*

### 5. Additional points scales for CartaFRECCIA GOLD, PLATINUM and PLATINUM INFINITY Cardholders

The CartaFRECCIA SILVER, GOLD, PLATINUM and PLATINUM INFINITY cards entitle Cardholders to earn additional points, on top of the basic rate of one point for each euro spent, based on the following scales:

- 10% extra for SILVER Cardholders;
- 25% extra for GOLD Cardholders;
- 50% extra for PLATINUM Cardholders;
- 100% extra for PLATINUM INFINITY Cardholders.

## 6. Validity of the CartaFRECCIA SILVER, GOLD, PLATINUM and PLATINUM INFINITY cards

The CartaFRECCIA SILVER, CartaFRECCIA GOLD and CartaFRECCIA PLATINUM cards are valid, for loyalty purposes, until 31 December of the year following the year in which they were issued, unless a different deadline, more favourable to members, is duly announced by the Promoter via the [www.trenitalia.com](http://www.trenitalia.com) website and through all other means it deems suitable.

If the Cardholder fails to accumulate the required threshold of status points (see art. 4) during the year following the issuance of the card, or in any of the following years, the profile of the CartaFRECCIA SILVER, CartaFRECCIA GOLD or CartaFRECCIA PLATINUM Card shall no longer be valid, and the Cardholder shall no longer be entitled to the specific services associated with said profile.

However, the Cardholder can continue to use the CartaFRECCIA Card in their possession (not in silver, gold or platinum version) and the related Personal Code. The CartaFRECCIA PLATINUM INFINITY Card, on the other hand, has no expiry.

## 7. Loss, theft or damage to the Card

In the event of loss, theft or damage to a CartaFRECCIA Card, no duplicate will be issued, as CartaFRECCIA Cards now exist solely in digital format.

They can be displayed from the “CartaFRECCIA” section on the Trenitalia App, or from the customer area of the mobile version of [www.trenitalia.com](http://www.trenitalia.com).

It is also possible to print your CartaFRECCIA card for use in paper format from the dedicated section of your customer area on the [www.trenitalia.com](http://www.trenitalia.com) website, or at the customer service offices or counters and ticket offices in train stations, where present.

In the event of loss, theft or damage to a CartaFRECCIA Gold, Platinum or Platinum Infinity Card, a duplicate can be requested at one of the FRECCIALounges or FRECCIAClubs present in the main AV (High Speed) train stations.

In the event of loss, theft or damage to a PREPAID CartaFRECCIA Card (of any type), issued in collaboration with Nexi until 1 March 2019, no duplicate of such cards featuring payment functions will be issued.

A duplicate of CartaFRECCIA Gold, Platinum or Platinum Infinity Cards, for loyalty purposes only, can be obtained by asking at one of the FRECCIALounges or FRECCIAClubs present in the main AV (High Speed) train stations.

In any case, CartaFRECCIA Gold, Platinum and Platinum Infinity cards can be displayed in their digital format from the “CartaFRECCIA” section on the Trenitalia App, or from the customer area of the [www.trenitalia.com](http://www.trenitalia.com) website.

Trenitalia shall not be liable for any fraudulent usage of lost or stolen cards.

## 8. Card cancellation and grounds for exclusion

Cardholders can choose to cancel their CartaFRECCIA card at any time.

Withdrawal from the CartaFRECCIA programme can be requested at any time, through the “Cancel membership” section of the Customer Area on the [www.trenitalia.com](http://www.trenitalia.com) website.

The Cardholder can choose whether to withdraw from the Initiative immediately, or at the beginning of the next CartaFRECCIA programme. Upon withdrawal, all rights associated with being a CartaFRECCIA Cardholder are lost.

In terms of aspects related to the CartaFRECCIA programme, Trenitalia itself can revoke a Cardholder’s possession of the CartaFRECCIA Card and suspend the Card itself, at its exclusive discretion, in the event of conduct by the Cardholder which goes against these conditions, the regulations for any rewards programmes launched, or the rules for the High-Speed Lounges. In such cases, Trenitalia shall give the Cardholder prior formal notice, where it deems this appropriate, by means of a written message sent to the address on file.