***FRECCIA*Club Regulations**

(in force from 01/01/2026)

The conditions for access to the *FRECCIA*Clubs and using the related services, and the rules of conduct to observe within the facilities themselves, are set out below.

Art. 1 – *FRECCIA*Clubs - Conditions for accessing and waiting inside the facilities

Trenitalia has made a network of facilities called "*FRECCIA*Clubs" available for its loyal customers in the following train stations: Torino Porta Nuova, Torino Porta Susa, Venezia Mestre, Venezia Santa Lucia, Padova, Verona, Roma Tiburtina, Salerno and Bari. The opening hours have been published on the designated area of the website www.trenitalia.com.

Only the following types of customers are entitled to access the *FRECCIA*Club facilities:

1) Cartafreccia PLATINUM and PLATINUM INFINITY holders, during the 4 (four) hours prior to the departure of their train, who have:

    a) a Trenitalia train ticket (possession of regional transport tickets, Smart Cards/CLC FS or FS staff admission rights is not valid for access);

    b) a valid Trenitalia season ticket for any class or service level (possession of regional transport season tickets is not valid for access).

2) Cartafreccia GOLD holders, during the 4 (four) hours prior to the departure of their train, who have:

    a) a Trenitalia train ticket (possession of regional transport tickets, Smart Cards/CLC FS or FS staff admission rights is not valid for access);

    b) a valid Trenitalia season ticket, exclusively for business or first class (possession of second class, standard or regional transport season tickets is not valid for access).

3) Cartafreccia SILVER holders, during the 4 (four) hours prior to the departure of their train, who have:

    a) a Trenitalia train ticket (possession of regional transport tickets, Smart Cards/CLC FSI or FSI staff admission rights is not valid for access);

    b) a valid Trenitalia season ticket, exclusively for business or first class (possession of second class, standard or regional transport season tickets is not valid for access).

4) CARTAFRECCIA holders or customers in possession of:

- a one-day pass to the *FRECCIA*Club, costing €20

Access is permitted during the 4 (four) hours prior to the departure of the train, provided that one-day pass holders are also in possession of:

a) a FRECCIA train ticket (possession of intercity and regional transport tickets, Smart Cards/CLC FS and FS staff admission rights is not valid for entry);

b) a valid FRECCIA season ticket for business or first class (possession of second class, standard, intercity or regional transport season tickets is not valid for access).

5) Holders of Trenitalia tickets for the "Executive" or the "Business Salottino" service level, during the 4 (four) hours prior to the departure of the train and the hour following the arrival of the train on which they have travelled.

6) Holders of Trenitalia tickets with a Corporate FLEXI fare for the Business service level, with an associated personal CartaFRECCIA, during the 4 (four) hours prior to the departure of the train and the hour following the arrival of the train on which they have travelled.

7) Holders of a 10- or 15-trip FRECCIA Carnet for business/first class who have made a reservation, during the 4 (four) hours prior to the departure of their train (possession of a 10-trip AV (High-Speed) Smart Carnet is not valid for access).

8) Holders of reservations in conjunction with 10-, 30- and 50-trip AV (High-Speed) Business Carnets, in Business and Executive service levels.

9) Holders of reservations in conjunction with 30- and 50-trip FB Business Carnets, in 1st class.

All Cards, tickets, and one-day passes to the *FRECCIA*Clubs are strictly personal, can only be used by the holder and may not be shared with third parties for any reason.

The Cards have microprocessors: bring them close to the readers located outside the *FRECCIA*Clubs to trigger the doors to open automatically.

Within the *FRECCIA*Clubs, the various types of Cartafreccia cards which entitle the holder to access must be shown to Trenitalia personnel, as well as any other Trenitalia tickets required to demonstrate this entitlement. At the request of Trenitalia staff, a personal ID document must also be shown.

Art. 2 – Purchasing Trenitalia tickets at the *FRECCIA*Club ticket office

Customers who are Cartafreccia PLATINUM INFINITY, PLATINUM, GOLD and SILVER Cardholders can access the *FRECCIA*Clubs in order to purchase a Trenitalia train ticket at that moment (FS staff admission rights and the purchase of regional transport tickets are not possible and do not qualify for this purpose).

Customers who are CartaFRECCIA Cardholders (and who have a one-day pass) can access the *FRECCIA*Clubs in order to purchase a Trenitalia train ticket at that moment (FS staff admission rights and the purchase of intercity and regional transport tickets are not possible and do not qualify for this purpose).

Holders of a 10- or 15-trip FRECCIA Carnet, who do not have a reservation, can access the FRECCIAClub in order to make their reservation at that moment.

In any case, the ticket purchased must be for a train which departs during the next four hours if the customer wishes to remain within the *FRECCIAClub* once the purchase has been made. If not, the holder may not remain within the *FRECCIAClub* and, therefore, may not avail of the services it offers.

Moreover, access is also permitted to customers who — though they do not have any Card or one-day pass — purchase a Trenitalia ticket at the internal ticket office for "Executive" level or for the "AV Salottino" service, or a 10- or 15-trip FRECCIA carnet for business/first class. In any case, the ticket purchased must be for a train which departs during the next four hours if the customer wishes to remain within the *FRECCIAClub* once the purchase has been made. If not, the customer may not remain within the *FRECCIAClub* and, therefore, may not avail of its services.

Art. 3 – Access for guests

Those who are entitled to access the *FRECCIA*Clubs in accordance with art. 1 of these Regulations may bring with them:

a) two guests, for CartaFRECCIA Platinum and Platinum Infinity holders;

b) one guest, for CartaFRECCIA Gold holders;

c) no guests, for CartaFRECCIA Silver holders.

In addition to the guest allowance, access is permitted for children under the age of 18, whether they are the children of the customer or of the latter's guests.

Guests and minor children are subject to the same rules as the holder in relation to waiting inside the facilities and availing of the services.

For clarity, in order to gain access, any guests and children under the age of 18 must:

- hold or purchase a Trenitalia train ticket at the internal ticket office for the same train as the holder (for such purposes, the possession or purchase of regional transport tickets, Smart Cards/CLC FS and FS staff admission rights is not valid for access);
- possess or purchase a Trenitalia season ticket valid for any class or service level (possession of second class, standard or regional transport season tickets is not valid for access, with the exception of guests and children of Cartafreccia Platinum and Platinum Infinity holders, who may also have or purchase second class season tickets).

Art. 4 – Services offered to *FRECCIA*Club customers

In the *FRECCIA*Clubs, it is possible to ask for information about Trenitalia offers and purchase train tickets in the welcome area. Customers can enjoy a comfortable waiting room with many conveniences, including a working area with a table and electrical sockets, a relaxation area, information screens, WiFi internet and free multi-media content via the Frecciarossa Portal (digital newsstand, films, cartoons, games and much more).

A catering service is also available. Products must be consumed exclusively within the facilities, and cannot be taken outside. Food and drinks brought in from outside the facilities cannot be consumed inside.

Art. 5 – Access conditions for animals

Each customer entitled to access the *FRECCIA*Clubs may bring a single pet (small dog, cat, etc.) into the facilities, provided that the animal is kept in a suitable pet carrier with measurements not exceeding 70x30x50 cm in any direction, or that the animal is an assistance dog.

Art. 6 – Grounds for the exclusion of Members

Trenitalia may bar CARTAFRECCIA holders with a one-day pass, as well as holders of Cartafreccia SILVER, GOLD, PLATINUM or PLATINUM INFINITY Cards, from accessing the *FRECCIA*Clubs or waiting inside the facilities, by deactivating the Card or revoking it through the *FRECCIA*Club staff, in the cases indicated below and at its absolute discretion:

- misuse or sharing, in any form, of the Card or of the season tickets/Carnets associated with it;
- improper and/or morally reprehensible conduct towards the *FRECCIA*Club premises, the staff working there, or any other members in the facilities;
- failure to pay amounts owed for any reason (e.g. penalties for the cancellation of tickets and/or reservations);
- use of the facilities and the services offered which goes against the provisions of articles 1 and 2 of these Regulations.

Holders of "Executive" and "AV Salottino" Tickets and 10- or 15-trip Carnets for business/first class may also be barred from the facilities, if they engage in any of the conduct indicated above.

If such conduct is exhibited by the holder of a one-day pass for access to the *FRECCIAClub*, Trenitalia may — at its absolute discretion — revoke not only the card, but also the one-day pass if it is still valid, making it definitively unusable.

In the event that a customer is barred or a Cartafreccia Card revoked for one of the above reasons, Trenitalia shall send notification to the Holder via registered mail with return receipt.

Art. 7 – Changes to the Regulations

The Regulations and any updates to them are available within the *FRECCIA*Clubs and published on the designated area of www.trenitalia.com.

Trenitalia reserves the right to make changes to any of the clauses contained within these Regulations.

Moreover, Trenitalia reserves the right to alter which customer categories are entitled to access the *FRECCIA*Clubs and avail of their services. In such cases, any parties newly entitled to access shall be subject to these Regulations.