



2024

Service Charter

Regional Department
VALLE D'AOSTA

INDICE GRAFICO DELLE LINEE

- Servizi di Trenitalia
- - - Servizi attualmente sospesi



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1. Company presentation

Trenitalia is a company forming part of the Ferrovie dello Stato Italiane Group, which operates as a passenger rail carrier for medium and long-distances as well as regional transport.

At the basis of its mission, it places service safety, quality, workers' health and environmental protection as essential conditions, and considers the centrality of customer relations as the way to achieve a stable competitive advantage and create shareholder value.

Trenitalia is also the lead company of the Ferrovie dello Stato Italiane Passenger Hub. The Passenger Hub aims to offer integrated sustainable mobility solutions with the creation of a multimodal business proposition whose advantage will be to exploit the merits of the various modes, in order to have an integrated, economical, reliable and sustainable transport system. In addition to Trenitalia, the Passenger Hub also includes Busitalia (a company that offers local and suburban bus connections in Italy, and also operates in the Netherlands with its subsidiary Qbuzz) and Ferrovie del Sud Est, with rail and road services in Salento.

Trenitalia's entire organisation is committed to meeting customer needs and market demands, ensuring safety standards and implementing development and modernisation plans in accordance with economic, social and environmental sustainability with the concrete objective of increasing the use of trains by passengers.

Trenitalia has taken the strategic decision to implement and maintain an Integrated Safety and Quality Management System (SIGSQE), where the term 'Safety' refers to operational safety, occupational health and safety and environmental safety. The SIGSQE, which complies with both the compulsory Operational Safety regulations and the requirements of the ISO 9001, ISO14001 and ISO 45001 standards, has been implemented by Trenitalia in order to strive for zero accidents, continuously improve its performance for customers and all stakeholders and enhance and protect the environment and the health and safety of workers by providing all necessary resources (information, human, industrial and financial resources).

In addition, Trenitalia has chosen to certify itself according to the standard document 'Biosafety Trust Certification' (BSC), a certification of the infection prevention and control management system drawn up by the certification body Rina S.p.A. This certification is integrated with the other standards of the management system and makes it possible to offer an increasingly high quality service, minimising the risks of spreading infections in public and private spaces and ensuring greater responsiveness in the event of an accidental infection.

When it comes to regional transport, Trenitalia is organised into individual Regional/Provincial Departments, which are responsible for the management of local and metropolitan transport in each Region/Autonomous Province.

The Service Charter is adopted in accordance with the resolutions of the Transport Regulation Authority (ART) and the relevant legislation which establishes its general outline in particular. The Service Charter sets out the principles and criteria for the provision of services and, among the various indications provided, represents the methods for proposing any requests for information or complaints and identifies the ways and times of response by Trenitalia. The methods for proposing a conciliation procedure are also defined, and the compensation payable to users for certain cases is specified. The Service Charter is available on Trenitalia.com in the relevant 'Regional Transport' sections. For one-off requests and at the specific request of passengers, it is possible to have parts of it printed out at the ticket office. The Service Charter is issued annually and may be updated periodically.

2. Fundamental Principles

In designing and offering its services, Trenitalia applies the following basic principles:

2.1 Travel Safety

Trenitalia considers safety to be essential.

That is why it is committed to providing all its customers with a service that meets the strictest travel safety standards.

Trenitalia also promptly implements the provisions issued by the competent authorities regarding health safety.

2.2 Passenger safety

Offering protection and safety to people is an indispensable obligation for the entire Ferrovie dello Stato Italiane Group. That is why Trenitalia cooperates with the Railway Police and the other police forces.

Trenitalia has always been committed to promoting and increasing safety in train travel. For further details, please refer to the Sustainability Report prepared annually by FS Group, available in the '*Sustainability*' section of the FS Italiane website.

2.3 Equal rights

All Trenitalia customers have equal rights without distinction of nationality, gender, ethnicity, language, religion or opinion. In line with these principles, Trenitalia is committed to facilitating accessibility and mobility for passengers with disabilities and reduced mobility (PRM).

Trenitalia undertakes to disseminate, publish or communicate information using language that is easily understandable to passengers (facilitating in particular the accessibility and mobility of passengers with disabilities and reduced mobility (PRM) and to the general public, without resorting to technical terms.

To find out about stations and trains specially equipped for passengers with disabilities and reduced mobility (PRM), consult the website of the Rete Ferroviaria Italiana Infrastructure Manager (RFI.it) for stations, and the website [Trenitalia.com](https://www.trenitalia.com) for trains, as well as the 'In Treno Tutt'Italia digitale' timetable available at [Trenitalia.com](https://www.trenitalia.com).

Trenitalia guarantees all the rights regulated in the Contract entered into with each Entity.

2.4 Continuity of service

Trenitalia guarantees uninterrupted service for 366 days a year, with the only exception of the occasional trains specified on [Trenitalia.com](https://www.trenitalia.com) and in the In Treno Tutt'Italia digitale timetable available on the same website.

In case of strikes or force majeure, Trenitalia adopts communication procedures that guarantee the maximum preventive and timely disclosure regarding the functioning

of services such as the Trenitalia.com website, the Trenitalia App, the ticket office and assistance staff.

In the event of a strike, Trenitalia undertakes to guarantee the provision of the minimum services provided and shown on the official timetable.

2.5 Participation

Trenitalia is committed to fully guaranteeing the right to information. It fosters opportunities for discussion, assesses customer criticism, proposals and suggestions coming from both complaints and social caring, and regularly consults representative associations of consumers and persons with disabilities and reduced mobility (PRM).

In application of Art. 2, paragraph 461, of law no. 244/2007 and as provided for by Art. 17 of the Service Contract in force, during the examination of the Service Charter the Valle d'Aosta Region sees to involving all the consumer associations and organisations of disabled persons and persons with reduced mobility representing their interests, in order to receive comments and suggestions.

2.6 Efficiency and effectiveness

Trenitalia takes the necessary measures to design, produce and offer transport services with a view to continually improve efficiency and effectiveness within the scope of its competencies.

2.7 Quality of Service

Trenitalia wants to provide an efficient service capable of satisfying customer needs, so as to actively contribute to improving the quality of life and the environment.

Trenitalia is committed to:

- ensuring that all customers have full and adequate accessibility to its means and services;
- improving the cleanliness and hygiene inside and outside carriages with specific intervention programmes;

- ensuring punctuality, monitoring the progress of trains and managing any disruptions in service effectively and promptly while keeping customers informed;
- providing transport services in accordance with the Service Contract signed with the Awarding Body.

Trenitalia believes that development and modernisation must respect environmental and social sustainability criteria. To this end, it is committed to guaranteeing and promoting the principles and values of sustainable development, while respecting the needs of stakeholders through the Group Sustainability Committee, an advisory body representing the top management of the main Group companies.

3. Summary information on services offered

3.1 The Valle d'Aosta Regional Department

The railway offer proposed in the Region is determined by the Service Contract stipulated between the Valle d'Aosta Region and Trenitalia.

This offer was remodelled by the Region following the activation of electrification works on the Aosta - Ivrea line.

Within the framework of the Service Contract, the Region defines the planning and scheduling, the quantitative and qualitative levels of rail/replacement services to meet the needs of the community according to the financial resources at its disposal as well as the regional fare system, which is the responsibility of the Region itself.

Since the revenue from the sale of tickets is not sufficient to cover the overall cost of the service, the Service Contract defines the amount that the Region pays annually to Trenitalia pursuant to Regulation (EC) no. 1370/2007, as amended and supplemented.

The Service Contract also provides for a system of rewards and penalties for Trenitalia in the event that the objectives of quality and reliability of the service in terms of passenger satisfaction and the number of people transported are or are not achieved.

SCHEDULED OFFER

Trains (average weekday): 24

Bus (average weekday): 100

Localities served: 12 (Aosta, Nus, Châtillon - Saint-Vincent, Verrès, Hône-Bard, Donnas, Pont Saint-Martin, Borgofranco, Ivrea, Chivasso Turin Porta Susa and Turin Porta Nuova)

Ticket offices: 6 (Aosta, Nus, Châtillon - Saint-Vincent, Verrès, Donnas, Pont Saint-Martin)

Regional transport self-service ticket machines: 14

Third-party outlets: 104*

FLEET

Bimodal blocked composition trains: 5

PASSENGERS (average weekday figure for 2023)

Passengers per day: 6,402

Passengers per year: 2,111,779

** businesses part of the Tabaccai PUNTOLIS and Mooney Servizi SpA networks*

3.2 Offer in the Region - What's new in 2024

In line with the Region's objective of pursuing an integrated and coordinated local public transport system for an effective collective transport solution and in accordance with the FS Group Industrial Plan, the planning of the railway offer is aimed at enhancing the railway characteristics of speed and frequency, with particular attention to interchange nodes.

Following the activation of the electrification works on the Aosta - Ivrea line, the rail transport service is carried out through the use of replacement buses on the section subject to the works, following a timetable better illustrated in the following paragraphs.

This change in the offer takes into account the volume of traffic recorded by Trenitalia and the requests received by the Region from institutional stakeholders.

3.3 Timetable and business proposals

Until the electrification of the Aosta-Ivrea line is completed, the Valle d'Aosta Regional Department's hourly service is based on a system of cyclic schedule trains running at minute 40 past the hour from Ivrea to Turin P.N. and at minute 25 past

the hour from Turin P.N. to Ivrea, and on two bus service systems structured as follows:

- system of replacement bus services on the Aosta - Ivrea section coinciding with the arrival and departure time of fast regional trains to Turin from the Ivrea station. Trains from Ivrea follow a clock-face schedule, leaving Ivrea at minute 40 past the hour (minute 37 or 41 on public holidays) and Turin at minute 25 past the hour.
- System of replacement bus services on the Aosta - Ivrea section drawn up taking into account the railway timetables of the R trains (Aosta - Ivrea) in force before the electrification work was carried out. The arrival time at the Aosta station is taken into account in the morning (5 a.m. to 8 a.m.), while the departure time from the Aosta station is taken into account in the afternoon (1 p.m. to 5 p.m.).

The bus and train travel solutions are available in Trenitalia's sales systems with the relevant information on connections, stops and timetables and can be purchased from all authorised sales channels.

Travellers in Valle d'Aosta may request the first issue of the Trenitalia 'UNICA VALLE D'AOSTA' Smart Card on which to upload their ticket (BER) or regional season ticket with the Trenitalia supra-regional application in electronic format. The Smart Card can be requested at all Trenitalia ticket offices in Valle d'Aosta, (Aosta, Nus, Châtillon S. Vincent, Verrès, Donnas, Pont S. Martin) valid on Trenitalia's scheduled replacement trains and buses.

Residents of Valle d'Aosta are also entitled to the 'VdA *Transports*' card issued by the Region, which entitles them to concessions under Article 24, paragraph 4, of Regional Law No. 29 of 1 September 1997.

The concessions and free travel on trains in Valle d'Aosta are recognised pursuant to Article 24 c. 4 lett. e of Regional Law No. 29 of 1 September 1997 and pursuant to Article 1 of Regional Law no. 10 of 30 May 2022 and are as follows:

- *Concessions for Residents 'Over 65'* for residents of Valle d'Aosta aged 65 years and over, who can travel at a preferential fare (25% or 50% discount) until they are entitled to free travel.

- *Free travel for Valle d'Aosta Residents with Reduced Mobility (PRM) and accompanying PRM (where applicable) for Valle d'Aosta residents who fall into the following categories:*
 - a) persons decorated with gold and silver medals for military and civil valour;
 - b) visually-impaired persons with absolute blindness or with a visual residue not exceeding one tenth in both eyes with possible correction and any accompanying persons;
 - c) deaf-mute persons and any accompanying persons;
 - d) incapacitated persons, war invalids belonging to the 1st category with super invalidity or to the 1st and 2nd categories, civil and labour invalids, handicapped persons with a legally recognised invalidity of at least 80%, as well as their accompanying persons, if entitled;
 - (e) war refugees from Ukraine temporarily hosted in Valle d'Aosta and foreign asylum seekers and holders of a permit for international protection present in Valle d'Aosta.

For all the above-mentioned subjects, it will not be possible to issue the Trenitalia Smart Card in the absence of the specific document issued by the Regional Administration certifying the extent of the concessions.

Pursuant to DGR No. 1566 of 2023, there is a 60% discount on the price of season tickets for Valle d'Aosta residents. The free travel and concessions referred to above are valid exclusively for the Aosta /Turin section or vice versa.

3.4 Intermodal transport

In order to provide customers with integrated travel solutions that can offer door-to-door solutions, Trenitalia has signed numerous agreements, primarily with other local public rail, bus and ferry companies.

Collaboration with other companies makes it possible to harmonise the transport offer, making interchange travel solutions effective and attractive which, thanks to

Trenitalia's sales channels, can be browsed and purchased in a single transaction (an integrated ticket covering several transport contracts).

As regards the Valle d'Aosta Regional Department, Trenitalia and SVAP (Società Valdostana Autoservizi Pubblici, Società Cooperativa) implemented a cooperation initiative aimed at the sale of tickets for the SVAP urban public transport services by Trenitalia ticket offices located in the Valle d'Aosta regional territory.

Information for each regional station on the possibility of finding interchanges with urban and extra-urban buses can be found at www.trenitalia.com in the Regional Transport > Aosta Valley > Useful Information - Valle d'Aosta section.

3.5 The Fleet

Below is a table with the age of our fleet (1 January 2024):

	0-5 years	6-10 years	11-15 years	> 15 years	Total
Electric trains					
Diesel trains					
Bimodal trains		5			5
Electric locomotives					
Diesel locomotives					
Cars					

3.6 Planned outages for 2024

Following the interventions for the strengthening of the railway network, also envisaged through the investments of the National Recovery and Resilience Plan (PNRR), the Infrastructure Manager has planned a measure that will modify the railway offer on the Aosta - Ivrea section over the year.

Following the activation of the works for the electrification of the Aosta - Ivrea section, as of 3 January 2024 the railway offer has been rescheduled with the use of replacement buses.

In addition to being duly registered and provided with the required authorisations, the buses used in the commercial service have the following characteristics:

- maximum age 15 years;
- environmental classification greater than or equal to Euro 5;
- air conditioning;
- recliner seats;
- internal and external cleaning and sanitising of vehicles;
- capacity seating of at least 51;
- fulfilment of maintenance obligations by security organs;
- moving walkways to ensure accessibility for passengers with disabilities or reduced mobility at all stops in Valle d'Aosta, subject to request within 48 hours prior to the scheduled departure in accordance with the procedures set out in the '*Disabled persons and persons with reduced mobility (PRM)*' section;
- large compartments for temporary storage of luggage and skis.

In order to guarantee the regularity of the service and the efficacy of communication to customers, Trenitalia undertakes to:

- adhere to scheduled stop times and locations;
- guarantee, wherever possible, connections with fast regional trains in Ivrea (formerly Aosta - Turin P.N), unless otherwise provided for in order to safeguard optimal railway traffic;
- provide adequate communication and assistance to customers where applicable;
- display appropriate signs indicating the service and route number in a manner clearly legible to customers on all buses used for the service.

Trenitalia will also continue to carry out ticket inspection activities on board the vehicles used to provide the replacement service on the Aosta - Ivrea section, applying the surcharges referred to in the following '*You must have a ticket*' paragraph in the cases provided for.

3.7 Special situations following electrification work on the Aosta - Ivrea line

For assistance services for disabled persons and persons with reduced mobility, the Sala Blu circuit of Rete Ferroviaria Italiana is available, which will guarantee travel bookings for stations/stops located in Valle d'Aosta with a prior notice of at least 48 hours. The Sala Blu service is detailed in the next section: '*Persons with Disabilities and Reduced Mobility (PRM)*'.

Bicycle transport is not guaranteed except for non-electric folding bicycles.

4. What you need to know about travelling by train

4.1 You must have a ticket

To travel on a regional train, you must have an appropriate ticket, validate it before boarding and keep it until you leave the station.

Passengers who are found to be without a ticket upon verification by the ticket inspectors, must pay:

- the full-fare ticket;
- a surcharge.

Passengers who board a station in Valle d'Aosta without a ticket and inform the train staff before boarding will pay the full-fare ticket plus a surcharge of €5.00. The surcharge is not applied if departing from locations without either a ticket office, self-service ticket machines or alternative sales outlets, provided that the train staff is notified at the time of boarding.

Passengers in possession of a valid ticket for regional trains with less mileage than the route to be travelled on, may request the on-board staff to issue a ticket for an extension upon boarding and within the regional boundaries, without the application of any penalty.

Passengers boarding a train with an unvalidated ticket are subject to:

- payment of a surcharge of EUR 25.00

As an exception to this general rule, passengers:

- who board the train with an unvalidated ticket and notify the train staff before boarding, will be subject to payment of a surcharge of € 5.00 and the ticket will be validated by the train staff. The surcharge does not apply when the ticket machines in the station of departure are missing or out of order, and passengers inform the train staff of this when boarding the train.

Passengers in possession of the special card provided for in Special Concession III and Special Concession VIII are always entitled to purchase and validate their ticket on board the train, without having to inform the staff and without having to pay any additional amount, even in the presence of an accompanying person.

Payment of sums due to the staff on duty on board the train is permitted in cash or by credit/debit card.

For more information, see the General Conditions of Transport by selecting Part III Regional Transport on [Trenitalia.com](https://www.trenitalia.com).

4.2 Buying tickets and season tickets for travel within the region or between two or more regions

Regional transport tickets and season tickets can be purchased from Trenitalia's sales channels, intermediates (ticket offices, third party sales points affiliated with the Tabaccai PUNTOLIS and Mooney Servizi SpA circuits, travel agencies and call centres) and disintermediates (self-service ticket machines, Trenitalia.com website, Trenitalia App for smartphones and tablets, EMV system). The type of transport contract is indicated on each ticket.

Prices for journeys within the region are determined following a regional resolution, depending on the distance and type of service offered. The distances between stations are those given in the Official Handbook of Distances.

Prices for journeys between two or more regions are determined according to the proportional-price algorithm defined by the Regions and Autonomous Provinces within the Commission for Infrastructure, Mobility and Territorial Governance of the Conference of Regions and Autonomous Provinces and deliberated by each Region and Autonomous Province.

4.3 Choosing tickets or season tickets

- Regional single tickets (Fare 39);
- weekly and monthly regional season tickets (Fare 40), useful for those who frequently travel within the region on the same route;
- single tickets at a regional fare with supra-regional application (Fare 39 AS) for journeys between two or more regions;
- monthly and annual season tickets at a regional fare with supra-regional application (Fare 40 AS) for journeys between two or more regions, for frequent travellers on the same route.

Special benefits are provided for holders of the Disability Card, Carta Blu and Carta Verde and Carta d'Argento, as well as for groups:

- a) **ORDINARY GROUP:** a group of at least 10 paying passengers (adults and/or children) travelling together on the same train and on the same journey and to whom a 10% discount applies;
- b) **SCHOOL GROUP REGIO:** a group of at least 10 paying passengers (adults and/or children), travelling together on the same train and for the same journey, made up of people belonging to schools of all levels, including Universities, Universities of the Third Age, People's Universities, Academies and Training Institutes, to which a 20% discount is applied, as well as two free tickets for every 10 paying passengers.

Promotions are valid for both first and second class, all days of the week. Promotions for groups can only be combined with those for children's journeys.

Trenitalia may also offer special promotions throughout the year, which are announced through the company's communication channels.

4.4 X-GO Loyalty Programme

The new X-GO loyalty programme became active in February 2023. It rewards travellers who purchase individual trips with Regional and Intercity trains, accumulating points that can be converted into Cashback for subsequent trips. To earn points, you must always enter your X-GO code before making a purchase. CartaFRECCIA members or those who are already registered on the site, can subscribe to X-GO by accessing their personal area, while non-registered users may simply access the Trenitalia site in the appropriate section.

4.5 Disabled persons and persons with reduced mobility (PRM)

For free in-station assistance services provided to disabled persons and persons with reduced mobility (PRM), the Sala Blu circuit of the Rete Ferroviaria Italiana (RFI) Infrastructure Manager is available, which guarantees boarding/alighting on/off the train. Full details of the services can be found at RFI.it or Trenitalia.com. The accessibility of rail transport will be further expanded following the agreement signed with the RFI Infrastructure Manager, through which it will be possible to access more trains thanks to interventions that have improved the accessibility of stations and the latest generation fleet, which allows easier boarding.

In order to guarantee full accessibility on its trains (in the event of scheduled interruptions, the same is also guaranteed on buses), Trenitalia may request that the disabled person and person with reduced mobility (PRM), if not self-sufficient, be accompanied by a person capable of providing the necessary assistance. In such a case, the accompanying person is entitled to travel free of charge and to sit next to the accompanying disabled person or person with reduced mobility (PRM) wherever possible.

This Blue Room service is guaranteed in Valle d'Aosta in the stations/stops of Aosta, Châtillon Saint-Vincent, Pont-Saint-Martin by providing prior notice of at least 48 hours in order to guarantee the necessary operations for the preparation of equipped buses and the assistance service. In all other localities in Valle d'Aosta (Nus, Verres, Hône-Bard and Donnas), it is possible to request the assistance

service via the Sala Blu circuit, but it will be carried out by Trenitalia staff, subject to prior notice of at least 48 hours.

With a view to improving information on the services available on board trains, two initial levels of service accessibility were introduced in 2023: one to indicate trains with an equipped seat and the other for trains with an equipped seat and accessible toilet. Both levels of accessibility are highlighted with a special pictogram in the official timetable and on the Trenitalia website.

The Sala Blu can be contacted via the toll-free number 800 90 60 60, or on 06 323232.

4.6 Disability Card

The European Disability Card (also known as Disability Card) is a document certifying the disability status of individuals, the issuance of which is delegated to the National Social Security Institute (INPS).

Disability Card holders (characterised by letter 'A') who need an accompanying person or greater support are granted free travel for the holder's accompanying person, for travel throughout the country. The Decree of the President of the Council of Ministers of 6 November 2020 defines the following requirements for the Disability Card under letter A:

- categories of non-self-sufficiency set out in Annex 3 to Prime Ministerial Decree No 159 of 5/12/2013;
- holders of special allowances under Article 3 of Law No. 508 of 21/11/1988;
- holders of communication allowances under Article 4 of Law No. 508 of 21/11/1988;
- minor invalids with persistent difficulties in performing the tasks and functions proper to age pursuant to Article 2(2) of Law No. 118 of 30/3/1971.

4.7 Carta Blu

Disabled persons resident in Italy and falling within the categories referred to in Article 1 of Law no. 18/80 as amended and supplemented, in particular Article 1 of

Law no. 508/1988 (including the absolutely blind), or deaf-mutes within the meaning of Law no. 381 of 26 May 1970 or non-self-sufficient INAIL invalids entitled to:

- personal and continuing care allowance (APC) (pursuant to Presidential Decree 1124/65 - annex no. 3 articles 76 and 218) only for recipients with 100% disability;
- allowance for personal and continuous assistance (APC) (pursuant to Presidential Decree 1124/65 - annex no. 3 articles 76 and 218) with impairments to psychophysical integrity under Law no. 296/2006 c. 782 p. 4,

may apply for a Blue Card upon presentation of the appropriate certification of this entitlement and an identification document. Carta Blu, which allows free travel throughout the national territory for the holder's accompanying person, is issued by Assistance Offices and, where not present, by ticket offices.

The card is valid for no more than five years. If the disability has been declared reviewable, the validity is equal to that stipulated in the certificate of incapacity issued and, in any case, for no more than five years.

Carta Blu allows holders to purchase single tickets at the full price for the regional train used, valid for themselves and their accompanying persons.

The Carta Blu must be shown when purchasing a ticket or, in the case of purchase through online sales channels, validated with the credentials when choosing the travel solution.

Tickets must be shown to the Staff together with the Card and a personal identification document.

In the event of boarding a train without a ticket, regularisation takes place without the application of the indicated concessions and with the payment of the prescribed administrative penalties.

The card cannot be combined with other benefits, with the exception of the reduction granted to voters.

The card is issued at station ticket offices.

In the event of loss, theft or destruction of the card, a duplicate may be issued free of charge at the request of the person concerned and upon presentation of supporting documentation.

4.8 Electric bicycles and micro-mobility devices

On the regional trains expressly indicated in the Official Timetable with a special pictogram and subject to payment of the passenger transport fare, it is possible to transport bicycles, including pedal-assist bicycles (maximum one bicycle per passenger and not longer than 2 metres).

Alternatively, it is possible to purchase the following for bicycle transport (unless otherwise stipulated in the individual regional transport fares):

- a single second-class ticket like the one used by the passenger;
- a bicycle supplement of €3.50, based on fare 29/b, which can be used until 11.59 p.m. on the day indicated on the ticket, allowing an unlimited number of journeys within the chosen day.

On all regional trains, even where not expressly stated in the Official Timetable, one bicycle per passenger may be carried free of charge, provided that it is dismantled and contained in a bag or is a folding bicycle that is properly closed. Similarly to the folding bicycle properly closed, properly-closed scooters - even electric ones - hoverboards and monowheels, which must be switched off before boarding, are also allowed. In all cases, the dimensions must not exceed cm. 80x120x45 and must not cause danger or discomfort to other passengers.

Staff may not allow bicycles to be transported on board the train in the event that such transport may jeopardise the train service.

4.9 Hand luggage

Passengers may carry hand luggage free of charge, provided that it does not contain malodorous, noxious or dangerous substances (within the meaning of the Regulation concerning the International Carriage of Dangerous Goods by Rail - RID - and applicable national laws and regulations such as explosive and flammable materials and objects subject to spontaneous combustion, toxic, infectious,

radioactive and corrosive materials), and that they are placed in the designated spaces, that they do not cause obstruction and/or damage to persons and property, that they do not obstruct the service activities of railway personnel and that they do not damage the cars. It is the passengers' responsibility to supervise the luggage brought with them.

In the event of loss of luggage, the provisions of Articles 927 et seq. of the Civil Code apply.

Special spaces are provided for transporting skis on bi-modal trains.

Luggage must be placed in the space provided and must not cause disturbance or damage to other travellers, and must not obstruct the service activities of railway staff or damage the cars.

Should the luggage cause serious disturbance or damage, the owner will be subject to a penalty of €8.00 and must unload it at the first stop.

Substances and articles packaged for retail sale and intended for personal and/or domestic use, for health needs or for sports or leisure activities may also be considered as luggage.

Should travellers fail to comply with these provisions, they will be charged the sum of €200.00 as a penalty. If payment is made by the 15th day after the date of notification, the amount is reduced to EUR 100.00. If Travellers agree to pay the amounts due to the train staff immediately, the penalty is reduced to €50.00.

A luggage storage service is also provided at the Aosta station on the basis of an agreement with the 'Radical Storage' company.

Click [here](#) for more details on the service.

4.10 Animals on board

Passengers may transport small dogs, cats and other small pets free of charge provided they are kept in appropriate carriers of dimensions not exceeding 70x30x50 cm, such as to exclude injury or damage to both passengers and cars.

Assistance dogs can always be transported free of charge, even if accompanied by other people, on all train categories, classes and service levels of regional transport. An assistance dog is a dog that has been individually trained in an authorised centre and is capable of performing tasks in support of persons with motor, visual and hearing, intellectual/relational, psychiatric impairment or other comparable medical conditions, accompanying them and to whom they are permanently attached.

In order to transport dogs of any size (with the exception of those kept in special carriers and assistance dogs), passengers must purchase a dog transport ticket, which is equal to a second-class ticket at the fare for the route travelled, reduced by 50%. Access is only permitted with a properly-fitted muzzle and leash.

The transport of dogs (with the exception of those kept in the appropriate carriers and assistance dogs) is not permitted on the regional trains expressly indicated in the Official Timetable.

A certificate of registration with the dog registry office and a health booklet or, for foreign passengers, a passport in lieu of both documents are required for the transport of dogs (even if they are kept in the specific carriers). For assistance dogs, only the possession of a training certificate is required, in which the dog centre/institution of reference certifies on letterhead (or with a legible stamp) that it is a service dog, which must be shown at the request of staff, while guide dogs for visually impaired passengers do not require any certification.

This documentation must be produced at every request of staff.

Guide dogs used by blind passengers may travel on all regional transport trains and buses free of charge without any obligation.

If the animals on board disturb other travellers, the dog's companion, on the instructions of the on-board staff, is required to occupy another seat that may be available or to disembark from the train.

The dog's companion is obliged to provide supervision and is solely responsible for any damage caused by the dog.

For each carrier that exceeds the permitted allowance, a penalty of €8.00 is payable unless otherwise provided by regional regulations, and accompanying persons and dogs are in any case required to disembark at the first stop station.

In the event of the lack of a certificate of registration with the dog registry office and/or the dog's health booklet or passport for foreign passengers, regularisation will be provided for on board the train with payment of a penalty of €25.00, without prejudice to the obligation for the accompanying person and dog to disembark at the first station where the train stops.

If the irregularity concerns both the traveller's ticket and the dog's compliance with the conditions of carriage, or if several trains of different categories are used, the penalty due shall be applied only once.

All of the above also applies to scheduled buses.

5. Regional transport tickets may be paper, digital (Digital Regional Ticket BDR) or electronic (Electronic Regional Ticket BER).

5.1 Single regional paper ticket

Single paper tickets must be validated before the departure of the train by means of the validating machines located at the station where the journey begins. Validation can take place until 11.59 p.m. on the day stated on the ticket itself. Once validated, the ticket is non-transferable.

Quota Trains/Buses

The regional quota trains/buses allow the availability of seats (seating and standing places) and progressive availability updates to be displayed at the time of purchase. Purchase does not entitle you to a specific car or seat. The purchase of a quota train/bus is possible while seats are available. A single ticket issued entitles holders to travel only and exclusively on the selected train/bus. The quota does not apply to holders of season tickets, passes or free access, integrated tickets or similar, nor to tickets purchased at PVTs.

Transitional phase until further notice

Until further notice, a passenger in possession of a paper or BER ticket for a quota train/bus bearing the number of the train/bus, may still use a different train/bus than the one purchased within 4 hours of the departure of the purchased train/bus, unless

otherwise specifically provided for specific fares. For irregularities, the provisions of § 7.- Irregularities and Abuses of this Part III - Regional Transport apply. 4.2

5.2 New regional digital ticket (BDR)

Trenitalia is strongly oriented towards smart mobility and therefore pursues the evolution of new payment systems to support the progressive dematerialisation of travel tickets. Regional digital tickets are at the heart of this policy. Digital Regional Tickets (BDR) - currently purchasable through online channels (website and App) - are personal, non-transferable and can be purchased up to 5 minutes before the scheduled departure of the train. BDRs must be validated through the Check-in function, which is available from 00:00 on the day of travel until the scheduled departure time of the train selected at the time of purchase. Once checked in, the ticket is active and valid.

The new purchase and check in functionalities are accessible for the visually impaired, who can hear what is displayed on the screen of their device, so that they can interact with it through voice commands.

5.3 Single Regional Electronic Tickets (BER)

They can be purchased up to five minutes before the departure of the train.

Single regional tickets purchased online are personal and non-transferable, and must always be presented together with a valid ID document.

This type of ticket does not require validation.

5.4 Trenitalia App

With the Trenitalia App, which can be downloaded from Google Play or Apple Store, in addition to the purchase of tickets and season tickets, other features that enrich the travel experience are also available and are described in the next section on digital caring.

Trenitalia is constantly striving to make its app accessible in accordance with Law No. 4 of 9 January 2004. The Trenitalia App complies with Level A of the Web Content Accessibility Guidelines (WCAG), as it makes content accessible to a wider

range of people with disabilities, including blindness and impaired vision, deafness and hearing loss, mobility impairments, language disabilities, photosensitivity as well as combinations of these, and will also partially improve accessibility for those with learning disabilities and/or cognitive impairment.

At the time of purchase, you can plan your trip by checking the availability of seats on board the train for quota trains. The quota does not apply to holders of passes or free access passes, integrated tickets or similar, nor to those purchased at PVTs.

The ticket purchase can be added to your 'favourites' so that the same ticket can be purchased again with just one click. You can also proceed to purchase tickets for fellow travellers with a single click by creating a list in your 'favourites' and setting the payment method of choice.

The tickets and season tickets purchased are always available on the home page and in the 'My Trips' personal area, allowing easy verification by the train conductor. With the activation of the new Self-check-in function, choosing the train to be used will make it possible to validate your ticket before boarding, receiving useful information on the journey and speed up any disbursements of compensations or refunds and receipt of courtesy kits.

In the Infomobility section, you can access real-time information on rail traffic provided directly by the Trenitalia Operations Room.

6. Dialoguing with Trenitalia during travel

6.1 Digital Caring

As part of the assistance provided through digital channels, Trenitalia's regional customers have several functions at their disposal to be constantly updated on traffic, special deals, requests for refund or compensation and regulations.

6.2 Dedicated profiles on the main Social Networks - Traffic, deals and services, regulations

To consolidate the relationship with its customers, Trenitalia proposes new commercial initiatives (deals with other carriers and promotions) and, to facilitate interaction, it is present on the main social networks (Instagram: Trenitalia Regionale @trenitaliaregionale, Facebook: Trenitalia's regional @trenitaliaregionale) with a profile dedicated to regional transport. With the aim of improving the relationship with its customers, Trenitalia provides answers to requests for information as well as offering services tailored to their needs making use of their suggestions. The social caring service, designed to stimulate dialogue and interaction with customers, is active every day from 7 a.m. to 9 p.m., and provides real-time assistance by collecting passenger reports and requests, and solving reported problems.

6.3 Trenitalia App and Smart Caring - Traffic

The Trenitalia App features that enrich travel experience include the possibility of activating Smart Caring push notifications in 'Train Status' to follow the progress of your train and the status of the reference line in real time. Information on delays, traffic disruptions, cancellations or other disruptions is provided in a timely manner together with the reasons for the delay or cancellation of the service. It is also possible to view Trenitalia train departures and arrivals from the station of interest. To find all Trenitalia points of sale of interest, you can access the 'Points of sale' section, which provides options according to the location entered. The above is not applicable to replacement buses.

6.4 Viaggiatreno website - Traffic

Viaggiatreno.it is the Trenitalia website implemented with the new 'News Infomobility' section, which allows you to monitor traffic in real time.

By consulting the website, which can also be accessed from mobile devices, it is possible to view the route of the chosen train, get detailed information on arrival and departure times and scheduled stops, as well as print out the train's arrival time. In

In addition, all information on possible line interruptions, cancellations or the establishment of any replacement services is available.

In agreement with the Region, Trenitalia ensures a minimum level of replacement services through a special Intervention Plan that can be consulted on the Trenitalia.com website.

Information on any delays, traffic disruptions, cancellations or other disruptions shall be provided promptly and with updates at least every 15 minutes on the evolving situation (with an indication of the time required to restore normal travel conditions whenever an estimate is possible) and shall be accompanied by the reasons that led to the delay or cancellation of the service.

Similar information will be provided on how to apply for refunds and/or compensation (both online and offline).

Trenitalia provides information to the hearing impaired through visual displays on the train. If the on-board train sound system and/or visual displays are not installed or not working, information on delays and disruptions will be provided during the journey by Train Staff, who will announce them in person either through the public address system or verbally by passing through the carriages with particular attention to the hearing impaired.

Information can be accessed at www.viaggiatreno.it.

The above is not applicable to replacement buses.

6.5 TAP&TAP - the new way to travel

Trenitalia is currently developing a new direct sales system, called TAP&TAP, through which it will be possible to purchase tickets at regional fares and with a supra-regional application directly with a contactless bank payment card, by tapping it at a validating machines/self-service machine/turnstile at the station of departure and then at the station of arrival (inbound TAP and outbound TAP).

Following the positive outcome of the trial, which is expected to be carried out on the Venice-Verona section, the new sales channel will be progressively extended to all Trenitalia regional services.

7. Targets

Pursuing a policy of transparency and information to its passengers, last year's targets and final figures have been published, as well as the targets for 2024 set out in the current Service Contract.

Service quality aspects relating to the comfort and accessibility of stations are the responsibility of the Infrastructure Manager and can be consulted on the RFI.it website.

<u>Indicators</u>	<u>2023 Target</u>	<u>2023 Result</u>	<u>2024 Target</u>	<u>Notes</u>
PUNCTUALITY	94%		94%	Regional trains arriving within 5 minutes of the scheduled time
	98%		98%	Regional trains arriving within 15 minutes of the scheduled time
	99%		99%	Regional trains arriving within 30 minutes of the scheduled time
ROLLING STOCK COMPOSITION	< 1,00		< 1,00	Occupancy coefficients
RELIABILITY	<0,50%		<0,50%	Train cancellations/limitations due to the railway company
OBLIGATIONS TOWARDS PEOPLE WITH DISABILITIES	always		always	Disabled seat integrated in the train
SAFETY	always		always	Working video surveillance
RESPECT FOR THE ENVIRONMENT	always		always	Recycling bins on board trains
COMMUNICATION WITH USERS	96% customer satisfaction		96% customer satisfaction	Kindness and professionalism of staff towards users
EXTERNAL CLEANLINESS	always		always	No graffiti and clean windows
INTERIOR CLEANLINESS	always		always	Clean interiors (floors, walls, environment, seats, overhead racks, tables, curtains, bins...)
COMFORT / DETERIORATION	always		always	Working lighting and air conditioning
				Intact interiors (floors, walls, environment, seats, overhead racks, tables, curtains, bins,...)
WORKING TOILET	always		always	Working appliances (tap, soap dispenser, flush button...)
				Consumables present (water, soap, toilet paper,...)
USER INFORMATION SERVICES	always		always	Call centre active
				Service information provided on the Company website
				Service information provided at the station in at least two languages
				Service information provided on board in at least two languages
				Working monitors
TICKETING SERVICES	Always at the scheduled times		Always at the scheduled times	Ticket offices open regularly
				Working sales channels
				Working validating machines

8. Relational aspects with Trenitalia

8.1 Recognition and Presentation

Trenitalia personnel in close contact with the public can be identified by their uniforms and identification badges bearing their serial number and position, and are available to passengers for any need.

In order to constantly improve the management of passenger relations, Trenitalia personnel attend training courses and obtain specific professional qualifications where required. Trenitalia also provides special training modules so that the language used for information and communication is clear and can be easily understood by passengers.

Personnel carrying out ticket controls and verification services on board or at the station, assume the status and powers of a Public Official and, therefore, the specific provisions set out in the Criminal Code are applicable for offences committed against said personnel, offences also punishable by arrest or imprisonment.

8.2 Communicating with Trenitalia

Valle d'Aosta Regional Management, Piazza Manzetti, 1 - 11100 AOSTA

e-mail: direzionevalledaosta@trenitalia.it

Certified e-mail: direzionetrasportoregionalevallediosta@cert.trenitalia.it

Tel. 0165-239541

Fax 0165-368828

e-mail for group travel: vda_ufficio_gruppi@trenitalia.it

Tel. 0165-239541

(The Groups Office is open Monday to Friday from 9 a.m. to 1 p.m. and also from 2 p.m. to 5 p.m. on Tuesdays, Wednesdays and Thursdays)

To learn more

Information offices, ticket offices and travel agencies

Trenitalia Call Centre: 89 20 21⁽¹⁾ for information, ticket purchases and bookings

¹⁾ Active every day of the week, 24 hours a day. Landline: connection charge 30.5 euro cents (including VAT). Cost per minute 54.9 euro cents (including VAT). Mobile phone: the rate, in line with your plan, depends on your mobile phone operator.

Trenitalia would like to remind you that, for corporate mobile phones, the possibility of calling 89 20 21 varies depending on the contract stipulated by each company with the mobile phone operators.

199 89 20 21⁽²⁾ for information and assistance

²⁾ Active every day of the week, 24 hours a day. Landline: no connection charge. Cost per minute 10 euro cents (including VAT). Mobile phone: the rate, in line with your plan, depends on your mobile phone operator.

From abroad, please call +39.06.68475475, active daily from 7 a.m. to 11.59 p.m. The rate is defined by the passenger's telephone operator.

06 3000⁽³⁾ for users not enabled for 199 freephone numbers or if you prefer a landline

³⁾ The reference telephone rate is the urban or extra-urban rate defined by the passenger's telephone operator.

Site: www.trenitalia.com and App Trenitalia and www.viaggiatreno.it

Instagram profile 'trenitaliaregionale'

Facebook profile: Il Regionale di Trenitalia @trenitaliaregionale)

Toll-free number 800 89 20 21

A free service dedicated to providing information with reference to stations/stops not equipped with ticketing services. Passengers unable to access the information via web will be able to receive information on the address and opening hours of the point of sale closest to the station or to their location.

9. Passenger protection

Last connection of the day, refunds, reimbursements, bonus claims and assistance during the trip

9.1 Last Connection

Passengers end their journey using the last connection of the day are requested to inform the Train Staff if the delay of the train on which they are travelling prevents them from arriving at their destination. Trenitalia ensures the completion of the journey wherever possible.

9.2 Refunds of unused tickets or season tickets

In the event of a departure/arrival delay of over 60 minutes, missed connections or cancellations, Trenitalia shall communicate the available options for alternative routes to passengers within 100 minutes of the scheduled departure time. Passengers shall otherwise be entitled to the refund of the costs incurred in reaching the final destination independently using other rail, coach or bus public transport service providers, provided that the costs incurred are documented, necessary, appropriate and reasonable. If the refund has already been issued, Trenitalia shall assess the refund of the expenses incurred for the part exceeding the reimbursed amount.

Failure to travel due to events attributable to Trenitalia or by order of the Public Authority

A full refund of the ticket shall be made at all ticket offices even if the ticket has already been validated. The ticket office shall provide a direct refund when it is in a position to verify the circumstances justifying a full refund, otherwise it shall forward the request submitted in writing to the competent Regional Departments. Refund requests for regional e-tickets must always be made in writing. Should there be no ticket office at the station or should it be closed, requests must be made in writing to the competent Regional Department, enclosing the original/copy/scanned copy of the ticket.

Failure to travel due to cancellation by the passenger

Trenitalia applies a 20% deduction on the amount to be refunded. Refunds are not granted if the amount to be paid is equal to or less than € 8.00 per passenger after application of the deduction. Special rules may be laid down in the individual regional/provincial fares. Refunds are normally paid by re-crediting the same payment method used for the purchase. For electronic regional tickets (BER) purchased by telephone credit, refunds are issued with electronic credit, visible in the 'My trips' Personal Area on the Trenitalia website and App, and can be used to make new purchases on Trenitalia's digital channels. For tickets purchased even partially with a bonus, refunds for the bonus part are paid by issuing a new bonus that can be used within the original deadline. Refunds of regional tickets due to cancellation by passengers up until the day before the journey must be requested by 11.59 p.m. on the day before the date indicated on the ticket, at any ticket office or at the travel agency that issued it. Refunds of regional electronic tickets (BER) due to cancellation by passengers must be requested by 11.59 p.m. of the day preceding the date indicated on the ticket by means of a web form available on Trenitalia.com, Trenitalia APP, self-service ticket offices and through the contact channels.

In the event of requests for refunds via web or mail, Trenitalia will send the applicant a communication, both in the event of recognition and in the event of non-recognition of the refund, within 30 days of receipt of the request.

Special rules are provided for annual season tickets refunds

Annual season tickets can be refunded before they become valid with a 5% deduction. In the event of use for a period less than the overall validity of the season ticket, the difference between the price paid and the price due for one or more monthly passes at fare 40 for the period of use shall be reimbursed, considering fractions of a month as a full month with the application of a 5% deduction, unless otherwise provided for in the individual regional/provincial fares. Applications for a refund must be accompanied by the original ticket, with the exception of season tickets issued in electronic format.

In the event of requests for refunds via web, mail or e-mail, Trenitalia will send the applicant a communication, both in the event of recognition and in the event of non-recognition of the refund, within 30 days of receipt of the request.

9.3 Entitlement to compensation for single tickets (regional and supra-regional fares)

In the event of a delay between the departure and arrival stations indicated on the ticket, passengers may claim a compensation amounting to 25% of the ticket price for delays between 60 and 119 minutes (this compensation is recognised for tickets amounting to at least EUR 16.00) and 50% of the ticket price for delays of 120 minutes or more (this compensation is recognised for tickets amounting to at least EUR 8.00).

The compensation shall only be recognised for tickets where the station of departure and arrival are indicated and where the amount to be recognised is €4.00 or more. No compensation shall be granted to free ticket holders.

For journeys at regional fares with supra-regional application where the travel referred to in the ticket can be provided by one or more carriers operating in succession, the compensation shall be calculated and paid by Trenitalia for its part of the services.

Within 30 days of receipt of the request, Trenitalia will send applicants credentials for the withdrawal of the cash compensation or proceed with a refund or bonus depending on the method chosen by the passenger. A notification is also sent in the event of non-recognition.

In order to apply for the compensation:

- for paper tickets: the ticket must be validated at both departure and arrival;
- for electronic tickets: the ticket must have been validated by the Train Staff on board the train;
- for regional digital tickets: reference is made to the connecting train/trains for which you checked in.

You may verify your entitlement to a compensation through the function available on the [Trenitalia.com](https://www.trenitalia.com) website in the 'IC/ICN and Regional user information' section,

at ticket offices and authorised travel agencies. Verification is possible for individual tickets sold by Trenitalia through its direct and indirect sales systems, and electronically checked on board the train.

9.4 Entitlement to compensation for season ticket holders (regional and supra-regional fares)

Holders of season tickets who incur a succession of delays or cancellations during their validity are entitled to compensation commensurate with the inefficiency incurred.

Monthly or annual season ticket holders are entitled to compensation for each month in which, for the route indicated on the ticket, 10% or more of the scheduled trains are delayed by more than 15 minutes or cancelled. This compensation is equal to 10% of the monthly season ticket and 1/12 of 10% of the annual season ticket.

Compensation for the other types of season tickets shall be paid according to the same calculation criteria proportionally related to the period of validity.

Compensations of less than €4.00 shall not be granted.

For journeys at regional fares with supra-regional application where the travel referred to in the season ticket can be provided by one or more carriers operating in succession, the compensation shall be calculated and paid by Trenitalia for its part of the services.

No allowances shall be granted to free season ticket holders.

You may verify your entitlement to a compensation through the function available on the [Trenitalia.com](https://www.trenitalia.com) website in the 'IC/ICN and Regional user information' section, at ticket offices and authorised travel agencies.

9.5 Compensation for Persons with Disabilities and Reduced Mobility (PRM)

Trenitalia grants persons with disabilities and reduced mobility (PRM) a compensation to the amount of 50% of the single ticket, in addition to the full reimbursement of the ticket, in the event that a journey indicated in the published timetable as accessible is made by an unsuitable train or replaced by a non-accessible or unsuitable substitute or supplementary service.

In the case of season tickets, the compensation for persons with disabilities and reduced mobility (PRM) is calculated on the amount of the single trip, which is equal to the price of the season ticket divided by the number of trips, obtained by considering a number of two trips for each day of validity (for monthly season tickets, an average duration of 30 days is assumed). In this case, the compensation is granted in addition to the full refund of the individual journey to passengers with disabilities or reduced mobility (PRM) who are in possession of a valid season ticket for the impeded journey.

9.6 Combined tickets - delay compensation for mixed travel combinations

As a rule, the transport contract relates to the use of an individual train and is represented by a ticket entitling passengers to use the chosen train service.

In the specific cases where Trenitalia offers the possibility of using two or more successive train services, passengers may purchase a 'combined' ticket in a single commercial transaction, which entitles them to use several successive train services operated by Trenitalia, Trenitalia France, Ferrovie Sud Est (FSE) and FS Treni Turistici Italiani (FS TTI), under a single transport contract.

In the case of combined tickets, the delay compensation shall be calculated with respect to the total price of the entire journey, and the final arrival time of the entire journey shall be taken into account for the purpose of entitlement to compensation. Trains of other transport companies are excluded.

In all other cases in which passengers use several successive trains/rail services purchased individually and not as part of a single commercial transaction, the journeys must be considered distinct and separate from each other and each is attributable to a single transport contract.

9.7 How to claim for refunds, compensation and the reimbursement of expenses incurred in reaching your final destination independently

In addition to Italian, Trenitalia guarantees the possibility of also using English to make your request, allowing passengers to receive information concerning the methods of payment of the amount due and the relative maximum timeframes for their payment in the same language.

Requests can be made through a number of channels, such as ticket offices and customer support services, by post and via the website.

Trenitalia shall send applicants a communication on the outcome of their request within 30 days of receipt.

In the event of a refusal, Trenitalia shall provide passengers with the reason, at the same time informing them on how to appeal within one year from the date of receipt of the reply deemed unsatisfactory or, in the event of no reply, from the date on which the request was submitted to Trenitalia.

All of the above constitutes a summary of Trenitalia's commercial regulations. For further and more complete information, please consult the website [Trenitalia.com](https://www.trenitalia.com), in the Information, Transport Conditions, General Conditions of Transport, Part I Common Rules and Part III Regional Transport home page section.

9.8 Assistance services

In addition to the refunds provided for in the 'Passenger Protection' chapter, in the event of a delay in departure or arrival at the final destination resulting of over 60 minutes, the passenger is entitled to:

- free meals and beverages, in a reasonable quantity depending on the delay, if available on the train or at the station and if they can be reasonably provided, taking into account the distance to the supplier, the time required for delivery and the cost;
- overnight accommodation of average quality, if arrival at the final destination cannot be ensured by other trains or replacement transport services (buses, taxis, etc.) provided by Trenitalia, and transport between the railway station

and the place of accommodation where and when physically possible. This stay is limited to a maximum of three nights in the event that the disruption is due to extraordinary circumstances external to the railway operation (such as extreme weather conditions, major natural disasters or serious public health crises), due to the passenger's fault or to a third party's behaviour that Trenitalia could not avoid and the consequences of which it could not remedy;

- transport between the train and the railway station to return to the point of departure or an alternative one, or to the final destination if the train is blocked on the tracks, where and when physically possible.

9.9 Complaints

Complaints offer a valuable opportunity to dialogue and better respond to the expectations and needs of our passengers, which is why we carefully collect and read all complaints, and strive to take concrete and swift action to solve the reported problems.

in addition to Italian, Trenitalia guarantees the possibility of using English as well, sending an exhaustive, reasoned reply understandable to passengers in the same language. Replies to complaints shall take into account the rules applicable to the case, the rights of passengers, possible solutions, and applicable remedies where the reply may be unsatisfactory.

To send a complaint, you may use:

- the webform available on Trenitalia.com in the Complaints section (to view the webform, click [here](#));
- the special printable form in the above-mentioned section of the website and available at ticket offices and Assistance Offices. In this case, the form can be submitted through the Trenitalia contact channels or sent via registered letter;
- Furthermore, complaints in written form but not using the form indicated which are submitted through Trenitalia's contact channels or sent via registered letter may also be taken into account, provided that they contain at least the following minimum elements:

- a) the customer's identification details (name, surname, address) and of the representative (if any), attaching the proxy and an identity document of the user in this case;
- b) the identification references of the journey made or planned (date, time of departure, origin and destination) and the transport contract (booking code or ticket number) or a copy of the ticket. An indication of the train number may facilitate the processing of the complaint;
- c) a description of the disservice undergone and/or of the discrepancy detected with respect to European or national legislation, the General Conditions of Transport or the Service Charters.

The complaint must be lodged within three months from the date of the event that is the subject of the complaint. For deadline purposes, a complaint shall be deemed to have been received:

- the day of submission, if submitted via webform;
- the day of delivery to Trenitalia, if sent via registered letter;
- the day indicated on the receipt of the complaint submitted to the customer service offices or counters;
- within five days from the date indicated on the receipt of the complaint submitted at the ticket offices.

Trenitalia shall provide a reasoned reply to the complaint, indicating whether the complaint is accepted or rejected within 30 days or, in justified cases, it shall inform the passenger that they will receive a reply within 90 days from the date of receipt of the complaint.

If the complaint received does not fall within its competence, Trenitalia shall forward it, promptly and in any case within 30 days of receipt, while simultaneously informing the user:

- to the station manager deemed competent, who will reply to the user within the prescribed deadlines;

- in the presence of an integrated ticket, to the service manager deemed competent, who will provide a reply to the user within the prescribed deadlines.

9.10 Right to compensation in the event of a delayed reply

If a reply is provided between the 91st and 120th day after receipt of the complaint, passengers are entitled to automatic compensation amounting to 10% of the ticket price.

If no reply is received within 120 days of receipt of the complaint, passengers are entitled to automatic compensation amounting to 20% of the ticket price.

The compensation is paid by means of an electronic bonus, which can be used within twelve months from the date of issue, for the purchase of tickets for Trenitalia services and Trenitalia France services. The bonus can be converted into cash at the customer's request.

With regard to complaints relating to season tickets, the amount of automatic compensation to be paid if the complaint is replied to after 90 days is regulated in the General Conditions of Transport.

Compensation for a delayed reply is not granted if:

- the amount of the compensation is less than 4 euro;
- the complaint is not transmitted in the manner and with the minimum necessary elements indicated above;
- the passenger has already received automatic compensation for a late/no reply in respect of a complaint concerning the same journey.

9.11 Joint Conciliation

Trenitalia and the Consumer Associations signed a Memorandum of Understanding on 23 March 2021 extending Joint Conciliation also to regional services as well. For more information on the list of Consumer Associations that have signed the Conciliation, please refer to the General Conditions of Carriage available on the Trenitalia website.

The Conciliation Procedure is free of charge and customers may access it whenever they have received an unsatisfactory response to the complaint from Trenitalia, or have not received a response within 30 days. Requests can be presented through one of the Associations that signed the Protocol or directly to the Trenitalia Conciliation Office by filling in the web-form on Trenitalia's website or via fax or registered letter with return receipt, using the form downloaded from the website [Trenitalia.com](https://www.trenitalia.com).

The Conciliation Commission, made up of a representative of Trenitalia and a representative of one of the Consumer Associations signatory to the Memorandum of Understanding, verifies the possibility of reaching a conciliatory proposal for the customer upon completion of all the necessary investigations.

The procedure is initiated by the passenger following a complaint regarding Trenitalia's regional transport services, presenting a discrepancy between a Trenitalia commitment made in official documents (Transport Conditions, commercial information available on the Trenitalia website, Service Charter, Service Contracts, Documents published by TRA, European regulations of reference) and what actually experienced by the customer.

For more information, [click here](#)

9.12 Complaints to the Transport Regulatory Authority (TRA)

Among other things, the Transport Regulatory Authority (TRA) is responsible for ascertaining violations to the provisions of Regulation (EU) No. 782/2021 on passenger rights and obligations in rail transport and for imposing the prescribed sanctions. The TRA may therefore proceed with the investigation of possible non-compliance by railway companies ex officio or following a complaint submitted by passengers, also through associations representing their interests (where legitimised).

Only after having submitted a complaint to Trenitalia and within three months of receiving the communication of rejection of the same, it is possible to submit a complaint to the Transport Regulation Authority (TRA) by means of the Telematic System for the Acquisition of Complaints (SiTe), which can be accessed from the www.autorita-trasporti.it website or by filling in the special 'Complaint Form'

available on the same site and by sending it via certified e-mail to pec@pec.autorita-trasporti.it or via registered letter with return receipt to the Transport Regulatory Authority, Users' Rights Office - Via Nizza 230 - 10126 Turin. The same option is allowed in the event of Trenitalia's failure to reply within three months of submission of the initial complaint.

9.13 Complaint Summary

191 complaints arrived at the Valle d'Aosta Regional Department In the year 2023, 85% of which were answered within 30 days.

Macro item	%
LEVEL OF SERVICE	28.6
REGULARITY AND PUNCTUALITY	28.1
COMFORT	22.8
INFORMATION	4.3
FRONT-LINE PERSONNEL	1.4
CLEANLINESS	1.0
SAFETY	0.5
SECURITY	1.0
OTHER	12.3

9.14 Insurance Coverage

Trenitalia is liable for damage to passengers, luggage, hand luggage and animals only if such damage is due to its own fault.

Claims for damage to property and persons must be sent to Trenitalia-Valle d'Aosta Regional Department according to the contact methods indicated above in the section Communicating with Trenitalia.

10. Passenger Rights and Obligations

The rights and obligations of rail passengers are defined at European level by Regulation (EU) No 782/2021 on rail passengers' rights and obligations.

The Service Charter is also meant to be an opportunity to remind Trenitalia passengers of a series of precautions and behaviour that can make travelling safe and comfortable for themselves and for others. For more information, [click here](#).

Passengers using rail transport services are granted the following rights:

- travel safety and peace of mind;
- Service continuity and certainty, including rational integration between different means of transport;
- timely publication and easy availability of timetables, (wherever possible) integrated and coordinated with other means of transport necessary to complete the journey;
- easy access to information on travel arrangements and fares, both on the means of transport and at the stations;
- in the event of anomalies, timely information on the continuation of the journey by alternative means (wherever possible);
- Respect for departure and arrival times at all scheduled stops along the route;
- hygiene and cleanliness of means of transport;
- recognisability of personnel and tasks performed; easy traceability of staff during the journey;
- correspondence between the services purchased and those actually rendered;
- compliance with the provisions on the prohibition of smoking on means of transport, in premises and spaces open to the public;
- easy access to the complaints procedure and quick response to complaints (no more than 30 days or, in justified cases, within 90 days from the date of receipt of the complaint).

Some of the main passenger obligations (Prime Ministerial Decree 30.12.1998)

- to board the means of transport with a valid ticket;

- to occupy only one seat;
- to keep walls, fittings and furnishings clean and intact;
- to comply with the no smoking rules;
- to behave in such a way so as not to disturb other people;
- to transport items not classified as harmful and dangerous;
- to use alarm signals or any other emergency device only in the event of serious and imminent danger;
- to diligently comply with all requirements, security control and customs formalities;
- to scrupulously comply with instructions, provisions of service providers and indications received from operators;
- to use the transport infrastructure by following the established rules strictly - along with those of civilised living - in no way compromising the safety of travel and service levels to yourself and all those travelling.

10.1 Tips for Safe Travel

Trenitalia is committed to promoting the safety of rail transport through initiatives to spread the culture of responsibility and legality.

All Trenitalia staff commit themselves to improving the safety factor on board trains and in stations every day. The active cooperation of each passenger in implementing correct behaviour and care, before and during the journey, certainly contributes positively to avoiding the occurrence of unlawful events.

What passengers can do:

- purchase tickets using only official sales channels to avoid incurring fraud;
- take care while shopping at self-service machines, without the help of strangers;
- be careful in crowded places at the station such as lobbies, ticket counters, self-service machines and train platforms, where pickpockets are likely to operate;
- in stations where platform access points are active, prepare the ticket in advance to show to the FS Italiane staff;

- not leave luggage unattended as it may cause unnecessary alarm and be subject to police checks;
- place luggage on board the train in the rack above your seat or in another suitable space that allows you to keep a check on it;
- not leave valuables and bags unattended and keep your ticket with you at all times;
- promptly notify the railway staff and the Railway Police of any unlawful event;
- promptly notify the railway staff of the presence of beggars on board the train, as it is forbidden to collect money in a personal capacity or on behalf of unauthorised associations;
- not buy goods from unauthorised vendors nor accept food or drink from people you occasionally meet while travelling, as your personal health could be put at risk;
- Trenitalia staff may be verbally and physically assaulted. Do not be indifferent, in case of need ask for help;
- do not entrust your luggage to unauthorised persons: these are illicit activities.

What Trenitalia does:

- works in close synergy with the Railway Police, which is responsible for the prevention and suppression of offences;
- supervises the trains with specialised personnel;
- sets up a direct telephone channel between the train and the Railway Police for rapid intervention by the police throughout the national territory to safeguard the safety of passengers and staff;
- has developed the Board Support APP with which the Police Forces, where they are entitled to fare concessions on rail services, upon registration, can ensure timely and effective intervention following any alarm signals sent by the Train Staff;
- monitors electronic money transactions to prevent purchases using fraudulent credit cards;
- has intensified ticket checks at the station and on board the train and passenger assistance by forming national anti-avoidance and security teams;

- has installed video surveillance systems on many trains;
- cooperates with the Civil Defence and the Ministry of the Interior for emergency situations and greater supervision in the railway sector through specific Conventions;
- carries out awareness-raising campaigns such as:
 - ✓ 'Be careful! Make the Difference' which aims to prevent certain illegal acts such as illicit sale, theft, assault through responsible passenger behaviour;
 - ✓ the broadcasting of security and informative messages on board trains highlighting the presence of video surveillance systems whose images are available to the Railway Police.

11. Market Research and Customer Satisfaction

Through external research institutes selected through competitive procedures of public relevance, Trenitalia carries out bimonthly market research to analyse the level of satisfaction of its customers regarding the various phases of the journey. Each survey involves over 8.870 interviews in Italy as a whole, with a total of 53.641 annual interviews distributed by region on journeys made on regional service trains. In addition to the aforementioned customer satisfaction market research, Trenitalia, in its constant pursuit of a deeper knowledge of passenger needs and behaviour, also carries out ad hoc market research. These qualitative and quantitative surveys are carried out in order to feed a wealth of information that can contribute to strategic and operational decision-making.

11.1 Main travel quality factors - +year 2023

Main quality factors	Satisfaction Percentage*
Overall journey	95.9
Cleanliness	90.3
Comfort	95.8
On-board information	92.2
Punctuality	86.6
Travel on board	97.5
Security	91.6
Safety	96.4

12. List of consumer associations and organisations of persons with disabilities and with reduced mobility (PRM) provided by Regione Valle d'Aosta

CONSUMER ASSOCIATIONS (recognised in Valle d'Aosta under Regional Law 6/2004)						
Contact person	Assignment	address	e-mail	Certified e-mail	Address	
ADICONSUM VDA (Consumer and Environment Advocacy Association c/o CISL)		Tel. 0165/230777 - fax: 0165 36 83 08	adiconsum@cislvda.it	adiconsumvalledaosta@pec.postecert.it	Loc. Croix Noire, 73	11020 Saint-Christophe
Mario Ruggeri			mruggeri48@gmail.com			
A.D.O.C. VDA (Consumer Advocacy and Guidance Association c/o UIL)		Tel. 0165/43679 fax: 0165 36 09 31	adocvalledaosta@gmail.com		Via Chavanne, 18	11100 Aosta
Raisin Cristina		mobile: 347/447 21 32				
A.V.C.U. VDA (Association Valdotaïne Consommateurs et Usagers c/o SAVT)		Tel. and fax 0165/548410	avcu@savt.org		Via Porta Pretoria, 19	11100 Aosta
Rosina Rosset		mobile: 329/225 35 71				
CODACONS VDA (User and Consumer Environmental Protection Coordinating Association)		Tel. 0165/238126 fax: 0165 26 46 52	info@codacons.vda.it	codacons.vda@pec.it	Via Abbé Gorret, 29	11100 Aosta
Marovino Giampiero			gimarov@tin.it			
FEDERCONSUMATORI VDA c/o CGIL VdA		Tel. 0165/271683 - Fax 0165/271699	federconsumatori@cgil.vda.it	federconsumatori.vda@pec.it	Via Lino Binel, 24	11100 Aosta
Bruno Albertinelli		mobile: 335 61 27 150				

For more information on the Consumer Associations that have signed the Conciliation, click [here](#)
[ANN.2 Consumer Associations adhering to Joint Conciliation.pdf](#)
<http://trenitalia.com>)