



SUMMARY OF THE CARRIAGE CONDITIONS

»» Linee Ferroviarie del Bacino Sud Piemonte

Effective from 01/01/2025

Effective from January 1, 2025



**The official Carriage Conditions are in Italian.
In case of discrepancies, the Italian version prevails.
This summary is for informational purposes only.**



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1.0 INTRODUCTION

The transport contract concluded with Arenaways in accordance with the Carriage Conditions for the use of railway services is represented by the travel ticket. By purchasing the travel ticket, the passenger agrees to comply with the provisions contained in CC. The official Carriage Conditions are in Italian. The current summary is for informational purposes only.

The travel ticket can be in paper or digital format (for example: pdf file, ticketless, QR Code) depending on the purchase channel used and the type of ticket.

The passenger admitted to transport must be in possession of a valid travel ticket for the train and the day of travel. The travel ticket serves as proof of the conclusion and terms of the transport contract.

2.0 TYPES OF TRAVEL TICKETS

2.1 Single tickets

The single journey digital ticket of Arenaways can be purchased through:

- The Arenaways website and other digital channels;
- The Arenaways customer service "Arenaways Risponde";
- The authorized physical and digital sales network (Arenaways C'è, physical sales points, OTA, etc.).

The digital ticket is nominative, personal, non-transferable, and can be purchased up to a maximum of 5 minutes before the scheduled departure of the train. It is valid only for the train selected at the time of purchase and, therefore, does not require any check-in on board the train.

Up to 1 hour before the scheduled departure time of the initially purchased train, it is possible to change the time and/or date of travel an unlimited number of times for free.

Provisionally, and until May 31, 2025, time and date changes must be requested through Arenaways Risponde, Arenaways C'è, and the web form available on www.arenaways.it.



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Alternatively, also until May 31, 2025, it is possible to access the next available train without requesting any changes (on the same origin/destination) by promptly notifying the on-board staff.

2.2 Arenaways "Train Only" Digital Travel Pass

The Arenaways digital travel pass allows for an unlimited number of journeys within the validity period on the route for which it was issued. It is not valid for bus services. The Arenaways digital travel pass is not valid for other railway operators operating on the same origin/destination (for example, a Cuneo–Savigliano Travel Pass only allows travel via Saluzzo).

The Travel Pass is nominative, personal, non-transferable, and must be presented along with a valid identification document during the journey. Validation on board the train is not required.

The purchase of digital travel passes can be made through:

- The Arenaways website and other digital channels;
- The Arenaways customer service "Arenaways Risponde";
- The authorized physical and digital sales network (Arenaways C'è points, physical sales points, OTA, etc.).

Intermediate stops are allowed.

Arenaways digital travel passes, depending on their validity, are categorized as follows:

- Weekly 7 days: valid from the first chosen day of validity until 23:59 on the seventh calendar day thereafter;
- Monthly 30 days: valid from the first chosen day of validity until 23:59 on the thirtieth calendar day thereafter;
- Annual 12 months: valid from the first chosen day of validity until 23:59 on the three hundred sixty-fifth calendar day thereafter.

2.3 Tickets Purchased Onboard

A passenger who boards the train without a valid and appropriate travel ticket, by promptly notifying the on-board staff at the time of boarding, has the possibility to purchase a single journey ticket with an additional charge of €5.00 per passenger. Payment on board can only be made with a credit/debit card.



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The following circumstances exempt the passenger from the additional charge for issuing tickets on board the train:

- The passenger boards from a station that is permanently without an adequate sales network, provided that the passenger promptly notifies the on-board staff at the time of boarding. On the Cuneo-Saluzzo-Savigliano service, only the Busca stop is considered as such;
- In case of simultaneous unavailability and/or closure of the entire sales network (authorized sales points, travel agencies, etc) at the time of boarding, provided that the passenger timely warns the on-board staff.

If the passenger does not warn in due time on-board staff, it will be subject to the payment of the regular ticket at the ordinary fare (calculated from the departure station to the destination declared by the passenger) and the relevant penalties. Payment on board can only be made by credit/debit card.

2.4 EU Disability Card Holders

The European Disability Card (known as the "Disability Card") is a card-format document that certifies the disability status of individuals. In case of as required passenger assistance, the specific rules described in these CC apply.

Holders of the EU Disability Card who require assistance (letter "A" on the EU Disability card), are entitled to a free ticket for their companion. This benefit is not cumulative with other discounts, except for those for children. Passengers with an EU Disability Card (with the "A" indication) who wish to purchase a companion ticket for Arenaways services must contact the Arenaways Accessible.

2.5 International Railway Free Travel Cards (FIP)

The international card and the 'FIP' coupon are not considered valid travel tickets.



2.6 DISCOUNTS

2.6.1 Children

On Arenaways trains, the following discounts are available for single journey tickets:

- **Children under 4 years old** travel for free, provided they are accompanied by an adult and do not occupy a seat.
- **Children under 12 years old** are entitled to a 50% discount on the full ticket price.
- For minors without identification documents, a birth certificate or similar substitute documentation, including a self-certification by the parent or guardian, indicating the child's identity, can be used.

2.6.2 Groups and school groups

Special discounts are available for group travel on all trains and every day of the week. These discounts are classified as follows:

Ordinary group: Consists of at least 10 paying passengers (adults and/or children) traveling together on the same train and for the same journey, with a 10% discount applied.

School group: Consists of at least 10 paying passengers (adults and/or children) traveling together on the same train and for the same journey, composed of individuals from schools of all levels, including universities, universities of the third age, academies, and training institutes, with a 20% discount applied, as well as two free tickets for every 10 paying passengers (for example, out of 12 passengers, 2 will travel for free).

Group or school group tickets can be purchased up to 5 working days before departure by contacting the Arenaways Group Office at customercare@arenaways.it and attaching the duly completed form available on www.arenaways.it. The tickets will be issued and sent to the group leader.

The requests must include:

- The travel details;
- The name and contact information of the group leader;
- The number of participants (adults and children);
- The list of names of all participants.



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- For school or university groups, the request must be submitted by the respective institution.

The person named on the ticket as the group leader is responsible for the obligations of both them and the group they represent. Therefore, any violations or irregularities in the use of the single ticket issued to the group will be attributed to the group leader.

During the journey, the group leader must have the list of names of all participants.



3.0 IRREGULARITIES AND ABUSES

3.1 Penalties for passengers without a valid or validated ticket

Customers are required to have a valid and appropriate travel document to show, upon request, to inspectors or personnel appointed by the service operator, and to:

- Validate it at the beginning of the journey, where required;
- Validate it at each exit, where required;
- Keep it for the entire journey until the disembarkation stop;

Promptly inform the onboard staff upon boarding in the cases governed by these CC.

The penalties provided by the Piedmont Region in Article 20 of LR 1/2000, as amended by Law No. 16 of October 31, 2017, are in force. Therefore, passengers without a valid and appropriate travel document will be subject to the payment of the normal ticket at the ordinary fare (calculated from the departure station to the destination declared by the passenger), in addition to the following amounts as an administrative penalty:

- If payment is made within the 7th day from the dispute or from the notification: €54.00 plus fees.
- If payment is made within the 60th day from the dispute or from the notification: €108.00 plus fees.
- If payment is made from the 61st day from the dispute or from the notification: €324.00 plus fees.

Passengers can choose to regularize the transport contract onboard by paying the traveling staff an amount of €40.00, in addition to the payment of the single journey ticket at the ordinary fare. Payment onboard can only be made by credit/debit card.

If the customer penalized for not having a valid and appropriate travel document proves, within 7 days from the dispute or notification, the possession of a valid travel pass or a nominative free travel card at the time of the infraction, they are subject only to the penalty equal to the price of the normal ticket at the ordinary fare plus processing fees. It is necessary to send an email containing all the details of the case (scan of the dispute, scan of the travel pass, and identity



document) to customercare@arenaways.it. Payment onboard can only be made by credit/debit card.

4.0 CHANGES

4.1 Digital single ticket changes

Up to 1 hour before the scheduled departure time of the initially purchased train, it is possible to change the time and date of travel for free with another train.

It is allowed to change the origin and destination, but no refund is due if the final ticket price is lower. Temporarily, and until May 31, 2025, time and date changes must be requested through Arenaways Risponde and via the web form available on the website www.arenaways.it.

Alternatively, also until May 31, 2025, it is possible to board the first available train without requesting any changes (on the same origin/destination) and promptly informing the onboard staff. Changes can be made at:

- The Arenaways Risponde call center;
- The Arenaways C'è point in Saluzzo;
- The web form available on the website www.arenaways.it.

4.2 Changes to Arenaways digital "train only" travel passes

Arenaways digital "train only" travel passes are not subject to changes.



5.0 REFUNDS

5.1 Refunds without deductions for trip cancellation due to carrier fault or Public Authority order

5.1.1 General Information

Passengers are entitled to a full ticket refund in cases of:

- Train cancellation, interruption, or departure delay/expected delay at the final destination exceeding 60 minutes (with exceptions for travel pass mentioned in later sections).
- Order from a Public Authority.

Refund requests can be submitted through:

- The web form available on the Arenaways website.
- Arenaways C'è.
- Regular mail by sending the form available on the website to Arenaways - Longitude Holding S.r.l.

Eligible parties include:

- The holder of a non-personalized ticket.
- The owner of a personalized ticket.
- The group representative for full refunds, or individual group members for partial refunds.
- Delegates of the eligible parties.

Arenaways will respond within 30 days of receiving the request, informing the customer of the refund status.

5.1.2 Single Journey Tickets

Passengers who have purchased a single journey ticket can cancel the trip and obtain a full refund for the unused part(s) of the journey and the used part(s), with the possibility of returning to the starting point if applicable.

Refund requests can be submitted within one year from the event date. In case of a strike, the request must be submitted from the strike declaration until 24:00 the day before the strike.



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Arenaways will respond within 30 days of receiving the refund request, either accepting or rejecting it with reasons. Specific rules may apply to certain ticket types or sales channels.

Refunds are issued via the same payment method used for purchase, bank transfer, cash withdrawal credential, or bonus.

5.1.3 Arenaways "Train Only" Travel pass

Monthly travel pass refunds are possible if the line interruption lasts more than 10 consecutive days within the same calendar month. Arenaways will refund a proportional amount based on the remaining validity days of the travel pass. Alternatively, the travel pass validity can be extended by the number of interruption days.

Annual travel pass refunds are possible if the line interruption lasts more than 10 consecutive days within the validity period. Arenaways will refund a proportionate amount based on the remaining validity days.

Refunds are issued via the same payment method used for purchase, bank transfer, or travel pass validity extension. Weekly travel passes are not refundable.

In some cases, Arenaways may provide temporary replacement services. If the passenger does not use the replacement service:

- A full refund is given if the scheduled arrival time of the replacement service exceeds the regular service by more than 60 minutes.
- A partial refund is given in all other cases, treated as a passenger-initiated trip cancellation.

5.2 Refunds with deductions for trip cancellation due to passenger wish

5.2.1 General Information

Refund requests can be submitted through:

- Arenaways customer service.
- The web form on the Arenaways website.
- Regular mail to customer-care@arenaways.it

To be filed by:

- The holder of a non-personalized ticket.



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- The owner of a personalized ticket.
- The group representative for full refunds, or individual group members for partial refunds.
- Delegates of the eligible parties.

If the refund is requested via web form or email, Arenaways will respond within 30 days of receiving the request. Refunds are usually issued via the same payment method used for purchase or as a bonus valid for 12 months.

5.2.2 Digital Single Journey Tickets

Refunds must be requested within 24 hours of the train's departure. Arenaways applies a 20% deduction on the refundable amount for passenger-initiated cancellations. Refunds are not issued if the amount after deduction is €8.00 or less per passenger.

5.2.3 Paper Single Journey Tickets

Refunds are not provided for paper tickets issued through Mooney physical retailers.

5.2.4 Arenaways "Train Only" Travel Pass

Weekly and monthly travel passes are not refundable. Annual travel passes can be refunded if requested before the validity starts (by 23:59 the day before) with a 15% deduction. After the validity starts, refunds are given for the unused portion with a 15% deduction. Requests must be submitted via the web form or email.

5.2.5 Refund for Incorrect Purchase

Refunds are allowed for one ticket in case of incorrect purchase of two travel passes or two single tickets for the same person, route, and dates. Requests must be submitted within 48 hours of the second purchase and before the validity starts.

5.3 Non-Refundable Tickets

Refunds are not provided for:

- Lost, destroyed, or stolen tickets and travel passes.
- Travel passes already duplicated.
- Tickets issued for non-refundable special offers.



6.0 COMPENSATION FOR DELAYS

6.1 Single Journey Tickets

Passengers can request compensation for delays between the departure and destination points indicated on the ticket:

- 25% of the ticket price for delays between 60 and 119 minutes (for tickets of at least €16.00).
- 50% of the ticket price for delays of 120 minutes or more (for tickets of at least €8.00).

Compensation is not provided if the amount is less than €4.00. Requests must be submitted within one year of the travel date via the web form or regular mail. Compensation is not provided if the passenger is informed of the delay before purchasing the ticket or if the delay is less than 60 minutes with an alternative service.

6.2 Travel passes

Monthly and annual travel passes holders are entitled to compensation if 10% or more of the scheduled trains on their route are delayed by over 15 minutes or cancelled:

- 10% of the monthly travel pass.
- 1/12 of 10% of the annual travel pass.

Requests must be submitted within 12 months of the travel pass's expiration. Compensation is provided within 30 days and can be issued as vouchers or other services or other methods.



7.0 BONUSES AND OTHER COMPENSATION

7.1 Compensation for Passengers with Reduced Mobility (PMR)

Arenaways provides compensation equal to 50% of the single journey ticket price if a scheduled accessible service is not provided. This is in addition to a full ticket refund. For travel passes, compensation is calculated based on the single journey price.

7.2 Air Conditioning Bonus

Passengers are entitled to a credit equal to 100% of the single journey ticket price if the air conditioning on an Arenaways train is completely non-functional. Requests must be submitted within 30 days of the travel date. This bonus is not provided for free tickets or if an alternative seat is offered and refused. Compensation for delays and the air conditioning bonus cannot be combined.



8.0 PASSENGER ASSISTANCE

8.1 Line Interruptions, Cancellations, Missed Connections, Delayed Departure, or Expected Arrival Delay Exceeding 60 Minutes

For reasons attributable to Arenaways or by order of the Public Authority, and in the following cases:

- Line interruptions.
- Train (or replacement service) cancellation for all or part of its route.
- Departure delay of 60 minutes or more.
- Expected delay in arrival at the final destination specified in the transport contract exceeding 60 minutes.

The passenger can choose between:

- Cancelling the trip and obtaining a ticket refund according to the refund procedures without deductions for trip cancellation due to Arenaways' fault or by order of the Public Authority, with the possibility, if applicable, of returning to the starting point as soon as possible.
- Continuing the trip or, based on the solutions proposed by Arenaways, following an alternative route to the final destination as soon as possible, including replacement services.

If these solutions are not communicated to the passenger within 100 minutes of the scheduled departure time of the delayed, cancelled, or missed connection service, the passenger is entitled to reimbursement of expenses incurred to independently reach the final destination using other public transport providers by rail, bus, or coach, provided the expenses are documented, necessary, adequate, and reasonable.



8.2 Passenger Assistance and Replacement Services

In case of arrival or departure delays, the passenger is informed of the situation and the expected departure and arrival times as soon as this information is available. When the departure or arrival delay at the final destination of the trip resulting from the transport contract exceeds 60 minutes, the passenger is entitled to:

- Receive free meals and drinks in reasonable quantities based on waiting times, if available on the train or at the station, or can be reasonably provided considering the distance from the supplier, the time required for delivery, and the cost.
- Overnight accommodation with medium-quality treatment if arrival at the final destination cannot be ensured with other trains or replacement transport services (bus, taxi, etc.) arranged by Arenaways, and transportation between the railway station and the accommodation location if physically possible. This stay is limited to a maximum of three nights if the disruption is due to extraordinary circumstances external to railway operations (such as extreme weather conditions, severe natural disasters, or serious public health crises), passenger fault, or third-party actions that the railway company could not avoid and whose consequences it could not mitigate.
- Transportation between the train and the railway station, returning to the starting point or an alternative location, or the final destination of the service if the train is blocked on the tracks, where physically possible. Passengers can find information on the Arenaways website regarding any delays, missed connections, or cancellations. Arenaways pays particular attention to the needs of people with disabilities and reduced mobility, as well as assistance dogs.

If the passenger does not wish to cancel the trip with the right to a full ticket refund, they can use replacement services provided, where possible, or continue the trip with the next available train.

In the case of unscheduled replacement of railway services with bus services, additional services (such as bicycle and animal transport) and PMR accessibility may not be guaranteed.



9.0 LUGGAGE, PETS & BICYCLE

Passengers can bring easily transportable items (hand luggage) and live animals (dogs, cats, and pets) in accordance with these CC. Items or animals that may cause inconvenience or harm to passengers or damage are excluded from hand luggage transport. The transport of luggage and animals is an ancillary service to the passenger's transport contract.

9.1 Luggage

Passengers can bring hand luggage for free, provided it does not contain odorous, harmful, or dangerous substances (as per international railway transport regulations for dangerous goods, national laws, and regulations such as explosive and flammable materials, spontaneously inflammable substances, toxic, infectious, radioactive, and corrosive materials). Luggage must be placed in designated areas, not obstruct or damage people or property, not hinder railway staff activities, and not damage the carriages.

9.1.1 Luggage Custody – Responsibility

Passengers are responsible for supervising their luggage. In case of luggage loss, the rules of Article 927 and following of the Civil Code apply. Arenaways, in case of an incident for which it is liable, or if the loss or damage is due to its fault, will compensate €260.00 per passenger for the destruction or loss of luggage and other items allowed for transport, unless a greater damage is proven.

9.1.2 Irregularities and Abuses

If luggage causes serious disturbance or damage, the owner will be subject to a penalty of €8.00 and must unload it at the next stop at their own expense. If the passenger does not comply with the regulations for materials or machinery containing dangerous substances, they must pay a penalty of €200.00. If payment is made within 15 days of notification, the amount is reduced to €100.00. If the passenger pays immediately to the train staff, the surcharge is reduced to €50.00. The passenger must disembark at the next available stop.



9.2 Transport of pets

If the owner travels with a pet, they must inform at the time of ticket purchase.

9.2.1 Transport of Small Animals

Passengers can transport a small dog, cat, and other small pets for free in a container not exceeding 70x30x50 cm, ensuring no injury or damage to passengers or carriages.

9.2.2 Transport of Dogs of Any Size

Passengers can transport a dog of any size for free. Dogs (except those in a container) must wear a muzzle and leash. For dog transport, a canine registry certificate and health booklet or, for foreign passengers, a passport replacing both documents are required. This documentation must be shown upon request by the control staff.

9.2.3 Assistance Dogs

An assistance dog is individually trained at an authorized center to perform tasks supporting a person with motor, visual, auditory, intellectual/relational disabilities, psychiatric conditions, or other similar medical conditions. For assistance dogs, only the training certificate from the training center/institute on letterhead (or with a readable stamp) is required, to be shown upon request by the control staff. For guide dogs for visually impaired passengers, no certification is needed. Muzzles are not mandatory.

9.2.4 Conditions for Using the Dog Transport Ticket

When purchasing their ticket, the animal owner must indicate the presence of the pet on board, even if the transport is free.

9.3 Bicycles and Electric Micromobility Devices

9.3.1 Free Transport of Bicycles and Scooters (Folded or Dismantled) Smaller than 80x120x45 cm

Free bicycle transport, one per passenger, is allowed on all Arenaways trains, provided it is dismantled and contained in a bag or is a properly closed folding bicycle. Similarly, properly closed scooters, including electric ones, hoverboards, and monowheels, must be turned off before boarding.

9.3.2 Transport of Non-Folding Bicycles or Those Exceeding 80x120x45 cm

Transport of non-folding bicycles or those exceeding 80x120x45 cm is limited based on space availability on the train and is not always guaranteed. Before



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boarding with a bicycle, the passenger must promptly inform the onboard staff and obtain authorization to board. If space is unavailable, the onboard staff is authorized to refuse bicycle access.

9.3.3 Access

Onboard staff may deny bicycle transport if it could jeopardize the railway service. Passengers must personally load and unload their bicycles. During the journey, passengers must keep their bicycles with them and are fully responsible for any damage caused to their own and others' bicycles, Arenaways staff and properties, and third parties. Arenaways assumes no responsibility for the custody of bicycles loaded on the train and is not liable for any damage to them.



10.0 TRAIN ACCESSIBILITY FOR PASSENGERS WITH REDUCED MOBILITY

10.1 Operational Context

Arenaways trains have 2 PMR (Persons with Reduced Mobility) seats, 1 accessible PMR toilet, and a ramp for passenger boarding in the central carriage. Arenaways allows train accessibility for PMR and those using wheelchairs or other mobility equipment. Onboard, the wheelchair must be positioned in the designated area and remain braked during travel.

Note that the RFI Sala Blu service is only active for Cuneo station (with a minimum notice of 12 hours). Therefore, in most stations, assistance from Rete Ferroviaria Italiana (Italian Infrastructure Manager) for the path from the station entrance to the platform is not available.

10.2 Service Request to Arenaways

PMR service has to be requested at least 24 hours before the train's departure (or 48 hours during holiday period) by:

- Using the web form on the Arenaways website.
- Calling Arenaways Risponde.
- Sending an email to accessibile@arenaways.it.

In all cases, the request must include the following information:

- Traveler's name and surname.
- Phone number.
- Travel date.
- Route.
- Departure time.
- Departure station.
- Arrival station.
- Presence of a wheelchair.
- Presence of a companion.



- Any other specific requests.

A printable form is also available on the Arenaways website.

10.3 Additional Service Request to RFI (Infrastructure Manager) for Cuneo Station Only

For Cuneo station only, travelers with disabilities or reduced mobility can also request assistance directly from the infrastructure manager Rete Ferroviaria Italiana S.p.A. through the official Blue Room channels and according to the manager's instructions:

- Toll-free number 800-90-60-60 reachable from a landline.
- National number with standard rates 02-323232 reachable from landline and mobile.
- Email to SalaBlu.TORINO@rfi.it.
- Through SALA BLU online service on the website www.salabluonline.rfi.it.
- Through the Sala BLU mobile application.



11.0 COMPLAINTS

11.1 General Information

Passengers can submit complaints within 3 months of the incident, in Italian or English, through:

- The web form available in the Complaints section of the Arenaways website.
- The downloadable complaint form from the Arenaways website, which attached to an email to customercare@arenaways.it,
- As a registered letter to Arenaways - Longitude Holding S.r.l., C.so Quintino Sella, 14, 10131 - Torino (TO).

Written complaints must include the following minimum necessary elements:

- Passenger identification (name, surname, and contact details), and any representative (including a proxy and the user's identity document).
- Identification details of the completed or planned journey (date, departure time, origin, and destination) and the travel ticket (reservation code or ticket number).
- Description of the service disruption and/or non-compliance with European or national regulations, these CC, or the Arenaways Service Charter.

The complaint is considered received:

- On the day of submission if sent via the online form on the Arenaways website or by email.
- On the day of delivery to Arenaways if sent by registered mail.

Arenaways will provide a reasoned response to the complaint, indicating whether it is accepted or rejected, within 30 days or, in justified cases, inform the passenger that a response will be provided within 90 days from the date of receipt to allow for further investigation. If the complaint is not within Arenaways' competence, it will be forwarded promptly, and in any case within 30 days of receipt, informing the customer:

- To the station manager deemed competent, who will respond to the customer within the prescribed terms.



- In the case of an integrated travel ticket, to the service manager deemed competent, who will respond to the customer within the prescribed terms.
- In case of an unsatisfactory response or no response within 30 days from the date of complaint submission, the passenger can use the Joint Conciliation procedure, if activated.

11.2 Compensation for late or no response to complaints

If Arenaways responds late to a complaint, the passenger is entitled to compensation of:

- 10% of the ticket price if the response is not provided between the 91st and 120th day from receipt of the complaint, automatically.
- 20% of the ticket price if the response is not provided within the 120th day from receipt of the complaint.

For complaints related to train-only travel passes, the compensation is:

- €4.00 for responses provided between the 91st and 120th day from receipt of the complaint.
- €8.00 for no response within the 120th day from receipt of the complaint.

Compensation is provided via a bonus usable within 12 months from the date of issue for purchasing Arenaways travel tickets. If the response is provided between the 91st and 120th day from receipt of the complaint, the compensation is issued along with the response. If no response is provided within the 120th day from receipt of the complaint, the compensation is issued automatically on the 121st day. The bonus can be monetized upon customer request.

Compensation for late response is not recognized if:

- The compensation amount is less than €4.00.
- The complaint is not submitted with the necessary minimum elements previously indicated.
- The passenger has already received compensation for late/no response for a complaint regarding the same journey.
- For travel passes with a face value of less than €40.00.

For compensation for late response for passengers with a train-only travel pass, the following limitations apply:



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- For travel passes with a monthly validity or less and a face value of €40.00 or more, the compensation is recognized once during the validity period.
- For annual travel passes with a face value of €40.00 or more, the maximum number of compensations increases progressively in €40.00 increments, up to twelve times during the validity period for travel passes with a face value of €480.00 or more.

11.3 Complaints to the Transport Regulation Authority (ART).

The Transport Regulation Authority (ART) is responsible for verifying violations of Regulation (EU) No. 782/2021 on the rights and obligations of passengers in rail transport and imposing the prescribed sanctions.

ART can verify non-compliance by railway companies ex officio or following a complaint submitted by passengers, including through associations representing their interests (where authorized).

Only after submitting a complaint to Arenaways, within 3 months of receiving the rejection communication, can a complaint be submitted to the Transport Regulation Authority (ART) through the Telematic Complaint Acquisition System (SiTe), accessible from the website www.autorita-trasporti.it, or by completing the "Complaint Form" available on the same site and sending it via certified email to pec@pec.autoritatrasporti.it or by registered mail with return receipt to the Transport Regulation Authority, Passenger Rights Office, Via Nizza, 230, 10126 – Torino (TO).