

TRENITALIA TERMS & CONDITIONS

Fares & promotions



TABEL OF CONTENTS

BASIC OFFERS	<u>Base - Economy - Super Economy</u>	3
FRECCIAROSSA OFFERS	<u>Freccia Days – FRECCIAFamily – FRECCIA2X1 – Speciale AV Notte</u>	4
FRECCIA ROUND TRIP OFFERS	<u>A/R in Giornata – A/R Frece in settimana – Speciale A/R in Giornata</u>	5
FRECCIABIANCA & INTERCITY OFFERS	<u>Me&You – A/R Weekend – Famiglia – Bimbi Gratis</u>	6
CARTAFRECCIA & X-GO OFFERS	<u>FRECCIAYoung - FRECCIASenior - Young – Senior</u>	7
GROUP OFFERS	<u>Insieme - Comitive Ordinarie - Comitive Full Proce - Comitive 40% - Comitive 60%</u>	8-9
SCHOOL GROUP OFFERS	<u>Comitive Ordinarie Scuolaintreno - Comitive Scolastiche Speciale AV Scuola</u>	10
PASS	<u>Trenitalia Pass - Global Pass</u>	11
OTHER	<u>Discounts for children - After Sales</u>	12-13

ACRONYM	FR (Frecciarossa), FA (Frecciargento), FB (Frecciabianca), FL (Freccialink) IC (Intercity), ICN (Intercity Night), R (Regionale), EC (Euro City), EN (Euro Night)
----------------	--

NOTE	BOOKING CHANGE: date/time of Base fare TICKET CHANGE: upgrade of service level, fare, passenger number, OD and train type, date/time of cross-border trains
-------------	--

BASIC OFFERS FOR LONG HAUL TRAINS

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



OFFER & TRAINS		BASE Freccie-FL-IC-ICN	ECONOMY Freccie (escl. Executive) -FL-IC-ICN	SUPERECONOMY Freccie (escl. Executive) -FL-IC-ICN
DESCRIPTION		<ul style="list-style-type: none"> The reference price on which the discount is applied On Freccie trains, Base Fare has different price levels Seats are subject to limited availability 	<ul style="list-style-type: none"> It cannot be combined with other reduced rates or discounts, excluding reduced-price fares for children At the time of purchase, the system will offer the best available price for each class or type of service Seats are subject to limited availability 	
DISCOUNT		Not applicable	Different levels of discounted prices; the minimum price of the offer is 7,9€	
PURCHASE TIME		Until train departure	Freccie: until midnight of the 9th day before train departure IC-ICN: until midnight of the 3rd day before train departure	Until midnight of the 9th day before train departure
BOOKING CHANGE*	Before departure	Unlimited times and free of charge - on Freccie trains booking change is made according to Base fare level available at time of change	Not allowed	Not allowed
	After departure	Only once, up to 1h after departure (only at the ticket office of the departure station indicated on the ticket). At the moment it is possible to make the change after departure on trenitalia.com website and on the App Trenitalia, no later than 15 minutes after train departure		
TICKET CHANGE**	Before departure	Unlimited (paying any resulting difference in price)	Once, until train departure. Departure date or time can only be changed with the same train category or service type previously purchased, exchanging the ticket with a corresponding Base ticket and paying the relative difference in price. The new ticket will have the same characteristics of the Base fare ticket	Not allowed
	After departure	1 free (only paying a possible difference in price) until 1h after departure only at the departure station indicated on the ticket.	Not allowed	
NAME CHANGE	Before departure	Unlimited and free of charge (from the day of issuing until departure time of the booked train)		
	After departure	Not allowed		
ACCESS TO ANOTHER TRAIN	Before and after departure	From 1h before until 1h after (or on the 1st valid train) with a payment of 10€ + possible price difference.	Not allowed	
REFUND	Before departure	Penalty - 20%	Not allowed. With TiRimborso option at the price of 1€: penalty 10%	Not allowed. With TiRimborso option at the price of 2€: penalty 10%
	After departure	Not allowed		

FRECCIAROSSA OFFERS

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



OFFER & TRAINS		FRECCIADAYS FR-FA, escl. Salottino and Executive	FRECCIAFAMILY Frece, escl. Salottino and Executive	FRECCIA 2X1 FR-FA, escl. Salottino, Executive and Superior	SPECIALE AV NOTTE FR, excluded Salottino and Superior
DESCRIPTION		<ul style="list-style-type: none"> Offer valid for trips on Tuesday, Wednesday and Thursday it cannot be combined with other reductions, except those for children seats are subject to limited availability 	<ul style="list-style-type: none"> Offer dedicated to groups of 2/5 people, at least 1 adult and 1 child younger than 15 years. it cannot be combined with other reductions seats are subject to limited availability 	<ul style="list-style-type: none"> Offer available for trips of 2 people It cannot be combined with other reductions, except those for children Seats are subject to limited availability, depending on the day, train, class/service level and number of group members 	<ul style="list-style-type: none"> Valid only on the Overnight Frecciarossa Milano-Reggio Calabria/Lecce It cannot be combined with other reductions Seats are subject to limited availability.
DISCOUNT		<ul style="list-style-type: none"> Up to 60% based on the route Minimum price of the offer is 7,9€ 	<ul style="list-style-type: none"> For children under 15: free For adults: 50% 	50%	Standard prices: <ul style="list-style-type: none"> from 54.90 € on Business from 44.90 € on Premium From 39.90 € on Standard
PURCHASE TIME		Until midnight of the 11th day before train departure	Until midnight of the 3rd day before train departure	Until midnight of the 7th day before train departure	Until midnight of the 2nd day before train departure
BOOKING CHANGE*	Before departure	Not allowed	Once, free, until departure, in compliance with the fare rules (timing possible constraints for the issuing included)	Not allowed	
	After departure	Not allowed			
TICKET CHANGE**	Before departure	Not allowed	Once (paying any differences in price) until departure	Not allowed	
	After departure	Not allowed			
NAME CHANGE	Before departure	Unlimited and free of charge (from the day of issue until the departure of the train booked)			
	After departure	Not allowed			
ACCESS TO ANOTHER TRAIN	Before and after departure	Not allowed	From 1h before until 1h after (or on the 1st valid train) with payment of the full price difference + 10€	Not allowed	
REFUND	Before departure	Not allowed. With TiRimborso option , at the price of 2€: penalty 10%	Penalty - 20%	Not allowed. With TiRimborso option , at the price of 2€: penalty 10%	Not allowed
	After departure	Not allowed			

FRECCIAROSSA ROUND TRIP OFFERS

*BOOKING CHANGE: date/time

**TICKET CHANGE: upgrade of service level, fare, passenger number, OD and train type



NOTES | The offer **SPECIALE A/R IN GIORNATA** is closed to sales.

The tickets already purchased with offer will remain the features until the train departure.

OFFER & TRAINS		<u>A/R IN GIORNATA</u> Freccie, escl. Salottino and Executive	<u>A/R FRECCIE IN SETTIMANA</u> FR-FA, escl. Executive
DESCRIPTION		<ul style="list-style-type: none"> Tickets (for both outward and return trips) can be purchased for journeys in different classes or levels of service It cannot be combined with other reduced rates or discounts, including those for children Seats are subject to limited availability 	<ul style="list-style-type: none"> Tickets (for both outward and return trips) can be purchased for journeys from Monday to Friday of the same week, route and train category. Outward and return trips cannot be purchased on the same day It cannot be combined with other reduced rates or discounts, including those for children Seats are subject to limited availability
DISCOUNT		<ul style="list-style-type: none"> From Sunday to Friday: 40% per single route On Saturday: 60% per single route 	<ul style="list-style-type: none"> On Monday and Thursday: by 40% per single route From Tuesday to Thursday: 50% per single route
PURCHASE TIME		Until midnight of the 3rd day before train departure	
BOOKING CHANGE*	Before departure	Once (for each ticket), until train departure , only for departure time change. Departure date cannot be changed. Booking change is not allowed in case the ticket change has been already performed	
	After departure	Not allowed	
TICKET CHANGE**	Before departure	Once (for each ticket), until train departure , only for departure time or class/level of service, giving the difference of price . Ticket change is not allowed in case the booking change has been already performed.	Not allowed
	After departure	Not allowed	
NAME CHANGE	Before departure	Unlimited and free of charge (from the day of issue until the departure of the train booked)	
	After departure	After the train departure of the outward train, change is not allowed Name change can only be requested for both outward and return trains; it is not possible to request the name change for only 1 train.	
ACCESS TO ANOTHER TRAIN	Before and after departure	Not allowed	
REFUND	Before departure	Not allowed	

FRECCIABIANCA & INTERCITY OFFERS

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



OFFER & TRAINS		ME&YOU FB-IC-ICN, escl. Couchette, VL and Superior	A/R WEEKEND IC	FAMILY NIGHT ICN, escl. Superior	BIMBI GRATIS IC
DESCRIPTION		<ul style="list-style-type: none"> Offer dedicated to those traveling in pairs It cannot be combined with other reductions, except those for children Seats are subject to limited availability 	<ul style="list-style-type: none"> Offer dedicated to round trips during the same weekend with departure on Saturday and return on Sunday It cannot be combined with other reduced rates or discounts, including those for children Seats are subject to limited availability. 	<ul style="list-style-type: none"> Offer dedicated to groups of 2 to 5 people, including at least 1 adult and 1 child younger than 15 years Minimum price of the offer is 10€, net of discount, excluding the minimum tariffs??? It cannot be combined with other offers Seats are subject to limited availability. 	<ul style="list-style-type: none"> Offer dedicated to groups of 2 to 5 people, including at least 1 adult and 1 child younger than 15 years It cannot be combined with other reductions Seats are subject to limited availability.
DISCOUNT		FB: from 40% to 50% IC-ICN: 20% to 50%	40%	50%	<ul style="list-style-type: none"> For children under 15: free For adults: 40%
PURCHASE TIME		FB: until midnight of the 9th-day before train departure IC-ICN: until midnight of the 2nd-day before train departure	Until midnight of the 5th day before train departure	Until midnight of the 2nd day before train departure	Until midnight of the 2nd day before train departure
BOOKING CHANGE*	Before departure	Not allowed	Once (for each ticket), until train departure , only for departure time change. Departure date cannot be changed.	Once, free, until departure, in compliance with the fare rules (timing possible constraints for the issuing included)	
	After departure		Not allowed		
TICKET CHANGE**	Before departure	Not allowed		Once (paying any differences in price) until departure	
	After departure	Not allowed			
NAME CHANGE	Before departure	Unlimited and free of charge (from the day of issue until the departure of the booked train, in accordance to the conditions of the offer)			
	After departure	Not allowed	After the train departure of the outward train, change is not allowed Name change can only be requested for both outward and return trains; it is not possible to request the name change for only 1 train.	Not allowed	
ACCESS TO ANOTHER TRAIN	Before departure	Not allowed		From 1h before until 1h after (or on the 1st valid train) with payment of the full price difference + 10€	
	After departure				
REFUND	Before departure	Not allowed.	Not allowed	Penalty - 20%	
	After departure	With TiRimborso option , at the price of 2€: penalty 10%		Not allowed	

This is a confidential document to be used as a work tool; official terms and conditions are available at [Trenitalia.com](https://www.trenitalia.com)

OFFERS RELATED TO LOYALTY CARD

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



CartaFRECCIA and X-GO are loyalty programs which allow customers to access dedicated promotions.

- **CartaFRECCIA:** accumulate points by traveling on Freccie, Eurocity, and Euronight trains
- **X-Go:** accumulate points by traveling on Intercity, Intercity Notte and Regional trains

The points can be used to upgrade the service level, change free tickets or get a cashback.

OFFER & TRAINS		FRECCIAYOUNG FR-FA in Standard or 2 nd class	FRECCIASENIOR FR-FA in Business/1 st , Premium, Standard/2 nd	YOUNG FB-IC-ICN, escl. Superior	SENIOR FB-IC-ICN
DESCRIPTION		<ul style="list-style-type: none"> • Offer dedicated to CartaFreccia holders under 30 • It cannot be combined with other offers • Seats are subject to limited availability 	<ul style="list-style-type: none"> • Offer dedicated to CartaFreccia holders over 60 • It cannot be combined with other offers • Seats are subject to limited availability 	<ul style="list-style-type: none"> • Offer dedicated to CartaFreccia and X-Go holders under 30 • It cannot be combined with other offers • Seats are subject to limited availability. 	<ul style="list-style-type: none"> • Offer dedicated to CartaFreccia and X-Go holders over 60 • It cannot be combined with other offers • Seats are subject to limited availability.
DISCOUNT		Fixed price €19/€29/€39 depending on the travel route	Fixed price depending on the travel route <ul style="list-style-type: none"> • from €39 for Business/1st • from €34 for Premium • from €29 for Standard/2nd 	FB: from 40% to 70% IC/ICN: from 20% to 70%	FB: from 40% to 50% IC/ICN: from 20% to 50%
PURCHASE TIME		Available until midnight of the 3rd day before train departure		FB: available until midnight of the 9th day before train departure IC/ICN: available until midnight of the 2nd day before train departure	
BOOKING* & TICKET ** CHANGE	Before & after departure	Not allowed		Once, until train departure (also for ticket change). It is only allowed to change date or time of departure for a same train category or service of level purchased, by changing the ticket and paying the corresponding difference in price up to Base fare price. The new ticket has the same characteristics of the Base fare ticket.	
NAME CHANGE	Before & after departure	Not allowed			
ACCESS TO ANOTHER TRAIN					
REFUND	Before & after departure	Not allowed. With TiRimborso option, at the price of 2€: penalty 10% (excl FrecciaYOUNG)			

GROUP OFFERS 1/2

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



OFFER & TRAINS		<u>INSIEME</u> FRECCE-IC-ICN, escl. Executive and Superior	<u>COMITIVE ORDINARIE</u> FRECCE-IC-ICN-REG, escl. Salottino, Executive and Superior	<u>COMITIVE FULL PRICE</u> FRECCE-IC-ICN-REG, excluded Salottino, escl. and Superior
DESCRIPTION		<ul style="list-style-type: none"> For small groups of 3 to 5 people It cannot be combined with other reductions, except those for children Seats are subject to limited availability, depending on the day, train, class/service level and number of group members 	<ul style="list-style-type: none"> For groups of at least 10 people One free ticket for every 12 paying guests, with a maximum of 5 Not combinable with other discounts. Children under 15 years old receive a 30% discount on Frecciarossa, Frecciargento, and Frecciabianca trains, and a 50% discount on Intercity and Intercity Notte trains Seats are subject to limited availability, depending on the day, train, class/service level and number of group members 	<ul style="list-style-type: none"> For groups of at least 10 people One free ticket for every 12 paying guests, with a maximum of 5 Not combinable with other discounts. Children under 15 years old receive a 30% discount on Frecciarossa, Frecciargento, and Frecciabianca trains, and a 50% discount on Intercity and Intercity Notte trains Seats are subject to limited availability, depending on the day, train, class/service level and number of group members
DISCOUNT		Frecce: from 40% to 50% IC/ICN: from 20% to 60%	<ul style="list-style-type: none"> Children under 15 are granted a discount of 30% on Frecce discount of 50% on IC-ICN 	Not applicable
PURCHASE TIME		Frecce: until midnight of the 9th day before train dep IC/ICN: until midnight of the 2nd day before train dep	Until midnight of 2nd day before train departure at ticket office, group office, authorized travel agency and on website (up to 30pax)	Unitl train departure
BOOKING CHANGE*	Before & after departure	Not allowed	Once, for free, until 1h after train departure (in compliance with the terms and conditions of the fare previously purchased): <ul style="list-style-type: none"> Before train dep., at any ticket office, group office or issuing agency After train departure, only at the ticket office or group office at the departure station 	
TICKET CHANGE**	Before departure	Not allowed	Once until midnight (Italian time) of the 5th day before train departure at any ticket office, group office or issuing agency	
	After departure		Not allowed	
NAME CHANGE	Before & after departure	Unlimited and free of charge (from the day of issue until the departure of the train booked)	Unlimited and free of charge (from the day of issuing and until the departure time of the booked train)	
		Not allowed	Not allowed	
ACCESS TO ANOTHER TRAIN	Before & after departure	Not allowed	Not allowed	
REFUND	Before departure		Penalty -20% until midnight of the fifth day before train departure for the whole journey for all passengers in the group	
	After departure	Not allowed	Not allowed	

GROUP OFFERS 2/2

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



OFFER & TRAINS		COMITIVE 40% IC-ICN, excluded Superior	COMITIVE 60% FRECCE, excluded Salottino and Executive
DESCRIPTION		<ul style="list-style-type: none"> • For groups of at least 10 people • One free ticket for every 12 paying guests, with a maximum of 5 • Not combinable with other discounts. Children under 15 years old receive a 30% discount on Frecciarossa, Frecciargento, and Frecciabianca trains, and a 50% discount on Intercity and Intercity Notte trains • Seats are subject to limited availability, depending on the day, train, class/service level and number of group members 	<ul style="list-style-type: none"> • For groups of at least 10 people • One free ticket for every 12 paying guests, with a maximum of 5 • Not combinable with other discounts. Children under 15 years old receive a 30% discount on Frecciarossa, Frecciargento, and Frecciabianca trains, and a 50% discount on Intercity and Intercity Notte trains • Seats are subject to limited availability, depending on the day, train, class/service level and number of group members
DISCOUNT		Discount of 40% is applied	<ul style="list-style-type: none"> • Discount of 60% is applied; • children under 15 are granted an additional discount of 30%
PURCHASE TIME		Available until midnight of 2nd day before train departure time at ticket office, group office, authorized travel agency and on website (up to 30 pax)	Available until midnight of 5th day before train departure time at ticket office, group office, authorized travel agency and on website (up to 30 pax)
BOOKING CHANGE*	Before & after departure	Not allowed	Once, for free , until one hour after train departure (in compliance with T&C of the fare previously purchased): <ul style="list-style-type: none"> • before train departure, at any ticket office, group office or issuing agency • after train departure, only at the ticket office or group office at the departure station
TICKET CHANGE**	Before & after departure	Not allowed	Once until midnight of the 5 th day before train departure at any ticket office, group office or issuing agency
NAME CHANGE	Before & after departure	Unlimited and free of charge (from the day of issuing and until the departure time of the booked train)	
		Not allowed	
ACCESS TO ANOTHER TRAIN	Before & after departure	Not allowed	
REFUND	Before departure	Not allowed	Penalty -20% until midnight of the 5 th day before train departure
	After departure		Not allowed

This is a confidential document to be used as a work tool; official terms and conditions are available at [Trenitalia.com](https://www.trenitalia.com)

SCHOOL GROUP OFFERS

***BOOKING CHANGE:** date/time

****TICKET CHANGE:** upgrade of service level, fare, passenger number, OD and train type



OFFER & TRAINS		<u>COMITIVE ORDINARIE SCUOLAI TRENO</u> IC-ICN, excluded Superior	<u>COMITIVE SCOLASTICHE SPECIALE AV SCUOLA</u> FR-FA, excluded Salottino and Exe
DESCRIPTION		<ul style="list-style-type: none"> offer for school groups as from 10 students for group leaders/companions, a free ticket every 12 paying people up to a maximum of 5 free tickets it can be combined only with children's reductions seats are subject to limited availability. 	<ul style="list-style-type: none"> Offer for school groups consisting of at least 10 students The offer is valid only on selected Frecciarossa and Frecciargento trains. The offer cannot be combined with other discounts and offers of any kind For chaperones, one free fare is provided for every 12 paying persons, with a maximum of 5 Seats are subject to limited availability.
DISCOUNT		<ul style="list-style-type: none"> 60% on 1st class or VL 60% on 2nd class or couchette with maximum prices per single route 70% per single route on 2nd class or couchettes in combination with other IC-ICN additional 30% discount for under 15 	<ul style="list-style-type: none"> Different prices are applied according to the relation, the class/service level chosen and the type of passenger (adult or child)
PURCHASE TIME		Until midnight of 2nd day before train dep.	Until midnight of the 5th day before train dep.
BOOKING CHANGE*	Before & after departure	Once, for free, until 1h after train departure (in compliance with T&C of fare previously purchased): <ul style="list-style-type: none"> before train departure, at any ticket office, group office or issuing agency after train departure, only at the ticket office or group office at the departure station 	
TICKET CHANGE**	Before departure	Once until midnight of the 5th day before train departure	Once until 24 hours before train departure at any ticket office, group office or issuing agency
	After departure		
NAME CHANGE	Before departure	Unlimited and free of charge (from the day of issuing and until the departure time of booked train)	
	After departure	Not allowed	
ACCESS TO ANOTHER TRAIN	Before & after departure	Not allowed	
REFUND	Before departure	Penalty -20% until midnight of the 5 th day before train departure	
	After departure	Not allowed	



OFFER & TRAINS		TRENITALIA PASS FRECCE-IC-ICN-EC Italy-Switzerland (Italian domestic routes)	GLOBAL PASS FRECCE-IC-ICN, escl. Executive, Salottino, Premium and Superior																																									
DESCRIPTION		<ul style="list-style-type: none"> Pass available only for foreign citizens residing out of Italy It can be purchased at ticket offices, authorized agencies and on the website It allows limited number of journeys and requires reservations on Freccie, FrecciaLink, IC, ICN (seat selection for purchase) and EC trains Each Adult Pass can bring 2 children between 4 and 12 years old free of charge 	<ul style="list-style-type: none"> International or National Pass holders (Eurail/Interrail) can travel for free on IC and ICN trains (seat accommodation) to reserve a seat, to travel on other trains, or use night services it is required to purchase a Global Pass ticket. a Global Pass ticket is subject to the terms of use of the Base fare 																																									
DISCOUNT		<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Adult</th> <th colspan="2">Senior</th> <th colspan="2">Youth</th> </tr> <tr> <th>EASY</th> <th>COMFORT</th> <th>EASY</th> <th>COMFORT</th> <th>EASY</th> <th>COMFORT</th> </tr> </thead> <tbody> <tr> <td>3 trips in 7 days</td> <td>139</td> <td>189</td> <td>129</td> <td>179</td> <td>119</td> <td>159</td> </tr> <tr> <td>4 trips in 7 days</td> <td>169</td> <td>234</td> <td>159</td> <td>214</td> <td>149</td> <td>194</td> </tr> <tr> <td>7 trips in 15 days</td> <td>269</td> <td>369</td> <td>249</td> <td>349</td> <td>229</td> <td>329</td> </tr> <tr> <td>10 trips in 30 days</td> <td>354</td> <td>469</td> <td>324</td> <td>419</td> <td>304</td> <td>394</td> </tr> </tbody> </table>		Adult		Senior		Youth		EASY	COMFORT	EASY	COMFORT	EASY	COMFORT	3 trips in 7 days	139	189	129	179	119	159	4 trips in 7 days	169	234	159	214	149	194	7 trips in 15 days	269	369	249	349	229	329	10 trips in 30 days	354	469	324	419	304	394	Global Pass tickets include reservation: <ul style="list-style-type: none"> IC-ICN: €3,00 FR-FA: €13.00 FB: €10.00 Couchettes: same as the fixed couchette supplement for the type of couchette used Sleeping cars: same as the fixed sleeper car supplement based on the accommodation chosen
	Adult			Senior		Youth																																						
	EASY	COMFORT	EASY	COMFORT	EASY	COMFORT																																						
3 trips in 7 days	139	189	129	179	119	159																																						
4 trips in 7 days	169	234	159	214	149	194																																						
7 trips in 15 days	269	369	249	349	229	329																																						
10 trips in 30 days	354	469	324	419	304	394																																						
PURCHASE TIME		To use the Pass, it is required to book the first journey within 11 months from the date of purchase. Journey reservations can be made through all sales channels.																																										
BOOKING CHANGE*	Before departure	Allowed the change (date/time, report, train) of the reservations issued in support of the Pass, with times and conditions provided for the Base ticket and always during the validity period of the Pass		Unlimited and free																																								
	After departure			Once, free, until 1h after train departure , only at the departure station indicated on the ticket																																								
TICKET CHANGE**	Before departure			Unlimited (paying a possible difference in price)																																								
	After departure			1 free (only paying a possible difference in price) until 1h after departure only at the departure station indicated on the ticket																																								
NAME CHANGE	Before & after departure	Not allowed		Not allowed																																								
ACCESS TO ANOTHER TRAIN	Before & after departure	From 1h before to 1h after (or on the 1st useful train)) with a penalty payment of 10€, only on admitted trains.		From 1h before until 1h after (or on the 1st valid train) with a payment of 10€ + possible price difference.																																								
REFUND	Before departure	<ul style="list-style-type: none"> Refund of the entire Pass is allowed with a 20% of deduction and must be requested before to book the first journey, at the issuing channel or at the ticket offices. Partial refund of the Pass is not allowed as well as refund for non-use of the single trip for traveller's needs. 		Penalty -20%. Note: as per the general rule for national trains, tickets whose price is 10 € or less cannot be refunded if clients ask for the refund because they give up their trip.																																								
	After departure			Not allowed																																								

DISCOUNTS FOR CHILDREN



Frecce, IC/ICN	0-4 YEARS OLD	4-15 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied 50% discount if a seat is occupied 	50% discount
REGIONAL	0-4 YEARS OLD	4-12 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied 50% discount if a seat is occupied 	50% discount
Eurocity Italy - Switzerland	0-5 YEARS OLD	6-15 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 6-15 if a seat is occupied 	CHILD Offer (approximately 50% discount compared to ADULT)
Eurocity Italy - Germany (Frankfurt)	0-5 YEARS OLD	6-15 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 6-15 if a seat is occupied 	CHILD Offer (approximately 50% discount compared to ADULT)
Euronight Italy - Austria	0-5 YEARS OLD	6-14 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 6-14 if a seat is occupied 	CHILD Offer (flat rate differentiated by service)
Euronight Italy - Austria	0-5 YEARS OLD	6-14 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 6-14 if a seat is occupied 	CHILD Offer (flat rate differentiated by service)
Eurocity Italy - Austria of OeBB	0-5 YEARS OLD	6-14 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 6-14 if a seat is occupied 	CHILD Offer (approximately 50% discount compared to ADULT)
Eurocity Italy - Germany (Munich) of DB/OeBB	0-5 YEARS OLD	6-14 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 6-14 if a seat is occupied 	CHILD Offer (approximately 50% discount compared to ADULT)
Iryo	0-4 YEARS OLD	4-14 YEARS OLD
	<ul style="list-style-type: none"> Free of charge if no seat is occupied Same as children aged 4-14 if a seat is occupied 	Children offer with price reduced compared to the adult price

<p>TICKET CHANGE</p>	<p>Before train departure, the ticket can be changed: at any ticket office; at the issuing agency; by calling the Call Center, but only for ticketless tickets and only for changes with tickets whose amount is the same or higher than the amount of ticket to be changed; exclusively for tickets purchased on www.trenitalia.com, by using the site www.trenitalia.com or the Trenitalia's App, by calling the Call Center, through Trenitalia's App and on the website www.trenitalia.com.</p> <p>After train departure and until the period indicated by the conditions of the purchased fare, exclusively at the ticket counter of the train departure station indicated on the ticket.</p>
<p>BOOKING CHANGE</p>	<p>Before train departure, the ticket can be changed:</p> <ul style="list-style-type: none"> • at any station ticket office • at the issuing agency • by calling the Call Center, but only for ticketless tickets and only for changes with tickets whose amount is the same or higher than the amount of ticket to be changed. <p>After train departure and until the period indicated by the conditions of the purchased fare, exclusively at the station ticket counter of the train departure station indicated on the ticket. At the moment it is possible to make the change after departure on trenitalia.com website and on the App Trenitalia, no later than 15 minutes after train departure.</p>
<p>NAME CHANGE</p>	<p>Before train departure it is allowed for free and for an unlimited number of times</p> <p>After train departure it is not allowed</p>
<p>CANCELLATION VOID</p>	<p>Cancellation of a ticket (possible by using the specific option on Trenitalia PICO sale system) without penalties is allowed only within 30 minutes from the issuing time</p>
<p>REFUND</p>	<p>Before train departure refund can be requested:</p> <ul style="list-style-type: none"> • at the travel agency that issued the ticket • at the station ticket counters, filling the dedicated form provided by Trenitalia employees <p>Note: tickets whose price is 10€ or less cannot be refunded. TiRimborso option allows customers to be entitled of a partial refund of the ticket when purchasing some fare ticket. The service can be purchased at a price of:</p> <ul style="list-style-type: none"> • 1€ for the Economy, Young and Senior fares • 2€ for the Super Economy, ME&YOU and Insieme fares <p>The option must be purchased together with the train tickets and up to 2 days before the train departure. The refund is issued with 10% penalty from the ticket price; the service cannot be purchased for tickets of 10€ or less.</p> <p>In case of strike, to have refund fill in the form at the following link: http://reclami-e-suggerimenti.trenitalia.com/rimborsi/en/Anagrafica.aspx</p>