

**TERMS AND CONDITIONS FOR SALES AND POST-SALES ITALY – SWITZERLAND - GERMANY TRAINS 2020**

										AFTER SALE		
Fare type	Fare	Passengers	Min. and max. no. passengers	One-way/Return	Distribution channels	Service limitations	Sales subject to quotas / calendar	pre-purchase	change	% <u>penalty</u> for refund		Notes
										Before departure	After departure	
Standard	<b>Adult</b>	ALL	1-99	O	All	N	N	-122 days	Yes	20%	non refundable	
	<b>Child</b>	Aged 6 to 15	1-99	O	All	N	N	-122 days	Yes	20%	non refundable	
Disabled persons	<b>Disabled Companion</b>	Companion for disabled and visually impaired passengers	max 1	O	S - A - E - AA	N	N	-122 days	Yes	20%	non refundable	Companions of disabled persons with valid certification of disability.  N.B.: recommend purchase of return ticket as certification may not be recognised abroad
	<b>Family child</b>	Aged 6 to 15	1-99	O	S - A - AA	N	N	-122 days	Yes	20%	non refundable	Child must be accompanied by an adult with Adult fare ticket or card. It is not necessary for the adult to be a relative of the child (each adult can travel up to 4 children with Family Child fare).

	<b>Family Card/FIP CH (Italy – Switzerland only)</b>	a) children aged 6 to 15 with a Junior Card or Grandchild Card; b) Holders of SBB Open Passes (GA-FVP) + FIP Card; c) Children aged 6 to 15 with GA/AG Junior Pass	1-99	O	S – A – E - AA	N	N	-122 days	Yes	20%	non refundable	<b>Italy – Switzerland only</b> Children mentioned under letter a) must be accompanied by a parent or grandparent with Junior or Grandchild Card respectively.
Cards	<b>Card</b>	Discount card holders	1-99	O	S – A – E - AA	N	N	-122 days	Yes	20%	non refundable	<b>Italy – Switzerland</b> Carta Argento or Carta Verde holders <b>Italy – Germany</b> Carta Argento or Carta Verde holders; HTX SBB card, Bahn Card DB 25, 50
Foreign Cards	<b>GA Switzerland (Italy – Switzerland only)</b>	a) Swiss General Pass holders; b) Swiss Pass or Swiss Flexi Pass holders; c) Swiss Card or Swiss Transfer Ticket holders; d) Arcobaleno Pass holders solely for Italy - Ticino Canton or vice-versa	1-99	O	All	N	N	-122 days	Yes	20%	non refundable	<b>Italy – Switzerland only</b> Ticket must bear the pass or Swiss Pass number in relative field. Second class tickets must be issued for second-class Cards or Passes.  Journeys must however be made while the Pass/Card is valid.
	<b>HTX Switzerland (Italy – Switzerland only)</b>	Swiss half-price pass holders	1-99	O	All	N	N	-122 days	Yes	20%	non refundable	<b>Italy – Switzerland only</b> Ticket must bear the pass number in relative field.
Passes	<b>Partial Pass</b>	Passengers with pass valid for part of international route	1-99	O	S-A-E-AA	N	N	-122 days	Yes	20%	non refundable	<b>Italy – Switzerland</b> Sold to holders of SBB or Trenitalia Open Pass or Interrail Switzerland or Italy

												<b>Italy – Germany</b> Sold to holders of DB or SBB or Trenitalia Open Pass or Interrail Switzerland or Italy or Germany; Interrail Italy-Switzerland; Bahn Vard 100 DB; GA SBB Card, etc
	<b>Global Pass</b>	Passengers with pass valid for part of international route	1-99	O	S-A-E-AA	N	N	-122 days	NON-REFUNDABLE AND NON-TRANSFERABLE			Sold to holders of passes, RU Open Passes or vouchers valid for entire route e.g. Eurail, Global pass, Interrail Global (if resident in Italy or Switzerland is allowed one journey in and one out of the country of residence), Interrail Italy-Switzerland, Trenitalia Open Pass, SBB Open Pass “DFK-FVP”
	<b>FIP Leisure</b>	Passengers with international FIP Passes for FIP reductions (TIR)	1-99	O	S-A-E-AA	N	N	-122 days	Yes	20%	non refundable	Tickets must be valid for the class indicated on relative pass
	<b>FIP Duty</b>	Passengers with Open Pass/free tickets for work journeys valid for the entire international journey	1-99	O	S-A-E-AA	N	N	-122 days	Yes	20%	non refundable	Sold to holders of free tickets/Open Passes for work –related journeys
Promo	<b>Mini</b>	Promo not available as from 17/10/2020										
	<b>Smart</b>	All	1-99	O	All	N	Y	Up to -7 days (including day of departure)	NON-REFUNDABLE AND NOT ENTITLED TO CHANGES			

	<b>Smart 2</b>	All	1-99	O	All	N	Y	Up to -3 days (including day of departure)	Yes, paying the price difference with the Adult/Stand ard fare price	non refundable			Fares subject to limited availability with multiple multi- pricing fare system: the sales system offers the most advantageous price available at the time of booking	
	<b>Italian Elector</b>	Italian voters residing abroad	1-99	O	S-A-E- AA	N	N		Yes	20%	non refundable		Non available on trains from/to Germany	
										<b>AFTER SALE</b>				
Fare type	Fare	Passengers	Min. and max. no. passengers	One-way/Return	Station limitations Distribution channels	Service limitations	Sales subject to quotas / calendar	pre-purchase	change	% <u>penalty</u> for refund			Notes	
										U p to - 1 4 d a y s	-13 to -8 days	After departure		
GROUP	<b>Group</b>	Groups of adults	>=6	O	Y	S-A- E- AA	N	N	-122 days	Yes	2 0 %	50%	non refundable	Chance to travel in different classes. Children calculated as one person (Child Group)
	<b>Group Child</b>	Groups di children aged 6 to 15	>=6	O	Y	S-A- E- AA	N	N	-122 days	Yes	2 0 %	50%	non refundable	Chance to travel in different classes. Children calculated as one person (Child Group)
	<b>School Group</b>	Groups of young people (not necessarily School Groups) up to the age of 20	>=15	O	Y	S-A- E- AA	2nd. Class	Valid in certain periods	-122 days	NON-REFUNDABLE AND NOT ENTITLED TO CHANGES			One School Group ticket per leader under the limit of one every 15 young students	

S = Italian Stations

A = Italian travel agents

E = Other Railway Companies

AA = travel agents abroad

***Last update: October 19<sup>th</sup> 2020***