



Milano 1924

Autostradale

MARCH 2025

1. GENERAL TRAVEL CONDITIONS

2. GENERAL INFORMATION

The conditions set out below are applicable for Autostradale, unless otherwise expressly provided in relation to the individual type of transport service chosen. Please refer to the General Travel Conditions for more details

The Passenger is required:

1. to comply with all the provisions that concern him, relating to the operation and use of bus lines, to comply with the conditions set out, with the warnings of the personnel on duty, as well as with the laws, decrees and regulations in force regarding public transport; he must also observe all requirements involving impediments, restrictions or special conditions in carrying out the transport;
2. to respect the necessary precautions and to supervise, as far as it depends on him, the safety and security of himself, of the people and animals who are in his custody, as well as the safety of his belongings. Anyone who contravenes the provisions referred to in the previous points will incur legal sanctions and will be liable for any damage caused to people, animals or things because of such actions.

3. GETTING ON AND OFF THE BUSES

Boarding and alighting from buses must take place exclusively at the authorized stops located along the routes of the lines. If the stop is on request, the passenger must indicate in advance the intention to get on or off the bus. If the maximum total number of passengers foreseen by the vehicle's registration document has already been reached, no further passengers will be allowed on board the vehicles. In the event of overcrowding at the departure, passengers with walking difficulties have the right to ascend.

4. TIMES AND COINCIDENCES

The timetables displayed to the public may undergo changes even during their period of validity. Any changes will be communicated with specific announcements to the public posted at the stops or through the Company website. The Company declines all responsibility for the consequences resulting from delays, missed connections and in general, for any event beyond its control.



Milano 1924

Autostradale

MARCH 2025

5. TRAVEL DOCUMENTS

Before accessing on board, the traveller must be in possession of a regular travel document issued by AUTOSTRADALE S.r.l., from affiliated sites, purchased on the ground at authorized retailers or a personal document certifying admission to free circulation on buses in accordance with current regulations.

If necessary, the travel document, when is required, must be validated by the appropriate staff. The passenger is responsible for storing the travel document and is responsible for it in the event of damage or loss. The passenger is required to show the travel document whenever requested by inspection or control staff. The travel ticket is personal and cannot be transferred. In the event that following a check it turns out that the passenger does not have or has an irregular travel ticket, it is provided, with the exception of the TPL Turin - Milan line only (for which please refer to the relevant and specific General Travel Conditions), a fine of up to three times the value of the missing or irregular ticket.

6. GRAN TURISMO LINES – CHANGES AND CANCELLATIONS

6.1. TICKETS PURCHASED DIRECTLY ON AUTOSTRADALE WEBSITES

(www.autostradale.it / www.busitalia.it)

In the event of a ticket change, a fixed fee of € 5,00 is required if the change occurs within 48 hours before the departure time. If the change is requested less than 48 hours before the departure time, the ticket will be cancelled and a voucher equal to 50% of the ticket amount will be issued.

In case of cancellation of the ticket, a voucher will be issued with a value equal to:

- a) 100% of the booking amount if the cancellation is made on the same day of purchase (except for purchases made on the same day of departure).
- b) 70% of the booking amount if the cancellation is made at least 48 hours before the departure time.
- c) 50% of the booking amount if the cancellation is made less than 48 hours before the departure time.

The ticket is not refundable if it is partially used (this applies to round trip tickets). The vouchers issued can be used for purchases on all our websites (autostradale.it, busitalia.it, airportbusexpress.it) for Gran Turismo lines and airport shuttles.



Milano 1924

Autostradale

MARCH 2025

6.2. TICKETS PURCHASED FROM TRAVEL AGENCIES

In case of a ticket change, a fixed fee of €5.00 shall be paid if the change is made within 48 hours before departure. If the change is requested less than 48 hours of departure, the ticket will be cancelled with the full amount withheld.

In case of ticket cancellation, a 30% deduction will be applied if the request is made within 48 hours from the departure time, 100% if the cancellation is requested less than 48 hours before departure. Ticket refunds, excluding withholding, must be requested from the company operating the transportation service at the address: Autostradale S.r.l., via A. Gramsci No. 2, Pero (MI), or by e-mailing info@autostradale.com.

6.3. TICKETS PURCHASED FROM THIRD PARTIES ONLINE

The refunds must be requested to the company you have bought the ticket from. They will get in touch with us to ask details and check if there are the right conditions to approve the refund.

For ticket changes passengers can get in touch directly with us at the following email address info@autostradale.it, Mondays to Fridays from 8:30 to 1:00PM and from 2:00PM to 5:30PM.

7. AIRPORT SHUTTLES BOOKINGS – CHANGES AND CANCELLATIONS

Tickets related to airport routes of the “Airport Bus Express” network purchased through Autostradale or other sales channels are not changeable or refundable. Tickets purchased in advance are not a reservation to travel on a specific bus trip. Purchasing a ticket in advance, allow the traveller to use it in any of the bus trip on the chosen day, according to seats availability.

Except for the MALPENSA AIRPORT – TURIN LINE, for which a change can be made based on seat availability and no later than the bus departure time. The change may relate to the date or time of travel, as it is not possible to change the destination.

Passengers can change the ticket by calling the number +39 035 289000 (Mon-Fri from 08.00 to 20.00, on weekdays from 08.00 to 13.00) or at authorized retailers (Corso Bolzano bus station in Turin or Autostradale Office at Malpensa Airport). In case of online purchase, it is possible to modify the ticket directly on the website. Only in the event of a flight delay and only for trips departing from Malpensa it is possible to make a change within 24 hours of the departure time of the previously reserved trip.



Milano 1924

Autostradale

MARCH 2025

If the passenger with reservation does not show up by the time of departure of the reserved journey, the company reserves the right to resell the seat to any passengers present at the stop without a travel ticket. Again, **only for the MALPENSA AIRPORT – TURIN LINE**, the passengers will be able to **request cancellation** of the ticket **directly on the Autostradale website up to 48 hours before the date and time of departure** with a **30% reduction of the price paid**. The ticket purchased in the 48 hours prior to the departure date and time is non-refundable, as is the ticket for which a route change has previously been made.

8. TRANSPORT OF CHILDREN

All passengers with a travel document have the right to travel free of charge for one child under the age of 2 who must be held on his or her lap. When a passenger has multiple children under the age of 2 with him, in addition to the travel document for the companion, he must necessarily purchase a ticket for every two children.

From 2 to 12 years the reduced rate is applied.

Children between 14 and 17 years old can travel alone (without being accompanied by an adult) but only with an authorization form from his/her parents or legal representatives

Under 14 years old, the child cannot travel alone

9. TRANSPORT OF DOMESTIC ANIMALS

Every passenger, in possession of a travel document, is allowed to bring a pet with him as long as it is very small in size and to which a device has been applied to render it harmless. The animal can only be admitted on board with a carrier with a maximum size of 118 cm (55x40x23 cm) and is not entitled to a seat. The transport of animals, excluding guide dogs, may be refused if the bus is crowded. Guide dogs are admitted free of charge unless the blind person is assisted by a companion with free travel; for all other pets the relevant ticket must be purchased at the current rate.

Tourist Services: The ticket for the transport of a pet, with the above characteristics, will be equal to 50% of the amount expected for the trip and can be purchased online or issued directly on board (service available only for the Gran Turismo lines).

10. TRANSPORTATION OF ITEMS

Each passenger can carry only one hold baggage and one travel bag free of charge, if it is compatible with the size of the bus overhead compartments.



Milano 1924

Autostradale

MARCH 2025

AUTOSTRADALE S.r.l. reserves the right to accept baggage for transport in relation to its size. Baggage containing dangerous and harmful goods, as well as flammable material (bike or electric scooter), are excluded from transportation. AUTOSTRADALE S.r.l. reserves the right to claim compensation from the passengers for any damage caused by the nature of his baggage.

Any object that cannot be placed in the overhead compartments inside the bus must be placed in the external luggage compartments.

Objects or goods whose value exceeds 200 euros must necessarily be brought on board the vehicle to be looked after directly by the passenger and cannot be stowed in the trunks.

The passenger is required to label their baggage with name, surname, address and telephone number to be recognisable.

The placement of baggage in the hold of the bus must always be done by the passenger.

11. RULES OF CONDUCT

Passengers must always occupy all seats as long as there is availability and remain seated for the entire duration of the journey until the bus has stopped. The Company declines all responsibility in the event of accidents suffered by passengers who have not complied with the before mentioned provisions. The passengers are prohibited from: smoking (also electronic cigarette or similar) and making noise, occupying more than one seat and cluttering the boarding and alighting areas without reason, engaging in commercial or fundraising activities, soiling or tampering with parts or equipment of the vehicles. Violators will be removed from the vehicles, upon collection of the travel ticket without the right to any refund for the routes still to be taken. For what is not expressly provided for here, see point 14.

12. OBJECTS FOUND

The return service for found objects operates on weekdays only, from 8.30am to 12.30pm and from 2.30pm to 6.30pm. The objects found are kept for thirty days; for their collection an identity document must be shown.

13. RIGHTS AND DUTIES OF THE PASSENGERS

With the validation of the travel document, a contract is born between the user - customer and Autostradale S.r.l. characterized by mutual conditions of right / duty which generally regulate the use of the service.



Milano 1924

Autostradale

MARCH 2025

a. PASSENGERS RIGHTS

The Traveller's Rights refer to National Legislation and EU Regulation 181/2011, and the main ones are specifically summarized:

- safety and tranquillity of the journey.
- continuity and certainty of the service, also through rational integration between the different means of transport.
- timely and easily available publication of service timetables.
- easy accessibility to information on travel methods and fares, timely information on the continuation of the journey by alternative means in the event of anomalies or accidents.
- respect for departure and arrival times, compatibly with the general traffic situation.
- hygiene and cleanliness of owned vehicles and premises open to the public, efficiency of support equipment and infrastructure.
- recognizability of the staff and the tasks performed.
- reduction of waiting times at the counters.
- compliance with the provisions on the ban on smoking on vehicles and in privately owned premises open to the public.
- easy accessibility to the complaints procedure and timeliness in responding to them.

13.1. RIGHT TO NON-DISCRIMINATORY TRANSPORT CONDITIONS

All people who purchase tickets for bus transport services have the right not to be discriminated against directly or indirectly based on their nationality or the place of establishment of Autostradale S.r.l. or the ticket seller in the Union.

In the case of regular long-distance services, Autostradale S.r.l. issues a ticket to passengers (also in electronic format), unless other documents give the right to transport.

13.2. RIGHT TO INFORMATION

All passengers traveling on regular bus services are entitled to receive adequate information throughout their journey. This right includes the right to be informed about passenger rights and the data necessary to contact the national bodies responsible for control.



Milano 1924

Autostradale

MARCH 2025

All relevant general information and conditions of carriage are available in formats accessible to persons with disabilities and persons with reduced mobility.

Furthermore, in the case of regular long-distance services, Autostradale S.r.l. informs passengers departing from the station of the situation as soon as possible, and in any case no later than thirty minutes after the scheduled departure time and communicates the scheduled departure time as soon as this information is available. Without prejudice to the Traveller's duties expressed in paragraph "11.2 Traveller's Duties: Connections", if passengers miss a connecting transport service due to a cancellation or delay, Autostradale S.r.l. will make reasonable efforts to inform affected passengers of alternative connections. Autostradale S.r.l. it also transmits this information to passengers using alternative methods, if passengers have requested it and provided Autostradale S.r.l. the data necessary to be contacted.

13.3. RIGHT TO COMPENSATION AND ASSISTANCE IN THE EVENT OF AN ACCIDENT

In the case of regular long-distance services, passengers are entitled to compensation for death, personal injury, loss or damage to baggage due to an accident resulting from the use of buses.

The conditions and amount of compensation are governed by the applicable national law, and only certain minimum amounts are provided for in the Regulation.

Furthermore, Autostradale S.r.l. provides reasonable and proportionate assistance for the immediate practical needs of the passenger traveling on a regular long-distance service following the accident itself.

This assistance includes, where necessary, accommodation, food, clothing, transport and the facilitation of the initial assistance.

13.4. RIGHT TO CONTINUATION, REROUTTING AND REFUND IN CASE OF CANCELLATION OR LONG DELAY

- As regards regular long-distance services, in the event of acceptance of several bookings exceeding the available seats or if Autostradale S.r.l. reasonably foresees that the delay will be more than 120 minutes compared to the scheduled departure time or that the service will be cancelled, passengers have the right to choose between:
 - alternative transport to the destination under similar conditions, as soon as possible and without any additional charge.
 - reimbursement of the full ticket price and, where appropriate, free return to the first departure point indicated in the transport contract, as soon as possible.

This provision does not apply to passengers with open tickets until the departure time is specified, except for passengers in possession of a travel ticket or season ticket.



Milano 1924

Autostradale

MARCH 2025

The same right to choose is applicable if the service is cancelled or delayed in departure from the stop for more than one hundred and twenty minutes.

The passenger has the right to receive compensation equal to 50% of the ticket price if Autostradale S.r.l. is unable to provide the passenger in the above situation with a refund or rerouting on an alternative route.

This right to compensation and the possible reimbursement of the ticket do not prevent passengers from turning to national courts to obtain, under the conditions established by national law, compensation for damages resulting from losses due to cancellation or delay of regular services.

If the journey is interrupted due to a bus breakdown, Autostradale S.r.l. will provide a bus to the place where the original bus stopped to continue the service and transport passengers to their destination or to transport them to a suitable waiting point and/or a station from which the journey can continue.

13.5. RIGHT TO ASSISTANCE IN THE EVENT OF CANCELLATION OR DELAY IN DEPARTURE

In the case of a regular long-distance service lasting more than three hours, in the event of cancellation or delay of more than 90 minutes, passengers are entitled to adequate assistance including: snacks, meals and drinks and, if necessary, accommodation (Autostradale may limit the overall cost of accommodation to 80 euros per night for a maximum of two nights and is not required to cover accommodation costs if the cancellation or delay is due to adverse weather conditions or serious natural disasters).

13.6. RIGHTS OF PEOPLE WITH DISABILITIES AND PEOPLE WITH REDUCED MOBILITY

In addition to passenger rights in general, people with disabilities and people with reduced mobility have the following rights when using bus transport services, to enable them to benefit from the same opportunities to travel as other citizens.

(a) Right of access to transport for people with disabilities and people with reduced mobility, without additional charges

Autostradale S.r.l., travel agents and tour operators cannot ask people with disabilities or people with reduced mobility to pay an additional cost for reservations and tickets.

They are also not authorized to refuse a reservation, provide a ticket, or accept passengers on board due to their disability or reduced mobility. Exceptions are permitted only where the carriage of the disabled or reduced mobility person in question would not be possible in accordance with the applicable legislation on passenger safety and the health and safety provisions of the competent authorities or where the structure of buses, or transport infrastructures do not allow such a person to be transported in safe and practically feasible conditions.



Milano 1924

Autostradale

MARCH 2025

In the case of regular long-distance services, if Autostradale S.r.l., the travel agent or tour operator refuses to accept a reservation, provide a ticket or board a passenger for the above-mentioned reasons, it must immediately inform the passenger of the reason for the refusal and, if the passenger requests it, put this information in writing. Furthermore, in the event of refusal to accept the booking or to provide a ticket, he must inform the person in question of any acceptable alternative service operated by the carrier. If the problems for which the passenger in question has been refused a reservation or boarding can be resolved by the presence of a person capable of providing the necessary assistance, the passenger may request to be accompanied by a person of his/her choice at free title.

In the case of regular long-distance services, where a person with a disability or a person with reduced mobility is in possession of a ticket or reservation and has duly communicated to the carrier his specific needs and boarding is denied due to his disability or reduced mobility, you can choose between reimbursement and rerouting (the latter is subject to the availability of adequate travel services).

Autostradale S.r.l. provides non-discriminatory access conditions for the transport of people with disabilities and people with reduced mobility. These conditions are made public and are physically distributed upon request of the passenger.

(b) Right to special assistance

In the case of long-term regular services, Autostradale S.r.l. provides, within their respective competences, free assistance to people with disabilities and reduced mobility.

People with disabilities and people with reduced mobility must notify Autostradale S.r.l. their specific needs at the latest 36 hours before the actual need for assistance and must present themselves at the indicated point of the bus station at the agreed time before the departure time (no more than 60 minutes).

(c) Right to compensation for loss or damage to mobility equipment

If Autostradale S.r.l. caused the loss or damage of mobility equipment (wheelchairs and other assistive devices), it must pay compensation corresponding to the replacement value of the equipment in question or the costs of repair (if repair of such equipment is possible).

If necessary, Autostradale S.r.l. makes every effort to temporarily replace lost or damaged mobility equipment.



Milano 1924

Autostradale

MARCH 2025

13.7. RIGHT TO SEND COMPLAINTS TO AUTOSTRADALE S.R.L. AND TO THE NATIONAL AUTHORITIES RESPONSIBLE FOR THE EXECUTION OF THE REGULATION

Passengers, upon presentation of the relevant travel document, can send a complaint to Autostradale S.r.l. within three months from the date on which regular service was performed or should have been performed. Within one month of receiving the complaint, Autostradale S.r.l. notifies the passenger that the complaint is accepted, rejected or still under consideration. Autostradale S.r.l. will provide a definitive response within three months of receiving the complaint.

The above terms do not apply to matters relating to compensation in the event of death, personal injury or damage and loss of baggage in the event of accidents.

13.8. APPLICATION OF PASSENGER RIGHTS

Each Member State designates one or more national bodies responsible for the application of the rights mentioned in the regulation.

The national control body shall be responsible for the application of this Regulation as regards regular services departing from points located in its territory and regular services originating from a third country to such points.

Passengers can submit complaints to the competent national body regarding violations of the regulation. Member States may decide that a passenger first submits a complaint to the carrier, in which case the national enforcement body or another competent body designated by the Member State acts as a second instance body for unresolved complaints.

It is also possible to submit reports to the Transport Regulatory Authority, pursuant to EU Regulation 181/2011 (only after having submitted a complaint in the prescribed forms to Autostradale S.r.l. and after 90 days from sending) by registered mail to the address Via Nizza n.230, 10126 Turin or by sending an email to one of the following email addresses:

pec@pec.autorita-trasporti.it;

reclami-bus@autorita-trasporti.it;

or using the appropriate electronic access (Site), available on the Authority's website

www.autorita-trasporti.it



Milano 1924

Autostradale

MARCH 2025

14. DUTIES OF PASSENGERS AND RULES OF CONDUCT

Passengers must always occupy all seats as long as there is availability and remain seated for the entire duration of the journey until the bus has stopped. The Company declines all responsibility in the event of accidents suffered by passengers who have not complied with the before mentioned provisions. The passengers are prohibited from: smoking and making noise, occupying more than one seat and cluttering the boarding and alighting areas without reason, engaging in commercial or fundraising activities, soiling or tampering with parts or equipment of the vehicles. Violators will be removed from the vehicles, upon collection of the travel ticket without the right to any refund for the routes still to be taken.

In summary, some behavioural rules:

- do not use the means of transport without a validated travel document and/or reservation (if this is mandatory).
- do not occupy more than one seat.
- do not cause damage or dirty means of transport or infrastructure.
- respect the smoking ban on vehicles and in spaces open to the public.
- do not throw any object from the vehicle.
- facilitate elderly and disabled people during their journey and respect the provisions relating to the seats reserved for them.
- not behave in a way that disturbs other people.
- do not transport objects included among those classified as harmful and dangerous and respect the rules for the transport of things and/or animals.
- do not carry out advertising and commercial activities without the consent of the Company.
- do not use the stop request signal or the emergency door opening command unnecessarily.
- comply with the rules that regulate the formalities relating to in-vehicle checks.
- CONNECTIONS: the passenger is required to plan his journey in such a way as to have the possibility of arriving at his destination considering the times of the different connections. For airport connection services, in the case of connection with an aircraft, the passenger must choose a departure time that allows him to arrive at check-in at least 2 hours before for Schengen flights and 3 hours before for non-Schengen flights. In case of failure to comply with the above, the passenger will not be entitled to any refund and/or compensation.



Milano 1924

Autostradale

MARCH 2025

15. COMPLAINTS

The passengers can send his reports and complaints by letter, registered letter, e-mail or company website to the following addresses:

- Autostradale s.r.l. – Via Gramsci n. 2 – 20016 Pero (MI)
- reclami@autostradale.it.
- Telefono: 02.33910794; Fax: 02.33910746
- www.autostradale.it in the "Complaints" section

When submitting the complaint, the user must provide, in addition to his/her personal details, all the details in his/her possession regarding the incident or what is believed to have been the subject of the violation, so that Autostradale S.r.l. can proceed with a precise reconstruction of the facts.

The Company guarantees the availability of a mechanism for the processing of complaints that is easy to access and use, with particular attention to the needs of users with disabilities, and in any case ensuring compliance with the minimum measures identified in Annex A to ART resolution no. 28/2021.

The information contained herein is also provided by the Company in the dedicated section of the website "General travel conditions", in the mobility charter and in the dedicated section called "Complaints". "Complaint" means: any written communication with which the user, or on his behalf a representative or user association, expresses complaints about the non-consistency of the service with one or more requirements defined by European or national legislation, from the general conditions of transport or from the general conditions of use of the digital platform, or of the mobility card.

The passenger can submit a complaint using, in addition to Italian, also the English language, via:

- a) the website, with access from the following specific link called "Complaints" located in the dedicated section accessible from the home page of the company website.
- b) by sending an email to the address: reclami@autostradale.it with the issuing of a specific receipt.
- c) by registered mail to the following address: Autostradale S.r.l. – Via Gramsci n. 2 – 20016 Pero (MI)
- d) by completing the appropriate complaint form, also available in printable form, available on the website www.autostradale.it in the Complaints section.

This is without prejudice to the possibility for the user to submit the complaint without using the default form: in this case the Company will examine the complaints which contain at least the following elements:



Milano 1924

Autostradale

MARCH 2025

- a) the user's identification references (name, surname, address) and any representative, attaching in this case the delegation and an identity document of the user.
- b) the identification references of the journey carried out or planned (date, time of departure, origin and destination) and of the transport contract (booking code or ticket number) or a copy of the travel document.
- c) the description of the non-consistency of the service detected with respect to one or more requirements defined by European or national legislation, by the general conditions of transport or by the mobility charter.

The complaint, in the manner and with the elements indicated above, can be forwarded to the Company exclusively by the passenger in possession of a regular travel ticket and/or any representative and sent to the Company within three months from the date on which it was provided, or regular scheduled service should have been provided. For the purposes of the expiration of the above terms:

- a) in case of submission of the complaint by e-mail or via website, the complaint is considered sent and received on the day of sending.
- b) if the complaint is submitted by registered mail, the complaint is considered sent on the day of sending and is considered received on the day of delivery to the Company.
- c) in case of submission of the complaint by ordinary mail, the complaint is considered sent on the day of sending and is considered received on the day of registration of the same by the Company in its systems, which must take place promptly and in any case within five days from delivery.

However, the passenger's right to:

- to use extrajudicial dispute resolution procedures; contact the national courts to obtain, under the conditions established by national legislation, compensation for damages resulting from losses due to cancellation or delay of regular services.
- to submit a complaint in this regard to the Transport Regulatory Authority.

The user can receive automatic compensation commensurate with the price of the travel ticket relating to the transport service equal to 10% if a response to the complaint is received between the 91st and 121st day from receipt of the complaint by the Company and equal to 20% in the event of a response not provided within the 120th day of receipt of the complaint.

Compensation is never due in cases where:

- a) the amount thereof is less than 4 euros.
- b) the complaint is not sent by the user with the methods, minimum elements and times indicated.
- c) the user has already been paid compensation in relation to a complaint concerning the same trip.



Milano 1924

Autostradale

MARCH 2025

16. RESPONSE TIMES IN CASE OF COMPLAINT

Within 30 days of submitting the complaint, Autostradale S.r.l. will notify the passenger that the complaint is accepted, rejected or still under consideration.

Autostradale S.r.l. will provide a definitive response within three months of receiving the complaint, also undertaking to provide the necessary time for Autostradale to remove the irregularities found and in case you need to find adequate information or consult competent public authorities.

The above terms do not apply to matters relating to compensation in the event of death, personal injury or damage and loss of baggage in the event of accidents.

It is also possible to submit reports to the Transport Regulatory Authority, pursuant to EU Regulation after 90 days from sending) by registered mail to the address Via Nizza n.230, 10126 Turin or by sending an email to one of the following email addresses:

pec@pec.autorita-trasporti.it;

reclami-bus@autorita-trasporti.it;

or using the appropriate electronic access (Site), available on the Authority's website

17. PROCEDURES FOR REGISTRATION OF COMPLAINTS, STORAGE OF RELATED DATA AND PUBLICATION

The Company, in compliance with the relevant regulations, provides, within the mechanism for handling complaints, the registration of complaints received, indicating for each complaint: the identification references of the user and the trip; the type of service; the date of receipt the same; the reasons underlying the complaint reported in the form prepared and the reasoned response to the complaint, together with the relevant date of sending. The Company, in compliance with the rules on the protection of natural persons with regard to the processing of personal data, retains the data relating to the complaint, including the records referred to in the previous paragraph for a reasonable period of time, in any case not less than 24 months starting from the date on which the service was provided or should have been provided, also in relation to any requests for information formulated by the Authority in the exercise of its institutional tasks regarding the protection of user rights.



Milano 1924

Autostradale

MARCH 2025

18. REFUNDS FOR MALFUNCTIONS AND IRREGULARITIES ON LONG-DISTANCE ROUTES (DURATION OVER 3 HOURS)

Autostradale S.r.l. provides for forms of reimbursement following any disservices and irregularities found in the performance of its service, in the cases provided for in the following paragraphs:

13.1.1 RIGHT TO NON-DISCRIMINATORY TRANSPORT CONDITIONS

13.1.2 RIGHT TO INFORMATION

13.1.3 RIGHT TO COMPENSATION AND ASSISTANCE IN THE EVENT OF AN ACCIDENT

13.1.4 RIGHT TO CONTINUATION, REROUTTING AND REFUND IN CASE OF CANCELLATION OR LONG DELAY

13.1.5 RIGHT TO ASSISTANCE IN THE EVENT OF CANCELLATION OR DELAY IN DEPARTURE

13.1.6 RIGHTS OF PEOPLE WITH DISABILITIES AND PEOPLE WITH REDUCED MOBILITY

The refund will consist of the recognition of the cost of the ticket purchased upon return of the same or, in the case of a season ticket, in the recognition of the single ticket for the route relating to the season ticket itself. If the user, for an unavoidable, motivated and demonstrable reason, not being able to use other public means of collective transport, is forced to make the journey using another means of transport, the Company will grant a refund equal to five times the cost of the ticket route skipped.

The user, within 48 hours following the event, must forward the complaint via written request attaching the unused ticket or photocopy of the season ticket. The name, surname, day, stop, time and line number of the missed service must also be declared. In case of sending via postal service, the stamp of the accepting Post Office will be considered as proof.

If the user is forced to make the trip using another means other than public collective transport, in addition to what is requested above, he or she must attach suitable documentation certifying the impossibility of postponement and the reason for the trip, accompanied by a tax receipt certifying transport costs incurred. Once the Company has accepted the request, it will send a refund voucher to the address indicated by the applicant that can be used for the purchase of another travel ticket or for the collection of the sum to be refunded.



Milano 1924

Autostradale

MARCH 2025

19. COMPENSATION FOR DAMAGES FOR CONTRACTUAL LIABILITY

The Company provides reimbursement for any damage to things or people caused in the execution of transport services in reference to:

13.1.1 RIGHT TO NON-DISCRIMINATORY TRANSPORT CONDITIONS

13.1.2 RIGHT TO INFORMATION

13.1.3 RIGHT TO COMPENSATION AND ASSISTANCE IN THE EVENT OF AN ACCIDENT

13.1.4 RIGHT TO CONTINUATION, REROUTTING AND REFUND IN CASE OF CANCELLATION OR LONG DELAY

13.1.5 RIGHT TO ASSISTANCE IN THE EVENT OF CANCELLATION OR DELAY IN DEPARTURE

13.1.6 RIGHTS OF PEOPLE WITH DISABILITIES AND PEOPLE WITH REDUCED MOBILITY

In the event of loss of transported baggage (excluding money, valuables and securities) for which the relevant ticket was paid in this case the amount recognized by Autostradale S.r.l. (as provided for in the paragraph 13.1.3 Right to compensation) is within the limit of €. 6.20 per kilogram with a maximum of 10 kg for airport services and a maximum of 15 kg for Gran Turismo services, pursuant to art. 412 of the Navigation Code, to which art. 2 L. 450/1985 and subsequent amendments.

To access the refund, the user must report the fact to the driver and then contact the Company's Claims Office in writing (opening hours from 8.30 to 17.00 from Monday to Friday - Tel. 02.30089000 – Fax 02.33910746) which will arrange for carry out the necessary procedures.

20 APPLICABLE LAW

All transport services provided by Autostradale are exclusively subject to Italian law. Any dispute relating to them will be the exclusive competence of the Italian jurisdictional authorities.