



LA FERROVIARIA ITALIANA SPA
Sede legale: Via Guido Monaco, 37 – 52100 AREZZO

Name:			Surname:		
Company Name (in case of legal person):					
Address:		Country:			
Zip Code:		City:			
E-mail:			Phone:		

Data of the user (if different from the person submitting the complaint) and of any other passengers					
Name:		Surname:			
Name:		Surname:			
Name:		Surname:			
Name		Surname			

Trip details					
Ticket's number:					
Departure Station:			Arrival Station:		
Scheduled departure time:		- time:	date:		
Actual departure time if it does not coincide with the scheduled time		- time:	date:		
Scheduled arrival time		- time:	date:		
Actual arrival time if it does not coincide with the scheduled time		- time:	date:		

Reasons for complaint. Please put a check mark next to the relevant items (*)

Access to the departure or arrival station of the itinerary

Assistance in case of reduced mobility

- Rights of persons with disabilities and persons with reduced mobility
- Information on passenger rights
- Loss of passenger mobility equipment (wheelchairs, assistive devices);
- Loss or injury of guide animals
- Quality of service
- Difficulty in submitting the complaint
- Discrepancy of the service with respect to the contents of the Charter of Services

Other:

(*) You can indicate one or more grounds for complaint. For information on the rights of passengers on railway services recognized by CE Regulation no. 1371/2007, it is possible to consult the website of the Transport Regulatory Authority at: <https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-ferroviario/>

Description. Please describe what happened with respect to all items that have a check mark

Refund

The refund is foreseen in the following cases:

- 1) Violation of a passenger's right in terms of accessibility to the railway services offered,
- 2) Discrepancy of the service from the indications on the Service Charter;
- 3) In the case of responses to complaints provided beyond the deadlines set out in the LFI Service Charter).

Attached

- ORIGINAL TICKET OR PHOTOCOPY SEASON PASS (REQUIRED FOR REFUND)
- DELEGATION AND USER IDENTITY DOCUMENT (in the event that the complaint is presented by a person other than the user)

SIGNATURE OF THE SUBMITTER OF THE COMPLAINT OR REQUEST FOR REFUND: _____

Place: _____

Date: _____

Ferroviana Italiana guarantees the confidentiality of data pursuant to EU Regulation 2016/679 GDPR

Please deliver this form to:

TICKET POINT AREZZO, VIA PIERO DELLA FRANCESCA, 1

or forward it:

Via Post: LA FERROVIARIA ITALIANA S.P.A., VIA GUIDO MONACO 37, 52100 AREZZO

Via certified e-mail: lfi@certificazioneposta.it

By email: reclami.arezzo@tiemmespa.it

By PEC: lfi@certificazioneposta.it

The personal data of the user who submits a complaint or submits a report, through this form, will be treated with respect for the natural person and according to the principles regarding the confidentiality of personal data, as established by EU Regulation 2016/679.