



TRASPORTO FERROVIARIO TOSCANO S.P.A.

company headquarters: Via Guido Monaco, 37 – 52100 AREZZO

Complainant's Contact Details

Name		Surname	
Company Name (in case of legal person):			
Address:			
ZIP code:	City:	Country	
E-mail:			
Phon number:			

other passenger's details (if different from the complainant)

Name:	Surname:
Name:	Surname:
Name:	Surname:
Name:	Surname:

Travel details

Ticket's number:			
Departure station:		Arrival station:	
Scheduled departure time:	time:	date:	<input type="text"/>
Actual departure time if it does not coincide with the scheduled time:	time:	date:	<input type="text"/>
Scheduled arrival time	time:	date:	<input type="text"/>
Actual arrival time if it does not coincide with the scheduled time	time:	date:	<input type="text"/>

Reasons of the complaint. Check the relevant items (*)

- Ticket availability
- Travel and booking information systems
- Information before and during the trip
- Bicycle transport
- Information in case of cancellation of services or delay
- Assistance in case of cancellation of services or delay
- Alternative transportation or refund in the event of cancellation of service, delayed departure or loss of connecting
- Delays, missed connections or cancellation

Advance payments in the event of death or injury of a passenger / Minimum insurance

Rights of person with disabilities

Lack of measures for the personal safety of passengers

Passenger rights information

Quality of service

Difficulty in delivering the complaint

Exceptions or limitations in the transport contract

Other:

(*) It is possible to indicate one or more reasons for the complaint. Passenger's rights information for rail service, recognized by the regulation (CE) n. 1371/2007, can be consult in the website of the Transportation Authority at: <https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-ferroviario/>

Description. Please describe the reason of complaint all the items for all the flagged items in the list above

Refund

The refund is made in the following cases:

- 1) Train travels made with delay of more than 30 minutes and due to causes attributable to TFT Spa,
- 2) Train travels interrupted before arriving at the terminus and due to causes attributable to TFT Spa.

Attachments

ORIGINAL PRESENCE COUPON ON BOARD TRAIN (NECESSARY FOR REFUND)

ORIGINAL TICKET OR SUBSCRIPTION COPY (NECESSARY FOR REFUND)

PROXY AND USER IDENTITY DOCUMENT (if the complaint is presented by a person different from the writer)

OTHER DOCUMENTS

Signature: _____

Place: _____

Date: _____

Please hand this form to: TICKET POINT AREZZO, VIA PIERO DELLA FRANCESCA, 1

By Postal mail to: TRASPORTO FERROVIARIO TOSCANO S.P.A., VIA GUIDO MONACO 37, 52100 AREZZO

By e-mail to: reclami.arezze@tiemmespa.it

By PEC : trasportoferroviariotoscano@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 e D.lgs. 101/2018.