

TRAIN RESERVATIONS BOOKING GUIDE

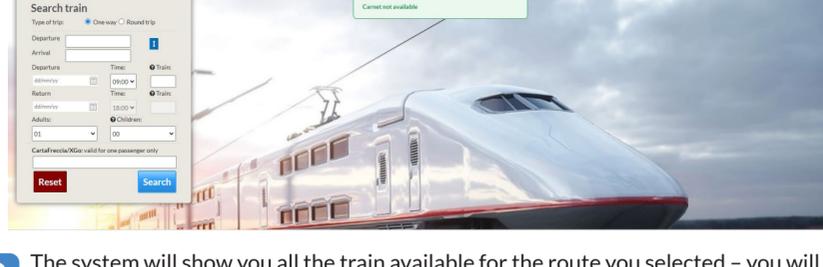
Self-booker experience

This document explains users can use L'Orchidea Train Platform

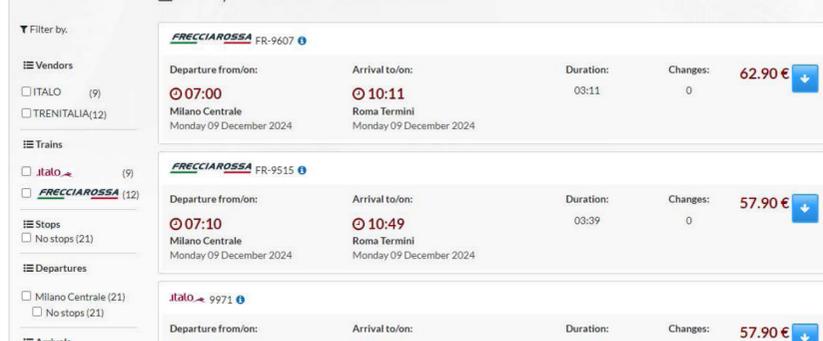
1 Insert personal credentials to log in and select "Treni" to book rail service



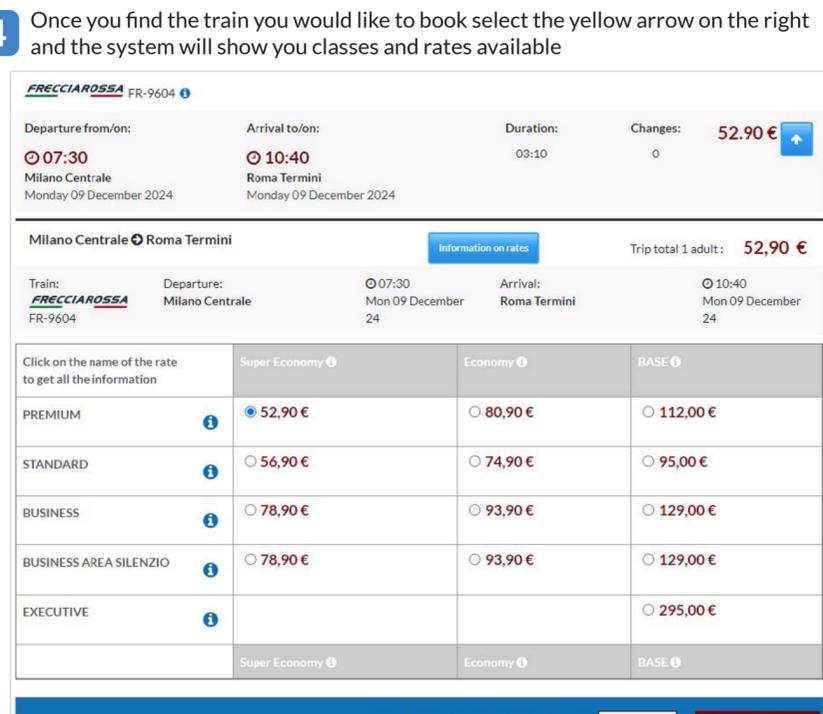
2 Insert the route you would like to book and click on "search" to find availabilities



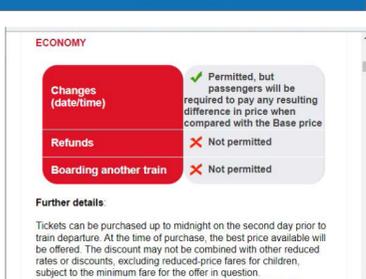
3 The system will show you all the train available for the route you selected – you will be able to filter the selection on your left hand side



4 Once you find the train you would like to book select the yellow arrow on the right and the system will show you classes and rates available



N.B. If you need to look at the fares conditions, clicking on **i**, a pop-up will open up explaining all the conditions

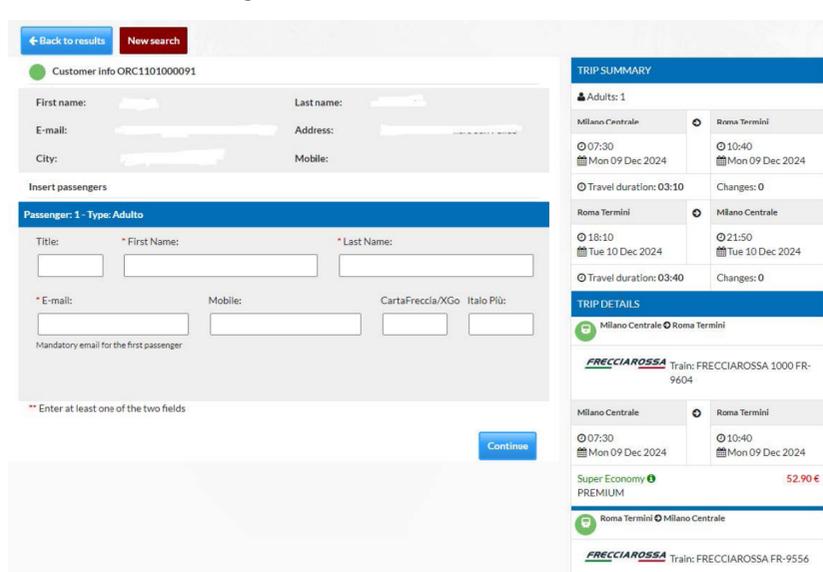


5 Click on "select and continue"

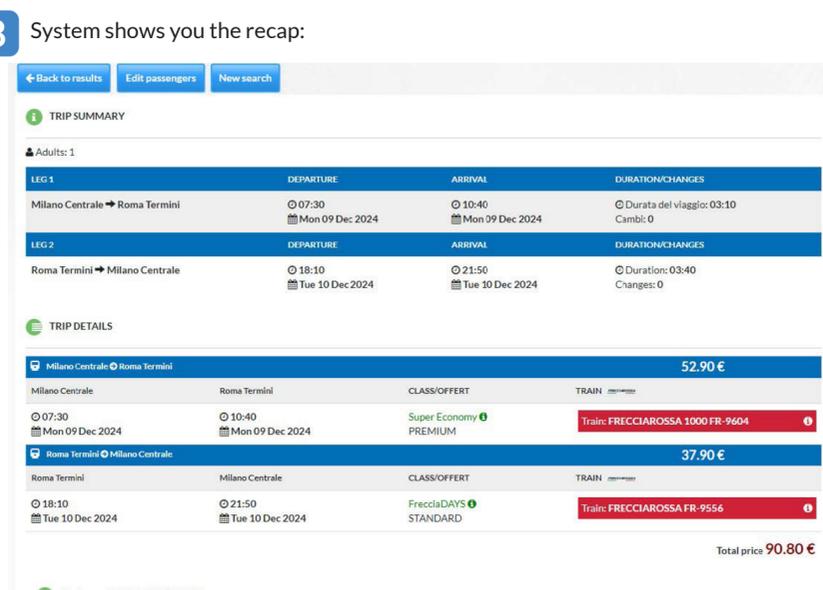


6 You can select the return way if needed, the same way

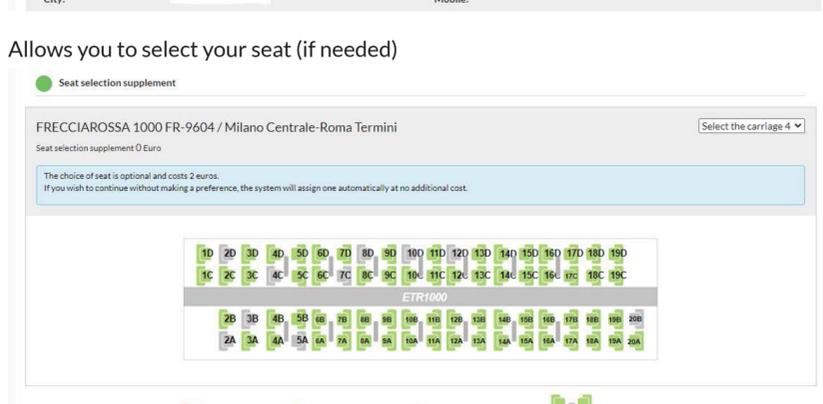
7 At this point passenger can either go back and select a different train, make a new search or continue and fill all the information required and select "continue" to go ahead with the booking.



8 System shows you the recap:



Allows you to select your seat (if needed)



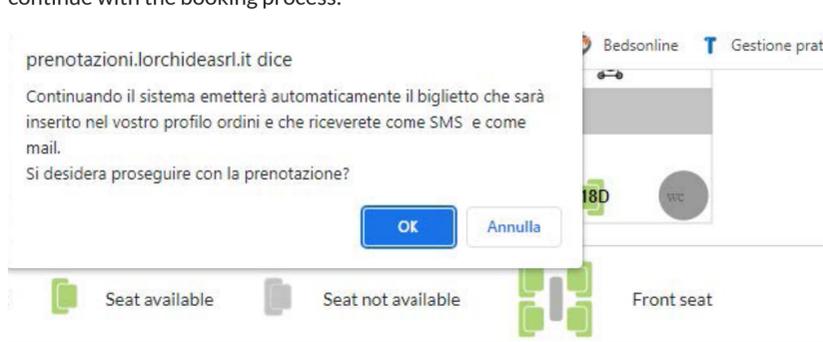
Add some note, if any



Flag the box under "cancellation policies", click on "buy as agreed" and then on "confirm and continue" to booking and issuing the ticket



After this a pop up will appear on the top of the web site, please click on "OK" to continue with the booking process:



Check that your booking was successful

PLEASE NOTE THAT ORCHIDEA CUSTOMER SERVICE IS ALWAYS AVAILABLE TO ASSIST YOU WITH ANY CHANGES

THANK YOU FOR YOUR ATTENTION

The Train Team