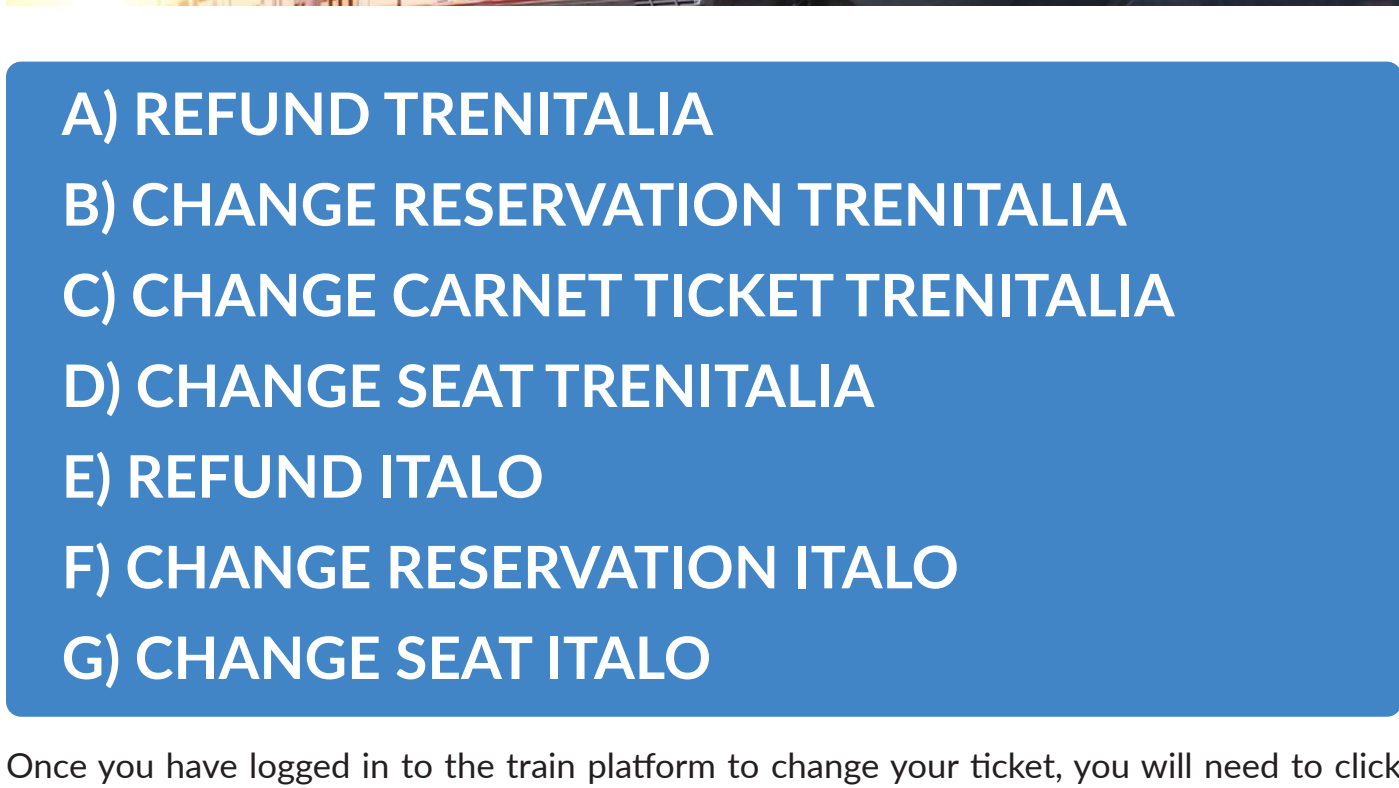


OPERATIVE GUIDE ON HOW TO CHANGE OR REFUND RESERVATIONS TRENITALIA AND ITALO



- A) REFUND TRENITALIA
- B) CHANGE RESERVATION TRENITALIA
- C) CHANGE CARNET TICKET TRENITALIA
- D) CHANGE SEAT TRENITALIA
- E) REFUND ITALO
- F) CHANGE RESERVATION ITALO
- G) CHANGE SEAT ITALO

Once you have logged in to the train platform to change your ticket, you will need to click on Dashboard, then you can select the train ticket you want to make changes to in the "my reservations" section and the screen with all active reservations will open.

Taking as an example a ticket of Trenitalia, to make the change procedure is as follows:

1 View the train to be modified > are underlined in red the route and date of the ticket, highlighted in green and yellow is "Trenitalia" which must be selected to start changing the ticket.

2 After clicking on "Trenitalia" the following screen will open with sections A) Rimborso (Refund) B) Cambio prenotazione (Change booking) C) Cambio biglietto Carnet (Change ticket made via "Carnet")

At this point, here's what you can or can't do:

A) REFUND TRENITALIA

Can't do

Cancel a ticket that is not in Base or Corporate fare, as all other fares are non-refundable.

Carnet tickets are non-refundable but reusable by contacting Agenzia Customer Service.

You can do

For the **Basic** and **Corporate** rates, once you have selected the Refund item, you will have to click on "proceed" and the summary screen of the trip will be displayed.

In red under the penal section (underlined in green on the screen below) you will find written the **cost of the deduction** that will be applied if you complete the refund.

To proceed with the actual refund you will have to click on the cursor next to "I" (in the screen below it is represented by the red arrow) to select the trip to be reimbursed and then click on "select and continue".

At this point you will see the final screen where you will see the cost of the ticket and the amount of penalty retained in the refund (highlighted in red in the screen below), the cost of the final refund is underlined in blue; to finalize the refund you will have to click on "proceed" and the action will finalize both the cancellation of the reservation and the refund of the ticket.

PLEASE NOTE: Pending the development of the software to claim compensation for inconvenience suffered, in case you receive cancellations directly from the supplier due to force majeure (e.g. strikes, bad weather, etc.) or the train accumulates a delay of more than 59 minutes, please contact Agenzia Customer Service, to request reimbursement.

B) CHANGE RESERVATION TRENITALIA

Can't be done

Change a ticket that is not in Base, Corporate or Economy fare, keeping in mind that, the change of station of origin and destination and finally the class change (from Standard/ Premium to Business and vice versa) is only allowed in Base and Corporate fare.

Business and vice versa) is only allowed in Base and Corporate fare.

All other rates are non-modifiable.

You can do

For the **Basic**, **Corporate** or **Economy** rates once selected the Change Reservation item you must indicate if it is necessary to modify only one way, only return or return and return together by entering in the appropriate fields the stations of origin and destination, The dates and times desired.

Once you have entered these data you will have to click on the cursor next to "I" to select the trip to be modified and click on "search solutions". Below is the screen filled with new data desired for modification:

At this point you will access the screen with the possible solutions available for the modification.

Clicking on each of them will display the available classes and rates to make the change; crossing the class service on the first row with the rate on the first column will get the price of the new ticket, selecting it and then clicking on "proceed with this solution".

The final screen will then be displayed with a summary of the value of the new ticket, the amount to be paid for the change, or the refund in case the new solution was cheaper. In the screen below is red the tariff integration to be paid, in this case if you want to process the change you need to click on the little square next to "I" I have seen and accept the amounts shown.

In the following screen you must enter the mandatory data: name, surname and e-mail address, and the number of Carta Freccia for the holders; only after entering the data you can click on "Proceed" to finalize the change of your booking and issue of the updated ticket.

ATTENTION: If the original booking was made for two or more passengers it is essential to specify together with the stations/ or origin and destination, the dates and times you want also the number of adults and/ or children that corresponds exactly to those on the original booking. The incongruity of the number of travelers could cause the old booking to be cancelled, this is where you have to select adults (it is highlighted in green in the screen here below).

C) CHANGE CARNET TICKET TRENITALIA

Can't do

Change route and name

You can do

Once you have selected the "Change Ticket Carnet" item, you must indicate the desired date and time and select the cursor next to "I" (which is in the screen below indicated with the red arrow) to select the trip to be modified and click on "select and continue".

At this point you will be able to access the screen with the possible solutions available for the modification at no cost.

By choosing the preferred solution and clicking on "Select" you will be able to change your booking and issue an updated ticket.

MAKE YOUR TICKET AVAILABLE WITH CARNET

Given that the booklets can be changed before the departure of the booked train for both the date and time, in the case of an unforeseen event which leads you to cancel your booking but you do not yet have the new date available. You can make your ticket booklet available to other colleagues by following the procedures below:

a) Pending the development of software to manage the departure autonomously;

b) Contact a customer service before the departure of the booked train, contacting that you can no longer leave and that you have no alternative date and that you intend to make your ticket available to other colleagues.

Both procedures will allow your company to fully use the advantages offered by the carnet formula which leads to important cost savings.

D) CHANGE SEAT TRENITALIA

The "change reserved seat" function will be available soon.

At this point the above mentioned is linked to the changes for Trenitalia.

Once you have logged in to the train platform to change your ticket, you will need to click on Dashboard, then you can select the train ticket you want to make changes to in the "my reservations" section and the screen with all active reservations will open.

Taking a ticket Italo, to make the change procedure is as follows:

1. View the train to be modified > are underlined in red the route and date of the ticket, highlighted in green and yellow is "Italo" which must be selected to start changing the ticket.

After clicking on "Italo" the following screen will open with the sections

A) Back to the Dashboard and

B) Confirm and proceed, to proceed to the change and refund you will have to click on "Conferma e prosegui";

Associate your user again and choose between:

- A) Refund
- B) Change reservation
- C) Change place

At this point you will access the screen with the possible solutions available for the modification.

Clicking on each of them will display the available classes and fares to make the change; crossing the service class on the first row with the fare on the first column will get the price of the new ticket. Selecting it and then clicking on "Choose and continue", the screen with the associated data of the traveler will open. Clicking on continue will finalize the change with any associated penalties.

You can only select the seat as shown below. The display of ".00€" will determine an additional cost for the seat.

PLEASE NOTE THAT L'ORCHIDEA CUSTOMER SERVICE REMAINS AVAILABLE TO ASSIST YOU WITH ANY CHANGE/REFUND.

THANK YOU FOR YOUR ATTENTION
The Train Team