



Form no. _____ (to be filled out by the office employee)

REQUEST FOR REFUND (PLEASE DO NOT WRITE IN CURSIVE)

To obtain a refund you must submit the request within 7 days of the incident by sending an e-mail to: servizioclienti@at-bus.it, stating "refund request" in the subject. The request must include this "Refund Request Form" completed in each part.

PASSENGER DATA

Last name	_____		
First name	_____		
Address	_____	Street Number	_____
City/Town	_____		
Municipality	_____		
Postal Code	_____	Province	_____
		Country	_____
Tax Code	_____		
Phone	_____	Mobile	_____
Email	_____		

REFUND REQUEST FOR DISSERVICE ATTRIBUTABLE TO THE COMPANY

The Customer may submit a claim for inefficiency within 7 days of the event. The Customer is entitled to a refund of his/her ticket if, as part of urban services, the journey is made with a delay of more than 30 (thirty) minutes, or 60 (sixty) minutes for suburban services, for reasons attributable to the Company and with the exception of natural disasters, strikes and other unforeseeable events and/or emergencies, according to the provisions set out in Article 48, paragraph 12-ter of Law 21/6/2017 no. 96.

The request for a reimbursement for disservice is evaluated following the verification of the line transit data. For a single journey, the refund shall consist of the reimbursement of the price of the ticket purchased by the customer for the journey affected by the disruption. For passes, the refund shall amount to half of the daily rate (total cost/days of validity of the pass) of the full cost of the pass.

Select the type of travel document:	urban	suburban
in possession of a single-journey ticket/carnet		
Indicate your preference between:	refund	replacement with a ticket for the amount of a single journey for the same route. To refund or replace a single journey ticket/carnet, the travel document must be presented to one of the official AT ticket offices
in possession of a subscription		
Municipality	Stop	Bus line
Origin/destination	_____	
Event date	Scheduled time	Actual time of arrival
Description	_____	



REFUND REQUEST FOR NON-USE

Refund requests for non-use of a pass must be received at least 48 working hours before start date of the subscription. No subscription can be refunded if the indication is received after this deadline. It is not possible to refund tickets or carnets for non-use.

Type of line for which reimbursement is requested:	urban	suburban
Type of pass (weekly, monthly, multi-monthly, etc.)		
Origin	Destination	
Valid from	To	
(indicate dd/mm/yy)		(indicate dd/mm/yy)

REFUND REQUEST FOR ANOMALIES

The request must be submitted within 7 days of the event. If the ticket machine has issued a non-issue or non-refund coupon, this must be presented at one of our official ticket offices and, at your preference, a replacement ticket will be issued or a refund of the same amount will be made, which will be issued on sight. The claim for reimbursement for an anomaly from an automatic ticket machine without a non-issue coupon is assessed following verification of the ticket machines' sales data.

Automatic ticket vending machine anomaly (without voucher)		
failure to issue the travel document	incorrect change	
Municipality	Stop	
Event date	Time	Amount
Description:		



DATA FOR PROCESSING THE REFUND

Purchase made online on the Autolinee Toscane web-shop

Purchase date _____ Time of purchase _____

Last 4 digits of the credit card used _____

The refund shall be made by refunding the transaction directly to the credit card used during the purchase.

In the case of payment via PostePay, in addition to the last 4 digits of the card, the name of the account holder and the IBAN must also be indicated below.

All other refund request cases

Account holder _____

IBAN _____

BIC/SWIFT _____ C/C _____

BIC/SWIFT code required for international transfers

If the Applicant does not have a bank account, he/she will be contacted to define which official ticket office to go to receive the refund and schedule the corresponding day and time slot

Date

Legible signature of the applicant

PRIVACY NOTICE AND PROVISION OF CONSENT FOR THE PROCESSING OF PERSONAL DATA

Privacy Notice provided pursuant to Legislative Decree 196/2003 as amended, Regulation (EU) 2016/679 ("GDPR") and Legislative Decree 101/2018 ("Harmonisation Decree"). The personal data provided shall be processed by Autolinee Toscane S.p.A. only for the purposes strictly necessary for the management of this refund request. The data processing shall be carried out in the following ways: manual and using automated tools. The Data Controller is Autolinee Toscane S.p.A., with registered office in Viale del Progresso no. 6 - 50032 - Borgo San Lorenzo (FI), Italy. The rights towards the Data Controller shall be those provided for by current regulations in force.

<https://www.at-bus.it/it/privacy.html>

The Applicant, having acquired the information provided by the Data Controller pursuant to Article 13 of Legislative Decree no. 196/2003, hereby provides consent to the processing of his/her personal data for the purposes and within the limits of the aforementioned Privacy Notice.

YES NO

Date

Legible signature of the applicant