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:

CODICE PRATICA	CREATA IL	CONTRAENTE	PASSEGGERO RIF.	PNR	PREZZO VENDITA	AZIONI
EGNTR20.	18/11/2024				6.8 EUR	Riepilo
	Reggio Emili	a - Bologna Centrale			🔒 Stam	pa 📝 Modif
Change (e following screen w Change of ticket wit			
razione	ofreser	vation and C) (h "Carnet"		
razione	of reser	vation and C) (Change of ticket wit	h "Carnet"		

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

A) REFUND TRENITALIA

● € RIMBORSO

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 Egencia Customer Service.

Rimborso sulla base delle condizioni applicate in fase di acquisto / Rimborso non consentito per biglietti p

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, 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" to select the trip to be refundable and then click on "select and continue".

s Riepliogo v	iaggio origin	ale							
	E:								
→ ANDATA:	Reggio Emili	a Av (18:00) -	Milano Centrale (18:50)	18/11/20)24				
									Prezzo totale: 34.9 I
Rimborsi (oʻ	ve applicabile	e): 🚺							
elezionare u	n <mark>o o piu</mark> ' pas	seggeri su o	cui operare.						
GReggio Emi	lia Av - Milano C	entrale ,FRECC	IAROSSA n. 9544				m 18/11	/2024 p. 🕑	18:00 , a. 🕑 18:50
Selezionare I	Passeggero	Тіро	Tariffa	PNR	Carrozza	Posto	Costo	Penale	Note
		ADULTO	CORPORATE - PREMIUM		6	9B	34.9 EUR	0 EUR	Operazione permessa solo su treni sfm
i 💿		ADULTO	OCRPORATE - PREMIUM		6	9B	34.9 EUR	6.98 EUR	

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.

•		
	8	
	Attenzione.	
	Trenitalia conferma che è possibile chiedere il rimborso della soluzione come richiesto con gli eventuali addebiti indicati.	
	Si desidera davvero procedere con l'operazione?	
	Ricordiamo che, una volta confermato, non sarà più possibile tornare indietro.	
	Riceverete una email di conferma agli indirizzi specificati in fase di prenotazione.	

Importo Totale Soluzioni Escluse da Itinerario: 86.7 EUR

Totale Penali applicate: 17.35 EUR

Totale Rimborso ricevuto da Trenitalia: 69.35 EUR

Inserire la lista dei nuovi passeggeri e relativa tipologia

★ ANNULLA OPERAZIONE... VPROCEDI....

(*) campi obbligatori

Biepilogo del viaggio scelto

REFUND IN CASE OF DISSERVICE OF SUPPLIER

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 Egencia Customer Service, to request the refund.

B) CHANGE RESERVATION TRENITALIA

Modifica di data/ora/tratta/tariffa/classe

CAMBIO PRENOTAZIONE

Can't be done

Change a ticket that is not in the Basic, Corporate or Economy fare.

The change of station origin and destination and the class change (from Standard/Premium to Business and vice versa) are only allowed in Basic and Corporate fare.

All other rates are non-modifiable.

Carnet tickets are not modifiable in this section, they can be modified in the next section.

You can do

For the Base, Corporate or Economy rates, once selected the item "Change Booking" you will have to follow these steps:

• Indicate whether you need to change the return or only the one way or both.

Enter the stations of origin and destination, dates and times in the appropriate fields.
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:

Tipo Viaggio	: 💿 Solo andata 🛛 🔘	Andata a ritorno							
Tipo Viaggio:		Anuala e momo							
Partenza da	Milano Centrale		Data ed ora partenza	2	29/08/2024		10	:00	0
Arrivo a	Roma Termini		Data ed ora rientro:	g	gg/mm/aaaa		10	:00	
Adulti	01 🗸		Ragazzi	00) 🗸				
× ANNULL	A OPERAZIONE						✓ CEF		DNI
elezionare u	ıno o piu' passeggeri sı	u cui operare.							
	Ino o piu' passeggeri si htrale >Roma Termini FRECCIAROS				28/08/ 2	2024 p. ② 08:50	a. O 11:5	8	
					₩ 28/08/2	2024 p. 🧿 08:50	a. O 11:5	8	
			Tariffa	PNR	₩ 28/08/2 Carrozza	2024 p. O 08:50 Posto	a. ② 11:5 Costo	3 Penale	Not
G Milano Cer	ntrale >Roma Termini FRECCIAROS	55A 9618		PNR ABC123					
Milano Cer	htrale >Roma Termini FRECCIAROS	555A 9618 Tipo	Tariffa		Carrozza	Posto	Costo 86.7 EUR	Penale	8

modification.

Viaggio di andata	
1) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 08:00 a. 🋗 29/08/2024 🧿 11:10	\sim
2) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 08:10 a. 🋗 29/08/2024 🧿 11:49	\sim
3) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 O 08:30 a. 🋗 29/08/2024 O 11:40	\sim
4) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 08:58 a. 🋗 29/08/2024 🧿 12:10	\sim
5) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 09:10 a. 🋗 29/08/2024 🧿 12:49	\sim
6) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 09:35 a. 🋗 29/08/2024 🧿 12:34	\sim
7) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 09:58 a. 🋗 29/08/2024 🧿 13:10	\sim
8) Viaggio di andata Milano Centrale - Roma Termini p. 🛗 29/08/2024 🧿 10:10 a. 🋗 29/08/2024 🧿 13:49	\sim
9) Viaggio di andata Milano Centrale - Roma Termini p. 🇰 29/08/2024 🧿 10:50 a. 🇰 29/08/2024 🧿 21:00	\sim

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".

4) Viaggio di andata Milano Centrale - Roma Termini p. 🏥 29/08/2024 🧿 08:58 a. 🏥 29/08/2024 🧿 12:10 5) Viaggio di andata Milano Centrale - Roma Termini p. 🏥 29/08/2024 🧿 09:10 a. 🏥 29/08/2024 🧿 12:49 6) Viaggio di andata Milano Centrale - Roma Termini p. 🏥 29/08/2024 🧿 09:35 a. 🏥 29/08/2024 🥥 12:34 😡 Milano Centrale - Roma Termini **1** EXECUTIVE **1 BUSINESS AREA SILENZIO 1 BUSINESS O PREMIUM 1** STANDARD CORPORATE O 250.8 EUR 0 109.7 EUR O 109.7 EUR 95.2 EUR 0 80.8 EUR Corporate TOP O 324.5 EUR ○ 141.9 EUR O 141.9 EUR O 123.2 EUR O 104.5 EUR 044.9 FUR 078.9 EUR **78.9 EUR** Super Economy O 51.9 EUR Accordo Globale Olta Sconto 30 0 90.3 EUR O 90.3 EUR 078.4 EUR 0 66.5 EUR 0 74.9 EUR Economy **93.9 EUR** O 93.9 EUR 0 80.9 EUR FrecciaDAYS 0 44.9 EUR O 37.9 EUR

✓ PROCEDI CON QUESTA SOLUZIONE...

The final screen will then display 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 is cheaper. In the screen below, you will see in red the supplement amount to be paid. If you want to process the change, you must click on the box next to the words "I have seen and accept the amounts shown". Riepilogo viaggio originale A CONTRAENTE: Milano Centrale 08:50 > Roma Termini 11:58 -> ANDATA: £ 28/08/2024 Prezzo totale: 86.7 EUR Riepilogo del viaggio scelto Viaggio di andata 🛗 29/08/2024 🕑 p. 09:35 🛛 🗿 a. 12:34 95.2 EUR 🕞 Milano Centrale - Roma Termini FRECCIAROSSA 1000 n. 9617 Importo Totale Soluzioni Escluse da Itinerario: 86.7 EUR Totale Penali applicate: 0 EUR Totale nuovo itinerario richiesto: 95.2 EUR Differenza da pagare: 8.5 EUR Ho preso visione ed accetto gli importi riportati.

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.

Passeggero 1 (adulto))					
Nome*:						
Cognome*:						
Data di nascita:	gg/mm/aaaa					
Carta Freccia:						
Telefono:						
Email*:						
(*) campi obbligatori						
X ANNULLA OPERAZIONE					✓ PROC	EDI
					C. C	
booking. The ind cancelled, this is below).	r of adults and/ or child congruity of the numbe s where you have to sele ambio Tariffa (ove applicabile): ()	r of travelers could	cause the old boo	king	g to be	
	a i dati in questione, date ed orari desidera	ati:				
Tipo Viaggic: 0	Solo andata O Andata e ritorno Milano Centrale Image: Central in the second sec	Data ed ora partenza	29/08/2024		10:00	
	Windrid Centrale		25/00/2024	-	10.00	0
Arrivo a		Data ed ora rientro:			10.00	O
	Roma Termini		gg/mm/aaaa		10:00	0
Adulti	02 7	Data ed ora rientro: Ragazzi	gg/mm/aaaa 00 ♥			
	02 7				10:00 CERCA SOLUZ	

C) CHANGE CARNET TICKET TRENITALIA

CAMBIO BIGLIETTO CARNET

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"**.

Rimborso sulla base delle condizioni applicate in fase di acquisto / Rimborso non consentito per biglietti parte di un carnet aziendale

CONTRAENT	TE:							
→ ANDATA:	Reggio Emilia Av (08:00)	- Milano Centrale (08:50) 🛗 04/12/2024						
						Prez	zo totale	: 0 EU
S Cambio Pre	notazione (ove applica	abile): 1						
🛕 Si prega d	i specificare una data ed un	orario desiderato: 12/12/2024						
elezionare u	no o piu' passeggeri s	u cui operare.						
			M 04 (42 (2			8:50		
🕞 Reggio Em	ilia Av - Milano Centrale ,FRE	CCIAROSSA 1000 n. 9504	₩ 04/12/2	024 p. 🧿 08:00), a. 🕑 ()			
Reggio Em		CCIAROSSA 1000 n. 9504 Tariffa	₩ 04/12/2	Carrozza			Penale	Note
		Tariffa		6.4	Posto	Costo	Penale 0 EUR	Not

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

Alternative disponibili

X ANNULLA OPERAZIONE...

Tratta interessata: Milano (Tutte Le Stazioni) - Roma (Tutte Le Stazioni) | Data e ora richiesta: 30/08/24 10:00

	Combinazione Proposta	Prezzo	Differen
0	🏙 30/08/2024 🧿 p. 10:04 , 🧿 a. 13:35 🖥 Milano Rogoredo - Roma Termini FRECCIAROSSA Treno n. 9311	0 EUR	0 EUR
0	🏙 30/08/2024 🧿 p. 10:10 , 🧿 a. 13:49 🖥 Milano Centrale - Roma Termini FRECCIAROSSA Treno n. 9527	0 EUR	0 EUR
0	🏙 30/08/2024 🧿 p. 10:58 , 🥝 a. 14:10 🖥 Milano Centrale - Roma Termini FRECCIAROSSA 1000 Treno n. 9623	0 EUR	0 EUR
0	🛗 30/08/2024 O p. 11:10 , O a. 14:49 🗣 Milano Centrale - Roma Termini FRECCIAROSSA Treno n. 9587	0 EUR	0 EUR
0	🛗 30/08/2024 🧿 p. 11:25 , 🧿 a. 14:43 🖥 Milano Centrale - Roma Termini FRECCIAROSSA 1000 Treno n. 9625	0 EUR	0 EUR
0	🛗 30/08/2024 🧿 p. 11:58 , 🧿 a. 15:10 🖥 Milano Centrale - Roma Termini FRECCIAROSSA 1000 Treno n. 9627	0 EUR	0 EUR
0	🛗 30/08/2024 🧿 p. 12:10 , 🧿 a. 15:49 🖥 Milano Centrale - Roma Termini FRECCIAROSSA Treno n. 9535	0 EUR	0 EUR
0	🋗 30/08/2024 🧿 p. 13:00 , 🧿 a. 16:15 🖥 Milano Centrale - Roma Termini FRECCIAROSSA 1000 Treno n. 9631	0 EUR	0 EUR
0	🏙 30/08/2024 🧿 p. 13:10 , 🧿 a. 16:49 🖥 Milano Centrale - Roma Termini FRECCIAROSSA 1000 Treno n. 9539	0 EUR	0 EUR
0	🏙 30/08/2024 🧿 p. 13:30 , 🥝 a. 16:40 🖥 Milano Centrale - Roma Termini FRECCIAROSSA Treno n. 9633	0 EUR	0 EUR
0	🏙 30/08/2024 🧿 p. 13:58 , 🥝 a. 17:10 🖬 Milano Centrale - Roma Termini FRECCIAROSSA 1000 Treno n. 9637	0 EUR	0 EUR
0	🛗 30/08/2024 🧿 p. 14:10 , 🧿 a. 17:49 🖥 Milano Centrale - Roma Termini FRECCIAROSSA Treno n. 9543	0 EUR	0 EUR

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:

<u>a) Pending the development of software to manage the procedure autonomously:</u> a. Contact customer service before the departure of the booked train, confirming 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.

b) As soon as you have completed the development of the software that will allow you to manage the procedure yourself: a. enter the Dashboard, select the trip booked with the Carnet and select "Make the carnet

a. enter the Dashboard, select the trip booked with the Carnet and select "Make the carnet available" and follow the instructions.

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 from December 15, 2024 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"



confermi la modifica del bliglietto con PNR:

Conferma e prosec

TORNA ALLA DASHBOARD

section and the screen with all active reservations will open. Taking a ticket Italo, to make the change procedure is as follows:

and proceed, to proceed to the change and refund you will

have to click on "Conferma e prosegui":

1. view the train to be modified, click on "Modifica" to start changing the ticket.

Ð	CODICE PRATICA	CREATA IL	CONTRAENTE	PASSEGGERO RIF.	PNR	PREZZO VENDITA	AZIONI
	EGNTR202	18/11/2024				34.7 EUR	🛛 Riepilogo
		Paola - Napol	i Centrale	27/11/24	.Italo 类		Modifica
		"~					
		•		ollowing screen will open Dashboard and B) Confirm	Buonaiomo	_	

3. Associate your user again and choose between E) refund, F) change reservation and G) Change place.

asseggero 1 - Tipo	ologia: Aduito	🛉 Associa utente		
Titolo.	* Nome.		* Cognome.	
** Email:		** Cellulare:	Italo Più:	
** Inserire almen	o uno dei due campi			

E) REFUND ITALO

Can't do

Cancel a ticket that is not in Flex or Economy fare, as all other fares are non-refundable. **You can do**

You can do

For the Flex and Economy rates once you select the Cancellation Booking item you will have to click on "proceed" and you will see the screen below and you will see 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 "conferma cancellazione" slider.

EDIT DAY AND TIME SECTION

Can't do

change a ticket that is not in Flex or Economy fare, keeping in mind that the change of station origin and destination is not allowed for any fare. All other rates are non-modifiable.

You can do

M Partenza da/il

06.20

Reggio Emilia AV

07:18

Reggio Emilia AV

08:18

Reggio Emilia AV

09:18

Reggio Emilia AV

For the Flex or Economy rates once selected the item Change Day and Time you must indicate if it is necessary to change 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 "Cerca" slider. Below is the screen filled with new data desired for editing:

02:54

03:00

02:58

03:01

0

09:14

Roma Tiburtina

10:18

Roma Tiburtina

11:16

Roma Tiburtina

12:19

Roma Tiburtina

0

.Italo

Italo IT / 9907

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ANNULLA Confermi Cancellazione

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 "scegli e continua", the screen with the associated data of the traveler will open. Clicking on continue will finalize the change with any associated penalties.

47,90 € *

47,90 € *

47,90 € *

47,90 € *

G) CHANGE	SEAT ITALO		
CAMBIO PRENOTAZIONE	Modifica di data/ora/tratta/tariffa/classe.		
You can only select the The display of ". 00€" w	seat as shown below. vill determine an additional cost for the s	seat.	
Email:	Indirizzo:	Dessis Smills AV	Demo Titunting
Città: * Mail del richiedente:	Cellulare:	Reggio Emilia AV © 08:28	 Roma Tiburtina 11:09 dom 04 ago 2024
		O Durata del viaggio: 02:41	Cambi: 0
		DETTAGLIO DEL VIAGGIO	
Riepilogo passeggeri		Reggio Emilia AV 🛇 Roma Tiburti	na
1 Adulto		.italo_	
Nome Cognome: - Email:		Treno: Italo 9915	
Supplemento selezione posti		Reggio Emilia AV	Roma Tiburtina
Italo 9915 / Reggio Emilia AV-Rom	na Tiburtina Seleziona la carrozza 4	⊘ 08:28	© 11:09
	to, questo è visibile andando con il mouse sopra il numero del posto. referenza, il sistema ne assegnerà uno automaticamente senza costi aggiuntivi.	Super Flex 0 Prima	54,60 €
44 43 40 37 34	31 28 25 22 19 16 13 10 9 30 27 24 21 18 15 12 8 6 4 2	Prezzo to	.00 €
41 38 35 32	29 26 23 20 17 14 11 7 5 3 1		1

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