



PASSENGER TRANSPORT REGULATIONS

AIR CAMPANIA S.P.A.

Registered Office: Centro Direzionale
Isola G1, staircase C, unit104 80143 Napoli

Head Office: Via Fariello (Bus Terminal) -
83100 Avellino

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INTRODUCTION

These Regulations govern the main company rules concerning the use of public transport, facilitate user access to the service, promote civil coexistence among passengers, cooperation between citizens and traveling personnel, and travel safety.

DEFINITIONS

In the following text, the following words shall have the following meanings:

COMPANY: AIR CAMPANIA SPA - Tax Code and VAT No. 02977850649 Registered Office Centro Direzionale Isola G1 staircase C Unit 104 – Naples (NA), Italy

VEHICLE or **CAR:** any vehicle used by the Company to transport passengers or their belongings.

CUSTOMER: the person who enters into a relationship with the Company by purchasing a ticket or making a travel reservation in the manner established by the Travel and Transport Regulations.

PASSENGER: any person on board the vehicle who is not the driver or other person employed or engaged in any capacity on board the vehicle for its services.

TICKET: travel document proving, after validation, the conclusion of the transport contract.

TARIFF: set of current tariffs adopted by Consorzio Unico Campania, approved by the Campania Region, and applied by the Company.

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GENERAL CONDITIONS OF CARRIAGE

Passengers using urban, suburban, and extra-urban public transport services are required to strictly comply with the following regulations, issued for the safety and regularity of transport, and with the provisions of the Transport Conditions.

Art. 1 - Access to buses

Access to buses is permitted upon purchase of a valid ticket from one of the authorized points of sale or from PuntoLis or Mooney, or via the UNICOCAMPANIA or AIR CAMPANIA apps.

Tickets, passes, and any other travel documents must be shown upon request to the Company's authorized inspection personnel.

Passengers are permitted to board and alight only at stops located along the authorized routes of each service:

- Passengers must board exclusively through the front door of the vehicle, after the driver or validator has checked the validity of their ticket.
- Passengers may only alight from the rear door or the middle door if the bus has three doors, in accordance with safety requirements.

Where there is no mandatory stop, passengers must clearly and promptly indicate their intention to board the vehicle.

Art. 2 - Passenger conduct

2.1 Conduct when boarding

It is forbidden to:

- board outside of stops or when the vehicle is in motion;
- board from a door other than the designated door(s);
- dirty and/or damage ground equipment (poles/shelters).

2.2 Conduct during the journey

It is forbidden to:

- board the vehicle without a valid ticket or other document authorizing travel;
- alight while the vehicle is in motion;
- occupy more than one seat and obstruct in any way the spaces reserved for exits and those near the ticket machines to facilitate ticket validation; - Passengers are required to give up their seats to disabled and invalid persons, for whom seats are reserved in the vehicle (Article 27 of Law N. 118 of March 30, 1971), as well as to assist elderly persons, pregnant women and/or women with children, and persons with disabilities;
- soil and/or damage parts of the carriage or on-board equipment;
- behave in such a way as to cause discomfort, disturbance, or harm to others in any way;
- misuse the stop request signal or the emergency door opening device;
- engage in advertising and/or commercial activities, even for charitable purposes, without the consent of the Company, as far as it is concerned;
- carry weapons, except in the case of police officers or equivalent, explosive or flammable materials, corrosive acids, objects with blunt or sharp edges, bulky items, objects that are dangerous or could cause damage to passengers and the vehicle or, for any reason, cause a nuisance;

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- boarding the bus while intoxicated or in a physical or mental condition that prevents the proper use of the service or causes harm to oneself or others;
- leaning out of windows or throwing objects out of them;
- smoking in the vehicle - pursuant to Law No. 584 of November 11, 1975, as amended;

Passengers are required to:

- **validate their travel document when boarding the bus and, in any case, before departure;**
- comply with all requirements and formalities relating to security checks;
- scrupulously follow the instructions and provisions of the Company, as well as the instructions received from the Operators on duty;
- use the transport infrastructure in strict compliance with the established rules - together with those of civilized behaviour - without compromising in any way the safety of the journey and the levels of service for themselves and others;
- not talk to the driver while the bus is in motion;
- not dirty, smear, remove, or tamper with parts and equipment of the vehicle;
- not consume alcohol or drugs on board the bus;
- not beg, solicit, sell goods, sing, or engage in any other form of entertainment;
- take every possible precaution for their own safety and that of others, immediately alerting service personnel in the event of danger, an accident, or an incident;
- report any lost or forgotten items, whether personal or belonging to other passengers, to the service staff;
- provide your exact personal details, as well as your address and contact details, to the staff responsible for checks and inspections when requested for service reasons;
- if you are traveling on a “reservation-only” line, occupy the seat indicated on your ticket.

Passengers who remain standing are advised to hold on to the appropriate handles or other supports.

2.3 Conduct when alighting

Passengers are required to:

- signal their intention to alight from the vehicle in good time, when approaching the requested stop, either by using the stop request button or, if the bus is not equipped with this device, by informing the driver directly.
- alight from the vehicle using the designated door;

Alighting outside of stops is not permitted.

Art. 3 - Travel documents

The types of tickets and passes currently available and the related fares are established, as per their respective areas of competence, by the Campania Region, the granting Public and Local Authorities, and the Company, which issue them through specific administrative acts.

3.1 Fares

The Company, together with other local public transport companies in the region, participates in the integrated fare system “UNICOCAMPANIA,” managed by the consortium of the same name, which handles not only fares but also ticket distribution and marketing throughout the Campania region.

This system allows passengers to travel from their point of departure to their destination anywhere in Campania with a single ticket, valid for the duration of the journey, including through the combined use of services provided by other participating companies.

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The specific conditions for each ticket are indicated on the ticket itself and in the “Tariff System Regulations.”

Tickets must be validated on each means of transport used.

3.2 New tariff system.

The new TIC fare system came into effect on January 1, 2015.

The Campania Region approved the document “New regional fare structure,” which contains a revision of the current fare system applied in Campania since January 1, 2015, and also provides for the issuance of company tickets in addition to integrated tickets (TIC).

The specific conditions concerning each ticket are set out in the “TARIFF REGULATIONS” available on the website www.unicocampania.it. The ‘Regulations’ apply to both types of tickets provided for in the “New Tariff Structure”, company and integrated.

3.3 Ticket

Passengers must board with a valid ticket, which can be purchased on land at the appropriate ticket offices/sales points or at PuntoLis or Mooney, printed with a QR code, or with a digital ticket purchased via the UNICOCAMPANIA or AIR CAMPANIA app.

It is also possible to purchase tickets on board at a higher price, but only with cash; the driver is not required to provide a ticket to users who do not have the equivalent cash to pay for the ticket.

The occasional issue of tickets on board by the driver may only be carried out if there are seats available or, in any case, when the capacity does not exceed the maximum indicated on the vehicle registration document.

3.3.1 Ticket validation

The ticket must be validated when boarding the bus and, in any case, before departure.

After validation in the ticket machines, it is advisable to check that the stamp is correct (date, time).

In the event of an error or if the ticket validators are out of order/faulty, the ticket must be cancelled, completing it in pen with the date and time of use (boarding), and informing the driver.

If you have a digital ticket purchased via the app, it must be dematerialized (validated) in the appropriate section of the app once you have boarded and, in any case, before departure.

The duration, validity, and regulations related to each ticket are specified on the ticket itself; if the journey lasts longer than the indicated validity, a new ticket must be stamped.

All tickets must be shown whenever requested by the Company's inspection staff.

The travel document must be kept intact and recognizable for the entire duration of its validity.

When reservations are required, it is not possible to purchase “open” tickets, as the service can only be used with a valid reservation, which is made at the time of ticket purchase.

Tickets must be purchased at the ticket office in good time before the scheduled departure.

3.3.2 Purchase of tickets and seat reservations for services on lines requiring reservations.

Travel reservations can be made via the AIR CAMPANIA app or at agencies/ticket offices in Avellino and its province, in the province of Caserta and Rome (for the Avellino - Caianello - Rome line) and in Salerno, Benevento, and Campobasso (for the Salerno - Avellino - Benevento - Campobasso line).

If there are seats available on board, tickets can also be purchased directly from the driver at a higher cost.

For the Salerno - Avellino - Benevento - Campobasso line, single tickets or fortnightly passes (valid from the 1st to the 15th of the month or from the 16th to the 30th/31st of the month) are available.

For the Avellino - Caianello - Rome line, single tickets, return tickets (to be used on the same day), vouchers for 10 single tickets, or vouchers for 10 return tickets are available.

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The purchase of a ticket or pass/voucher entitles the holder to bring one piece of luggage on board free of charge. Any additional luggage costs €1.00.

Tickets for additional luggage can be purchased via the Air Campania app or at participating agencies/ticket offices.

Kick scooters and bicycles, whether electric or not, are considered luggage, provided they are foldable.

Air Campania allows users to stow kick scooters and bicycles, with the precaution of removing the battery, if possible, in the case of electric kick scooters and bicycles, and carrying it on board the bus in a fireproof bag.

Users must be at the terminal at least 15 minutes before departure.

Only one change to the reservation is allowed, for both C.S. and A.R. tickets, if requested in person by the customer at an authorized ticket office, with the original ticket, no less than 24 hours before the scheduled departure. The ticket can be revalidated for the same route, for the requested day and time, if seats are available.

Customers who have not booked may be admitted on board only if there are free seats, purchasing a ticket from the driver at a surcharge.

Art. 4 - Travel information

The Company shall ensure, through the forms and means available, that users are provided with the most comprehensive information possible regarding the methods of service provision and non-discriminatory conditions of access for the transport of persons with disabilities or reduced mobility.

The conditions of access, concerning travel and transport conditions, also include a summary of the national and international legislation in force and are made available to the public, in physical and accessible formats, upon express request. At the latest, upon departure of the service operated by the Company and purchased by the passenger, the latter shall have the appropriate information on the rights conferred by law. This information shall include the details necessary to contact the body responsible for monitoring the application of national and international provisions on the rights of passengers traveling by bus, as detailed in Article 9 of this Regulation.

Art. 5 - Rights of passengers with disabilities or reduced mobility

The Company ensures the transport of passengers with disabilities and reduced mobility at no additional cost and makes every reasonable effort to provide accessibility and information.

To provide better assistance to persons with disabilities or reduced mobility, the Company provides appropriate instructions to its staff in direct contact with this type of passengers. The terms “persons with disabilities” or “persons with reduced mobility” include:

- a) people who use wheelchairs due to illness or documented disability;
- b) people with limb problems or walking difficulties;
- c) blind or visually impaired people;
- d) deaf or hearing impaired people;
- e) people with documented mental disabilities.

It is possible to request a specially equipped vehicle for a specific journey on all extra-urban lines with low frequency (with journeys exceeding 15 minutes).

To make a reservation, you must:

- for extra-urban lines, call **0825204421** at least 36 hours before the planned date of use of the bus, specifying the time and stop where you will board (the boarding point is to be agreed between the company and the user, based on the accessibility of the stop), and also confirming by email to the following addresses: air@aircampania.it or air@pec.aircampania.it

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•For urban lines, reservations must be made by calling **0825204421** at least 12 hours before the time of use, specifying the time and boarding stop (the boarding point is to be agreed between the company and the user, based on the usability of the point where the stop is located).

5.1 Right to transport and special conditions.

The transport of persons with disabilities or reduced mobility is always permitted except in the following cases:

- to comply with safety obligations established by EU, international, and national legislation or health and safety obligations established by the competent authorities;
- if the configuration of the vehicle or infrastructure, including stops and stations, makes it physically impossible to board, alight or transport the person with a disability or reduced mobility in safe and practicable conditions.

If the Company finds that such impediments to transport exist, it shall notify the person with a disability or reduced mobility and, upon request, provide written information within five working days of the request.

If a reservation is not accepted, or a ticket is not issued or otherwise provided for the reasons mentioned above, the passenger shall be informed of any acceptable alternative services operated by the carrier.

If, for the reasons referred to in points a) and b) above, the Company is unable to accept the transport or confirm the ticket reservation, the person with a disability or reduced mobility may request to be accompanied by another person of their choice who is able to provide the required assistance and who can physically enable them to board the bus and be seated safely on board during the journey, so that the reasons for refusal referred to in points (a) and (b) no longer apply. In this case, the accompanying person is transported free of charge and, if possible, may sit next to the person with a disability or reduced mobility.

5.2 Terms of Assistance.

The Company helps persons with disabilities or reduced mobility provided that:

- the person's need for assistance is communicated to the Company at least thirty-six hours in advance, as established by EU legislation No. 181/2011, Article 14, paragraph I, letter a;
- the person concerned arrives at the designated point at a time previously established by the Company, which is no more than sixty minutes before the published departure time, unless the Company and the passenger have agreed on a shorter time limit;
- the person concerned shall, if no time has been specified, arrive at least thirty minutes before the published departure time;
- in addition, persons with disabilities or reduced mobility must notify the Company of their specific seating requirements at the time of booking. If no notification of assistance requirements is provided, the Company will make every reasonable effort to ensure that assistance is provided so that the person concerned can safely board the departing service, take the connecting service, or disembark from the arriving service for which they have purchased a ticket;
- in the event of refusal of carriage, a disabled passenger with a reservation/ticket who has notified their transport needs may choose between:
 - reimbursement and, where appropriate, return to the first point of departure;
 - unless impracticable, continuation of the journey or re-routing by "reasonable" alternative transport services to the intended destination.

In the case of urban transport, most buses are equipped with suitable platforms to allow access for persons with disabilities.

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5.3 Compensation for wheelchairs and mobility equipment.

In the event of loss or damage to mobility equipment or assistive devices, the Company shall compensate the passenger to the extent provided for by law.

The Regulations provide for compensation equal to the cost of replacing or repairing the lost or damaged equipment or devices.

Where necessary, the Company shall make every effort to quickly provide temporary replacement equipment or devices and, where possible, with similar technical and functional characteristics to those lost or damaged.

Art. 6 - Transportation of children

Children less than one meter tall who do not occupy seats are transported free of charge, provided they are accompanied by an adult passenger with a valid ticket, except for interregional services.

Each passenger may accompany no more than one child under the above conditions.

The Company is in any case exempt from any obligation or responsibility for the custody of minors.

Art. 7 - Transportation of luggage and kick scooters/bicycles

Passengers are entitled, on TPL lines, at their own risk, to the free, unattended transportation of one small piece of hand luggage, to be kept with them and placed in the appropriate compartments in the vehicle, without obstructing or disturbing other passengers.

Other luggage must be placed by the passenger, at their own risk, in the luggage compartment of the vehicle, space permitting.

Company staff do not provide a luggage service with registration.

Luggage is not insured, is not entrusted to Company staff, is not stored, and travels at the passenger's own risk.

At the sole discretion of the staff, the loading of luggage and/or packages may be limited or suspended in the event of technical requirements.

The Company is not responsible for luggage placed by the passenger in the luggage compartment of the vehicle, luggage retained by the passenger, or luggage forgotten and left by the owner on the vehicle.

The Company does not assume any responsibility or commitment for the transport of luggage and, therefore, it remains free from any liability in the event of transported luggage being exchanged, stolen, or lost.

Kick Scooters and bicycles, whether electric or not, are considered equivalent to luggage, provided they are foldable.

Air Campania allows users to store kick scooters and bicycles, with the precaution of removing the battery, if possible, in the case of electric vehicles, and carrying it on board the bus in a fireproof bag.

Bicycles and kick scooters may be transported if the rider, if unaccompanied, is at least 14 years of age.

The Company prohibits the transport of goods and merchandise of any kind.

Regarding "reservation-only" lines, the provisions of point 3.3.2 apply.

It is prohibited to transport compressed, dissolved, or liquefied gas cylinders and any explosive, flammable, harmful, or contaminating materials.

Violators will be reported in accordance with the law.

Art. 8 - Transport of animals

Small animals may be transported in special approved containers and upon payment of the ticket price.

Guide dogs for the blind are also allowed on board and may travel free of charge, provided they wear a close-meshed muzzle and are kept on a leash.

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If the animal soils the vehicle during transport, the person accompanying it is required to compensate for the damage.

If company staff detect any of the above, or if the safety of passengers, staff, or the vehicle is compromised, including disturbance to passengers, the journey will be interrupted without the right to a refund of the ticket price.

Art. 9 - Passenger rights in the event of cancellation, delay, or full bus

9.1 Right to information

In the event of cancellation or delay in the departure of a regular service, the Company shall inform passengers departing from the station of the situation as soon as possible and in any case no later than thirty minutes after the scheduled departure time, communicating the new departure time as soon as this information is available.

If passengers miss a connecting service due to a cancellation or delay, the Company shall make reasonable efforts to inform them of alternative connections. This information shall be provided in formats accessible to persons with disabilities or reduced mobility.

9.2 Continuation, rerouting, and reimbursement

In the case of regular services - domestic and international - whose point of embarkation and/or disembarkation is located in Italy or in a Member State and for which the planned distance is 250 km or more (), the Company, when it reasonably expects a regular service to be cancelled or delayed at departure from the terminal for more than 120 minutes, shall immediately offer the passenger the choice between:

- a) continuation or re-routing to the destination as soon as possible, at no additional cost and under similar conditions;
- b) a refund of the full ticket price and, where appropriate, a free return by bus to the first point of departure indicated in the transport contract, as soon as possible.

If the Company is unable to offer the passenger this choice, the latter is entitled to receive compensation equal to 50% of the ticket price (to be paid within one month of the request for compensation), in addition to a refund of the ticket price (to be paid in cash, unless the passenger accepts another form of payment).

When the bus becomes unusable during the journey, the Company shall ensure either the continuation of the service with another vehicle from the location of the unusable vehicle or transportation from the location of the unusable vehicle to a suitable waiting point and/or a station from which the journey can continue.

When a regular service is cancelled or delayed by more than 120 minutes from departure from the stop, passengers are entitled to continuation, re-routing, or reimbursement of the ticket price by the Company as indicated above.

In the case of regular services - national and international - whose point of embarkation and/or disembarkation is not located in the territory of a Member State and/or for which the expected distance is less than 250 km, and in the case of occasional services (bus hire with driver), the Company shall not be liable for delays, interruptions, or missed connections due to causes beyond its control (such as strikes, bad weather, mechanical breakdowns, traffic, road conditions, checks by the authorities, unforeseeable circumstances, and force majeure) when these are such as to make it impossible to provide the service.

9.3 Right to assistance in the event of cancellation or delay at departure

For journeys with an expected duration of more than three hours, in the event of cancellation or delay at departure from a station of more than 90 minutes, the Company shall offer passengers the following free of charge:

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a) snacks, meals, and drinks depending on the waiting time or delay, provided they are available on the bus or at the station or can be reasonably provided;

b) hotel or other accommodation, as well as assistance in organizing transportation between the station and the place of accommodation, if a stay of one or more nights is necessary.

For each passenger, the Company may limit the cost of accommodation to €80.00 per night for a maximum of two nights.

For these purposes, particular attention shall be paid to the needs of persons with disabilities and reduced mobility and their companions. The Company shall not be required to comply with the obligation referred to in point b) when the cancellation or delay is due to adverse weather conditions or serious natural disasters that jeopardize the safe operation of bus services.

9.4 Full bus

For services without specific demand, i.e., where seat reservations and travel times are not required, if the bus is full to its maximum capacity as indicated in the relevant vehicle registration document, the driver may not stop, as it is impossible to take on additional passengers.

In such circumstances, passengers who are not allowed on board, even if they have a valid ticket or pass, will not be entitled to any form of refund/compensation.

However, they may immediately contact the Company via the telephone numbers published in the Mobility Charter to request assistance.

Where possible, within the necessary technical and logistical timeframes, the Company will arrange an additional service.

Art. 10 - Checks on board buses

Without prejudice to any legal consequences, disruptive passengers and those who do not heed the comments and requests of service personnel aimed at ensuring compliance with transport regulations may be excluded from transport and removed without any right to compensation.

Passengers are required, when requested, to provide and document their personal details to the Company's inspectors who, in the exercise of their duties, are persons in charge of a public service and, therefore, protected by Art. 336 et seq. of the Penal Code.

Anyone found during a check to be without a valid ticket (unvalidated, expired, or unaccompanied by the required documents) is required to pay the standard fare between the termini of the journey made, in addition to an administrative fine, as established by current laws and regulations.

Passengers in possession of a counterfeit ticket or pass must pay the price of the counterfeit ticket or pass and will be subject to an administrative fine in accordance with current regulations. Furthermore, as counterfeiting is a criminal offense, a report will be filed with the judiciary pursuant to Articles 462 and 465 of the Criminal Code.

The agents in charge of control have the power and duty to prevent any disruption to public services, to ascertain and report criminal and/or administrative offenses and any other act or fact that may cause damage to the Company; if the passenger refuses to provide and prove their identity, the intervention of the police may be requested for the necessary investigations.

For the purposes of accurately identifying the offender, the investigating officers may require the presentation of identification documents and may exercise the powers granted to them by Article 13 of State Law No. 689 of November 24, 1981 (gathering of information, inspection of property, surveys) and Article 40 of Regional Law No. 16 of 07/08/2014 and subsequent amendments, additions, and replacements.

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Art. 11 - Administrative penalties

11.1 Application

Passengers are required to show their travel document whenever requested by service personnel and to provide their exact personal details, as well as their residence and address, to the personnel responsible for checks and inspections when requested to do so for service reasons.

Passengers without a ticket or with an unvalidated or invalid ticket at the time of boarding will be required to pay the fare for the journey, as well as an administrative penalty, as provided for by the regulations in force.

11.2 Payment Methods

The Company, in implementation of Regional Law no. 10/2017, applies administrative penalties as follows:

1. For urban transport:

- a) payment of the ordinary single-ride fare;
- b) an administrative fine equal to one hundred times the amount of the single-ride ticket, plus notification expenses;

2. For suburban transport:

- a) payment of the ordinary fare calculated from the departure terminus for the portion of the route already travelled and which the passenger expressly intends to continue traveling;
- b) an administrative fine equal to one hundred and twenty times the ordinary single-ride fare referred to in letter a), plus notification expenses.

These penalties also apply to passengers holding a season ticket who are unable to present it during inspection.

If the passenger presents the valid season ticket within five days, provided that the document was not regularized after the violation was recorded, a fixed pecuniary penalty of €6.00 shall apply.

For the violations referred to in points 1) and 2), payment of a reduced amount equal to 50% of the fine, plus procedural costs, is permitted within 60 days from the immediate contestation or, if this did not occur, from the notification of the violation.

The amount is further reduced by 30% if payment is made within five days from the contestation or notification.

The fine may be paid:

- directly to the inspecting officer, who must issue a receipt for the corresponding amount;
- by payment into postal account no. **11390838** or bank account **IBAN IT28C0538715100000002934717**, in the name of **AIR CAMPANIA S.p.A. – Centro Direzionale, Isola G1, staircase C, Unit 104 – Naples**, indicating the amount, the passenger's personal details, and, in the section for the payment reason, the **report number and date** (mandatory);
- in person at the **AIR CAMPANIA S.p.A. Bus Terminal**, located in **Via Fariello – Avellino**, during the following hours: Monday to Friday from 08:30 to 13:00, and on Tuesdays and Thursdays also from 14:30 to 15:30 (excluding public holidays).

In the case of possession of a season ticket that was validly issued **before the violation**, it may be presented **within five days from the contestation** by personally visiting the aforementioned Company Headquarters.

If the outcome is favourable, it is possible to pay the **fixed penalty of €6.00** directly.

After **60 days** from the date of the infraction (or from notification to the legal guardian, in the case of minors), the Company will issue an **order of payment (ordinanza di ingiunzione)** for an amount equal

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to the **full fine**, increased by the cost of the **ordinary single-ride fare** due, plus **notification and procedural expenses**, where applicable.

In the event of **non-payment**, the Company will initiate **compulsory collection procedures**, by registering the amounts due with the **Agenzia delle Entrate-Riscossione** (Italian Revenue Agency – Collection Office), including the additional surcharges provided for under current legislation.

11.3 Appeals Against the Order of Payment (Injunction Order)

Interested parties may file an **appeal before the Justice of the Peace** within **30 days** from the notification of the order, or within **60 days** for residents abroad.

The appeal must be submitted in the form of a **petition**, to which a copy of the **notified order** must be attached (Articles 22 and 22-bis of Law No. 689/1981).

The interested party also has the right, within **30 days** from the date of the contestation or from the notification of the violation, to **submit written defenses and documents** to the Company and **request a personal hearing** (Article 18 of Law No. 689/1981).

Article 12 – Timetables and Connections

The Company reserves the right to change the **departure and arrival times** of its various routes. Every effort will be made to ensure that such changes are **communicated in advance to the public** through specific notices published across all information channels used by **AIR CAMPANIA S.p.A.**

The Company shall not be held liable for **missed connections, delays**, or any other causes, nor for **trips not operated due to force majeure** or for other reasons which, by way of example but not limitation, include **breakdowns, traffic delays, accidents, waiting for connections, or any impediments to road circulation**, including **adverse weather or road conditions**. In all such cases, **no refund or compensation** for the travel ticket shall be granted.

Passengers must therefore **plan their departure times carefully** to avoid the risk of missing connections, including those with other carriers, and must be **present at the stop well in advance** of the scheduled time, as **timetables and routes may be subject to minor variations** due to service needs or external factors (e.g. traffic conditions).

The Company shall be liable for any **accidents affecting the passenger** occurring **from the moment the bus starts moving at the beginning of the trip until the stop for disembarkation**, provided that all reasonable preventive measures were taken and **except in cases where the incident is caused by the passenger's own negligence**.

When the bus is stationary, **the Company shall not recognize any claim for damages**.

Article 13 – Lost Personal Belongings

Passengers who believe they have lost personal belongings on board Company vehicles may file a report by completing the online form available at the following link: <https://aircampania.it/oggetti-smarriti>, or by contacting the offices of the various Company branches.

Lost property reporting contacts:

- **0825.204250**
- **0823 1558095**

Service hours:

Monday to Friday: from **06:00 to 20:30**

Saturday, Sunday, and public holidays: from **07:00 to 20:00**

In any case, the Company shall not be held liable for the **loss of personal items** on board its vehicles or within its facilities.

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Article 14 – Public Transport Strikes

The agreements reached between the Company and the various workers' trade unions, in compliance with current regulations, establish that in the event of a **transport sector strike**, regardless of the nature, cause, or duration of the work stoppage, the **following time slots** must be guaranteed for service operations:

- from **06:00 to 08:00**;
- from **13:00 to 15:00**;
- from **17:00 to 19:00**.

In all cases of work stoppage, regardless of its nature or duration, the Company undertakes to provide **adequate public information** through notices to the public and announcements available at **major sales points**, on the website **www.aircampania.it**, and **on-board buses**.

Article 15 – Accidents on Board Vehicles

In the event of **injuries, falls, or accidents** occurring on board Company vehicles, passengers must **immediately report** the incident to the **driver** and subsequently to the **Company** by sending a **registered letter with return receipt** addressed to:

AIR CAMPANIA S.p.A.

Centro Direzionale, Isola G1, Staircase C, Unit 104 – Naples.

The report must include:

- a **description of the incident**;
- the **vehicle's identification or registration number (if available)**;
- the **names and addresses of any witnesses**;
- and any **medical certificate** if applicable.

The Company's designated department will then **forward the report to the Insurance Company**, which, within the standard timeframe required for claims processing, will carry out the necessary investigation and, where appropriate, arrange for **compensation for damages**.

In any case, the Company shall be **relieved of all obligations and liability** for any damages sustained **while waiting for the bus or after the normal disembarkation process at the stop has been completed**.

Article 16 – Suggestions and Complaints

16.1 Reports and Service Issues

A *report* refers to any suggestions, comments, proposals, advice, or other communications that may help improve the services offered, where possible. Reports may be submitted by anyone with an interest.

Reports may be sent to the Company through the following channels:

1. **By phone:**
2. Contact the Company's InfoPoint at the toll-free number **0825.204250**, available Monday to Friday from **06:00 to 20:30**, and on Saturdays, Sundays, and public holidays from **07:00 to 20:00**.
3. **In writing:**
4. ▪ by completing the dedicated online form available at the following company website link: **Complains – Air Campania**
5. ▪ by mail, addressed to **AIR CAMPANIA S.p.A. – Centro Direzionale, Isola G1, Staircase C, Unit 104 – Naples**.

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16.2 Complaints Regarding Passenger Rights Violations

A *complaint* refers to any written communication in which a customer (or a legal representative or consumer association acting on their behalf), clearly identifiable, disputes an act or omission by the Company.

According to European and national legislation on passenger rights, the grounds for submitting a complaint may include, but are not limited to, the following:

- failure to issue a ticket;
- discriminatory contractual conditions or fares;
- lack of passenger assistance;
- failure to comply with obligations protecting persons with disabilities or reduced mobility;
- delays, rerouting, or cancellations;
- lack of information regarding cancellations or delays;
- failure to help in the event of cancellation or departure delay;
- inadequate information to passengers regarding travel and their rights;
- failure to establish a complaint-handling system;
- failure to communicate the outcome of the complaint.

Customers may submit complaints, in **Italian or English**, within **three months** from the date on which the regular service was provided or should have been provided.

The Company undertakes to provide an appropriate response within **30 days** from receipt of the complaint, indicating whether the complaint is **accepted, rejected, or still under review**. In particularly complex cases, the time required to provide a response shall not exceed **90 days**, and **AIR Campania** will notify the customer of this extension with an initial interim reply.

For complaint submission, a dedicated online form — **“Complaints – Air Campania”** — is available, allowing users to submit complaints directly to the Company through automatic online transmission.

The complaint form can also be **downloaded in PDF format** and is available at the Company’s **ticket offices**, where present. It may be **submitted in person** to the **Company’s protocol office** located at the **Avellino Bus Terminal**, or **sent by registered mail or certified email (PEC)** to the following addresses:

AIR CAMPANIA S.p.A.
Centro Direzionale, Isola G1
staircase C, Unit 104
80143 Naples
PEC: air@pec.aircampania.it

Complaints may also be submitted **without using the official form**.

To be considered valid and examined, complaints must include at least the following information:

- the **identifying details of the passenger** (name, surname, and contact information) and, if applicable, of any representative, attaching in that case the **power of attorney** and a **copy of the passenger’s ID document**;
- for **travel-related complaints**: identifying details of the journey made or scheduled (date, departure time, origin, and destination), as well as the **transport contract reference** (ticket code or number) or a **copy of the travel ticket**;
- for **complaints related to bus terminals**: identifying details of the terminal where the event occurred;
- a **description of the service inconsistency** identified, with respect to one or more requirements established by **European or national regulations**, the **general transport conditions**, or the **Service Charter**.

In cases where the customer:

- has **not received a response within 30 days** from the date the complaint was received;
- has **received a notice within 30 days** extending the deadline for the conclusion of the procedure but

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has **not received a response within 90 days** from the date the complaint was received;
• or has **received an unsatisfactory response**,
the customer may:

- A.** use **out-of-court dispute resolution procedures**;
- B.** submit a **complaint to the Transport Regulation Authority (ART)**;
- C.** file a **judicial appeal before the competent Judicial Authority**.

A. Out-of-Court Dispute Resolution Procedures

To initiate a conciliation procedure aimed at resolving a dispute with the Company, the customer may submit a specific request — also through Consumer Associations — to one of the following:

- the **ART Conciliation Service**;
- the **conciliation chambers** established at the **Chambers of Commerce, Industry, Handicraft, and Agriculture**, following the signing of a protocol agreement between the Authority and Unioncamere;
- **ADR (Alternative Dispute Resolution) bodies**, including **joint negotiation bodies**, registered in the list referred to in **Article 141-decies, paragraph 1, of the Consumer Code**.

B. Complaint to the Transport Regulation Authority (ART)

The passenger may submit a complaint to the **Transport Regulation Authority (Autorità di Regolazione dei Trasporti – ART)**, either directly or through a representative, including consumer associations, for the purpose of verifying a possible **violation of Regulation (EU) No. 181/2011**, concerning bus passenger services.

The complaint may be filed **according to the procedures and exclusively for the reasons** established by the Authority, available at: <https://www.autorita-trasporti.it/modulistica/>

C. Judicial Appeal Before the Competent Judicial Authority

To pursue a judicial remedy, the customer must apply to the **Justice of the Peace** or the **Court** competent by **value and territorial jurisdiction**, following the procedures set forth by current legislation and **after attempting mandatory conciliation** where required.

16.3 Compensation for Delayed or Missing Complaint Responses

According to **ART Resolution 28/2021**, in the event of a delayed response to a complaint, the customer is entitled to receive **automatic compensation** calculated based on the **price of the travel ticket** for the service in question, with the following minimum rates:

- a)** 10% if the response is provided **between the 91st and 120th day** from receipt of the complaint;
- b)** 20% if the response is **not provided within 120 days** from receipt of the complaint.
 - **For subscriptions:** the compensation, if the response is provided late, is calculated as the percentage indicated above (10% or 20%) applied to the **daily portion** of the subscription cost (**total cost ÷ number of valid days**).
 - **For ticket bundles (carnets):** the compensation is calculated as the percentage indicated above (10% or 20%) applied to the **value of a single ride** (**total cost ÷ number of rides**).

Compensation is not due if:

- the amount is **less than €4**;
- the complaint is **not submitted** by the customer according to the required **methods, minimum elements, and timing** indicated in the previous section “*Complaints for violations of passenger rights*”;
- the customer has **already received compensation** for a delayed or missing response related to a complaint concerning the **same journey**.