



EASY ITALIA: BEST PRACTICES 2010 – MOBILITY AND TRANSPORTATION

1)

AN AMERICAN TOURIST ASKS: When I was in the United States, I rented a car through the online system of a well-known American car rental company. This company has an agreement with an Italian car rental company located at the Airport of Pisa. I rented the car for 55 days, exactly from May 8th 2010, to July 2nd 2010, and I paid online an amount of \$ 1031,93 to the American agency. Once in Pisa, the Italian company told me that the hire would be valid until June 5th 2010. They also told me that if I wanted to keep the car longer I would pay an extra fee of € 1.700.

I deem it unfair to be charged an extra-fee since the period of time established with the American company was until the 2nd of July. However, the additional fee is too high.

I called the American company and asked for explanation but they told me that, as far as they are concerned, the period of time established is still the same.

So, what can I do in order to solve my problem?

ANSWER: We verify through the companies involved that the reservation is effective from May 8th to July 2nd. Therefore, according to the **General Contractual Conditions** of the company, since the mistake was made by the American company that transmitted wrong dates to the Italian company, neither the client will have to bring the car back early, nor will have to pay an extra fee, as he had been asked at the beginning.

2)

AN AMERICAN TOURIST ASKS: A few days ago I forgot the bag, with a lot of souvenirs inside, on the train Venice/Rome. Who should I contact in order to know if the bag has been brought to Termini Station? The railway Police told me to contact the Municipal Office "Lost & Found" of Rome.

ANSWER: We inform the client that, according to the art. 927 ("Objects Found") and following of the Italian **Civil Code**, whoever loses something movable must apply to the town hall (in this case to the town hall of Rome), where the object has been presumably lost.

We also contact the service "Lost & Found" of Rome and they told us that nothing has been found by Trenitalia.

We therefore suggest the tourist present a formal statement to the police in addition to a complaint as follows:

- through the following website www.trenitalia.com (also available in English) - section Customers Area – Complaints and customer assistance, using the online page "Submit a Complaint".
- through the form available at the customer service office of Trenitalia, which is located at the main stations.
- sending a report to the Trenitalia Offices competent on the regional area (addresses are available on the web site www.trenitalia.com)
Trenitalia will answer within one month or, if not possible, will tell the client the next available date (within a period of time inferior to three months from the date of the complaint) when the answer will be given.

To end with, we inform the client that, according to the "**Carta del Viaggiatore**" (Traveller's Guide) of Trenitalia, the luggage is always under responsibility of the passenger: in fact, Trenitalia can be responsible only for particular damages caused by railway accidents imputable to the society. Trenitalia cannot be responsible for objects of great value kept in the luggage as cash, work of arts and antique, precious and similar objects.

3)

A RUSSIAN TOURIST ASKS: I booked a return flight ticket with a low-cost air company from S.Petersburg to Milan and from Milan to S. Petersburg with departure on December 19th, 2010 and return on January 16th, 2011. On November 14th, 2010 at 10:42 a.m., I received an e-mail confirming the booking (with a

flight booking code) and informing me that my credit card (Visa) had been charged. Two hours later I received a second e-mail with a different booking code and a further credit card charge. What can I do?

ANSWER: By calling the air company call center we collected all the information necessary to solve our customer's problem. In particular, the procedure he had to follow to get his money back was cancelling his reservation, but only the next working day, when authorized offices would be open.

On that day, after our customer fulfills the procedure, we call the air company operator to verify its outcome. An operator informs us that the double booking, caused by a problem with the electronic system, has been cancelled and that within 7 days (time estimated by the internal procedure) our customer will get his money back on his credit card. Our client will be able to verify if the money has been credited to its account, by calling his bank and checking his bank account.

4)

A FRENCH TOURIST ASKS: I lost my luggage on a flight Paris/Rome. I reported the loss at the "Lost and Found" office and they gave me an identification number. I called them in order to know whether my baggage had been found, but they told me that the identification number I have is not sufficient to identify any files.

ANSWER: We called the airport handling company and the operator confirmed us that it was not possible to find the file with the documentation provided. It was necessary to know another code, the P.I.R. (Property Irregularity Report)

We called the client back in order to obtain this code, but he told us that he couldn't find it on the report he had. We then asked the client to send us his report via fax, so that we could have a clearer picture of the situation. After we noticed that indeed the PIR was not specified, we called the handling company again and asked them to make a search by the client's surname or mobile phone number. Unfortunately the search didn't produce any results. We then suggested the operator to make a cross-check with the client's surname and mobile phone number. This time the outcome was successful. The file and the PIR was found and the client could keep on following the search of his lost baggage.

5)

A GROUP OF GERMAN TOURISTS ASK: We are a group made up of 8 adults that is coming to Italy for a cycling holiday. We will arrive at the airport of Marco Polo. Our bicycle must be kept in special cases during the flight. Could you please tell us the structures in charge of storing the cases when we are cycling along the route Venice – Bolzano?

ANSWER: At the Marco Polo Airport of Venice, in the arrival area, on the ground floor, there's a baggage room run by the cooperative "Trasbagagli". We contacted them in order to have further information about the cost and the service conditions. The baggage room is open everyday from 5:30 a.m. to 9:00 p.m. The baggage left are x-rayed by the society "Triveneto Security". The cost for each bicycle is € 11,00 per day.

We also provide the customers with the contact details of the the portorage and baggage transport service from and to Venice for any further information they may need.

6)

AN AMERICAN TOURIST ASKS: While I was on holiday in Pisa seventeen months ago I was fined three times for road infringements. I received the last one on **November 17th**, 2010. It was about an infringement dated back to August 2nd, 2009. I did not know I was in a limited traffic zone as the road signs were all in Italian. Could you please contact the officers of Pisa in order to contest the fines? I would be grateful if you could help me. I spent thousands of dollars in your country and I deem it offensive to receive such fines.

ANSWER: According to the law n. 689 of 24.11.1981 and according to the **New Road Code**, the fine must be notified within 150 days from the date of the violation. In this specific case it stands out that the time scheduled by the law has expired since the last fine has been notified after more or less 15 months, it means that the period of 150 days scheduled by the law has passed.

In this case the client is entitled to submit an appeal to the Italian judicial authorities following the modality indicated in the fine:

- The appeal can be submitted to the Prefect of Pisa, depositing it at the Municipal Police or sending it directly by registered mail with proof of receipt to the Prefect of Pisa.
- The appeal can be submitted to the Justice of the peace of Pisa, depositing it at the Chancellery of the Justice or sending it directly by registered letter with proof of receipt to the Justice of the Peace.

The appeal can only be submitted to the Italian judicial authorities in Italian language. So, in order to make it easier for the client to fill out the specific form, we have filled it out with the data regarding the fine sent

by the client, we also inform him that should it be necessary, we can help him offering our linguistic mediation.

We also remind the client that if within 60 days from the date of the notification the payment is not made and the appeal is not submitted to the Justice of the Peace, the hereby document will be considered executive and the payment of the fees will be requested.