TRENITALIA

Italian Ambassador for a Premium Customer Experience



Upd Nov 2021

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

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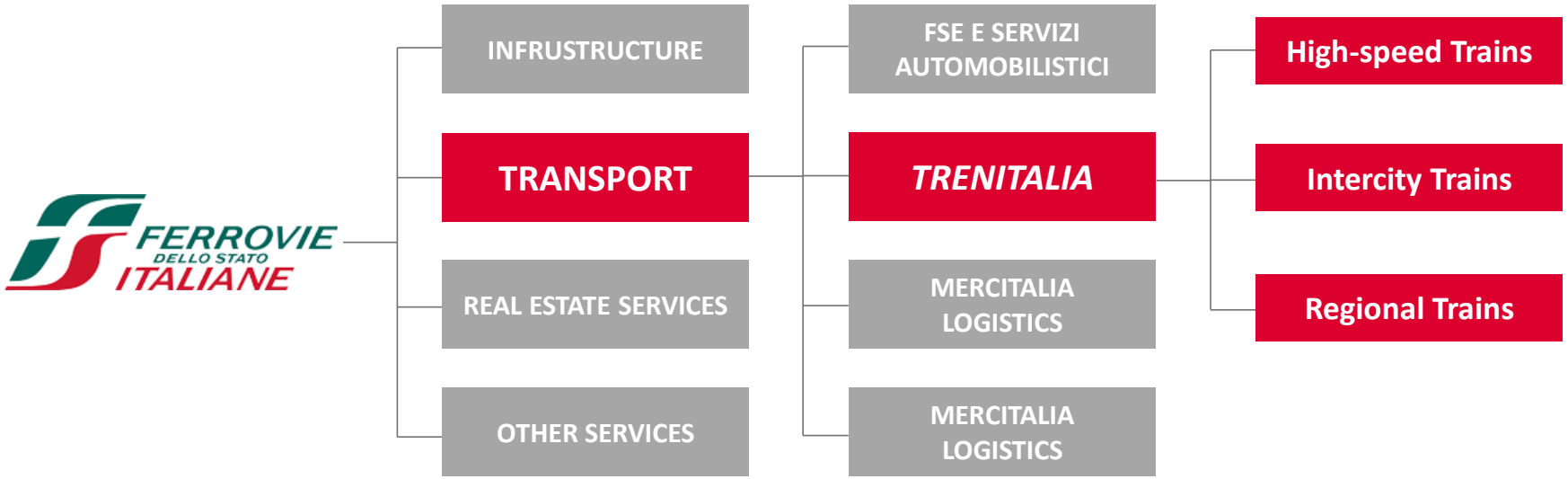
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ABOUT TRENITALIA

ABOUT TRENITALIA



TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Everyday Trenitalia manages more than 7,000* trains

More than half a billion* travelers per year

One of the leading railway operators in Europe

A host of commercial agreements with other European railway operators

Significant acquisitions of stakes in foreign operators

**data subject to changes due to the pandemic situation*

OUR STRENGTH

- Trips **from city center to city center**
- **Short travel running times** among the main Italian cities
- A **wide network of train connections**
- **High level travel experience** plus **ancillary services** to enhance the customer experience
- **Targeted fares** to meet the needs of all customers
- **E-tickets**
- **6 months of pre-sales* period**
- **Win win collaboration** with travel agents

**subject to changes due to the pandemic situation*



TRENITALIA

HIGH-SPEED NETWORK
LE FRECCE

TRENITALIA HIGH-SPEED NETWORK

FRECCIAROSSA

FRECCIARGENTO

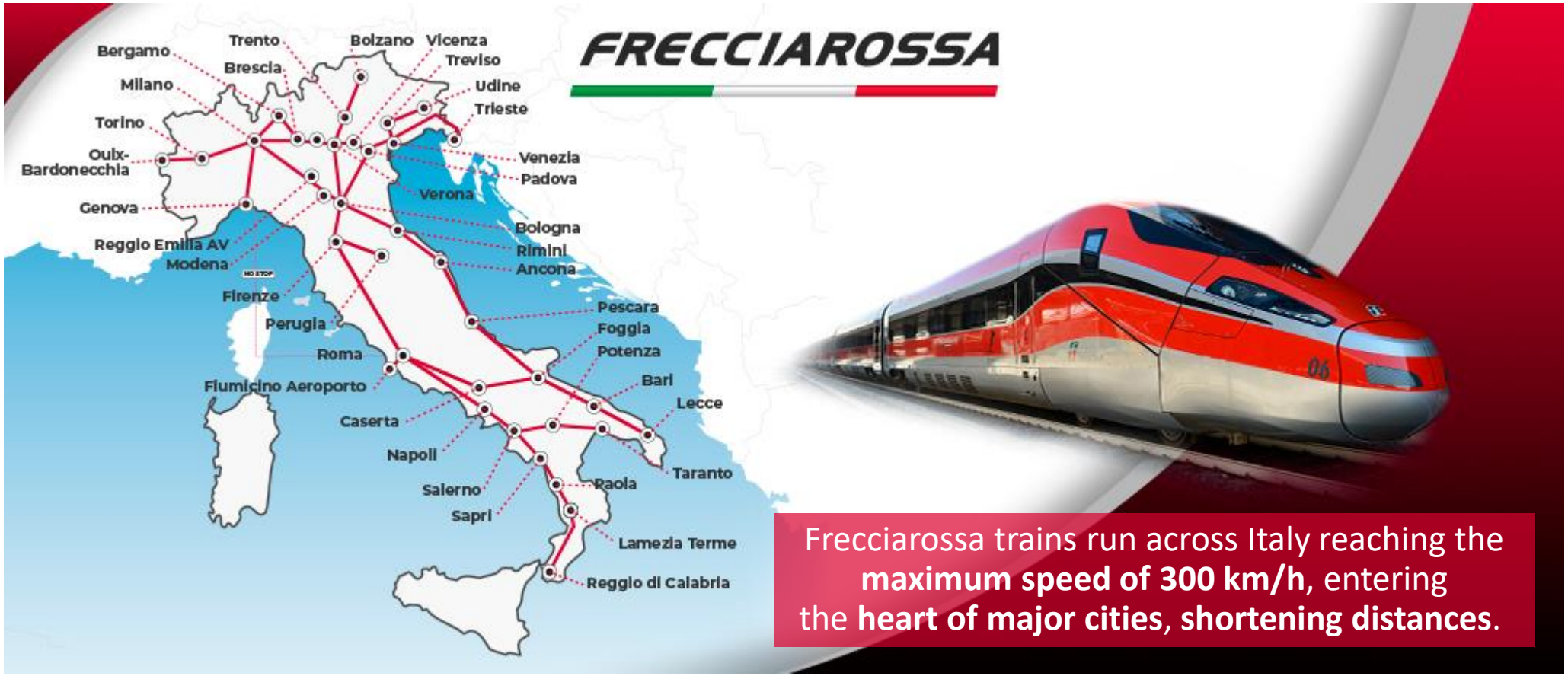
FRECCIABIANCA

FRECCIA LINK



TRENITALIA

FRECCIAROSSA HIGH-SPEED TRAINS



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FRECCIAROSSA: STANDARD, PREMIUM AND BUSINESS CLASS

Standard



- Eco-leather reclining seat
- "Vis-à-Vis" accommodation
- Special luggage zone
- Table and power sockets at seat
- Frecce Entertainment Portal
- Travel info monitors
- Internet Wi-Fi
- Easy food catering service*
- **Silent coach option available**
- On site cleaning service
- Air-conditioned car

Premium



- **Leather reclining seat**
- **Free welcome drink & snack**
- "Vis-à-Vis" accommodation
- Special luggage zone
- Table and power sockets at seat
- Frecce Entertainment Portal
- Travel info monitors
- Internet Wi-Fi
- Easy food catering service*
- On site cleaning service
- Air-conditioned car

Business



- **Wide ergonomic leather armchairs**
- **Crystal seat dividers for more privacy**
- **Business Salottino option**
- **PRM dedicated seats and toilet**
- "Vis-à-Vis" accommodation
- Special luggage zone
- Free welcome drink & snack
- Table and power sockets at seat
- Frecce Entertainment Portal
- Internet WiFi
- Travel info monitors
- Easy Bistrò**
- **Silent coach option available**
- On site cleaning service
- Air-conditioned car

**subject to changes due to the pandemic situation*
***service upon payment of 5 euros served at seat*

FRECCIAROSSA: EXECUTIVE CLASS



- **Ergonomic swivel leather armchairs always in same direction of travel**
- **1+1 seat layout**
- **1.5 meters distance between armchairs**
- **Relax lighting before than 7 a.m. and after 20 p.m.**
- **Freccia Lounge & Club free access at the main stations**
- **Dedicated catering service at your seat***
- **Exclusive Fast Track check-in at stations of Rome and Milan**
- **Welcome on board by Trenitalia staff**
- All other services offered in Standard, Premium and Business classes

**subject to changes due to the pandemic situation*







FRECCIARGENTO HIGH-SPEED TRAINS



FRECCIARGENTO ETR 485 AND ETR 600



1st Class

- 1st and 2nd class services
- Reclining seat
- Special seats and a toilet for PRM
- Special luggage zone
- Power sockets, table & overhead courtesy light at seat (1st class only)
- Travel info monitors
- Frecce Entertainment Portal
- Internet WiFi
- On site cleaning service
- Air-conditioned car



1st Class



2nd Class



2nd Class

FRECCIARGENTO ETR700


Business Class

- Standard, Premium and Business service levels
- Eco-leather seat in Standard, reclining seat in Premium and Business
- Special seats and a toilet for PRM (only in Business)
- Free Welcome drink & snack at seat (Premium and Business class)
- Special luggage zone
- Power sockets, table & overhead courtesy light at your seat
- Travel info and entertainment monitors
- Frecce Entertainment Portal: enjoy your journey with free movies, newspapers, music and cartoons
- Internet Wi-Fi Fast
- On site cleaning service
- Air conditioned car


Premium Class


Standard Class


Exterior View

FRECCIABIANCA TRAINS



News: for the first time Frecciabianca runs from Messina to Palermo as from 15/11/2021

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FRECCIABIANCA FOR A COMFORTABLE JOURNEY

1st Class



- 1st and 2nd class services
- Special seats and a toilet for PRM
- Special luggage zone
- Power sockets, table & overhead courtesy light at your seat
- Bar Bistrò*
- On site cleaning service
- Air-conditioned car

**subject to changes due to the pandemic situation*

2nd Class





FRECCIALINK EXPANDS THE FRECCE NETWORK



FrecciaLink is Trenitalia's intermodal service that expands the Frecce network with dedicated connections with modern, comfortable buses and equipped with wi-fi connection.

With FrecciaLink customers can easily reach some of the most beautiful Italian cities.

Here below are 2 Freccialink routes available for now.





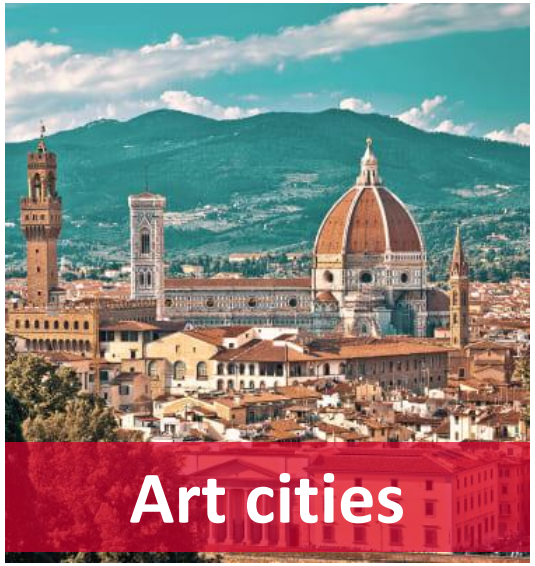
TRENITALIA

Legend FrecciaLink Frecce High-speed trains

INTERCITY TRAINS



COMFORT, SAVING AND QUALITY









Long distance connections with affordable price

88 trains per week + 6 trains in weekends

connect large/medium cities

intercity intercity notte

INTERCITY DAY TRAINS

Characteristics of Intercity

- Spacious openable armchairs and tables
- Air conditioning system
- Power sockets in place
- Courtesy light in place
- Hooks for hanging clothes near the window
- Ample spaces for large luggage
- Sound diffusion system
- Cleaning service during the trip
- PRM seat in wheelchair and companion seat in carriage 3 (equipped toilet)

2 classes of the services

1st class

- space between the armchairs: 95 cm
- seat width: 63 cm

2nd class

- space between the armchairs: 95 cm
- seat width: 51 cm


1st class


2nd class

TRENITALIA

INTERCITY NIGHT TRAINS

Saving
free luggage, breakfast included

Simple
ticketless, no queue in station or on board

Convenience
city center to city center, pet allowed

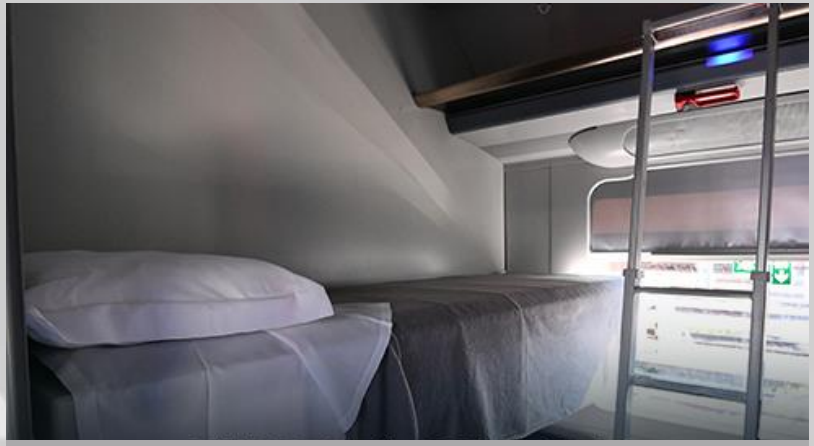
Clean
regular sanitization, cleaner always present

Safe
lockable cabin from inside, nominative and personal tickets, on-board personnel, privacy guaranteed with the purchase for exclusive use of the cabins

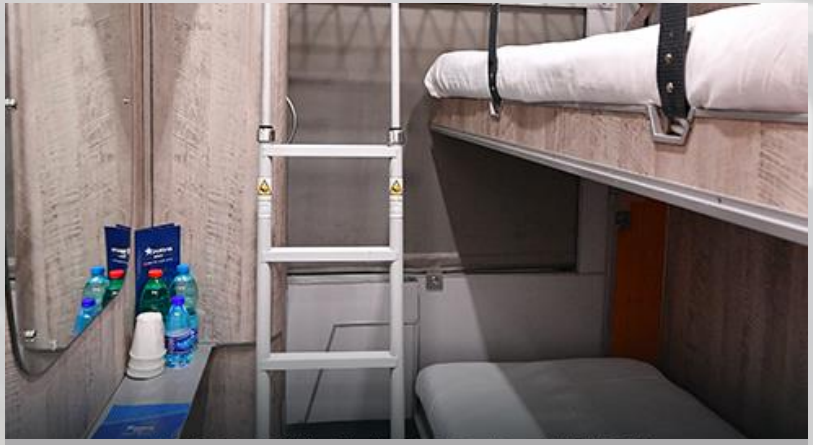
Eco-friendly
save carbon dioxide compared to plane/car



Basic Seat



Comfort Couchette* max 4 pax



Deluxe Sleeping Cabin* max 3 pax



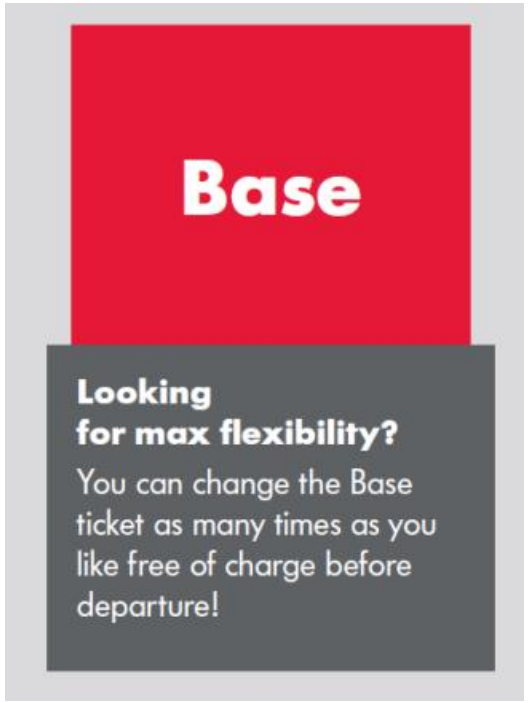
Excelsior Cabin* max 2 pax

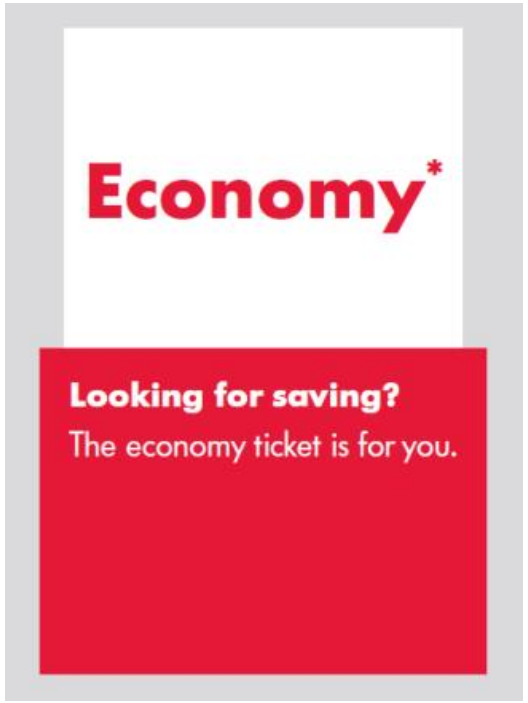
Services to be purchased at exclusive use due to the pandemic situations

TRENITALIA

TRENITALIA LONG DISTANCE FARES AND OFFERS

DEDICATED FARES







**Fares subject to limited seats availability and restrictions*

TRENITALIA

PROMOTIONAL OFFERS FOR DIFFERENT TARGETS



















Dedicated to CartaFreccia loyalty card holders

TRENITALIA

CARTAFRECCIA LOYALTY PROGRAM



CartaFRECCIA* is digital and free!

Start enjoying all the benefits right away!
All customer can take part in the rewards programme, and purchase tickets with promotions that are exclusively reserved for CartaFreccia cardholders. CartaFRECCIA card is digital and your customers can start using it immediately, starting from the next journey! Find here the link

The best promotions just for your customers
If your customers accept to receive our promotional offers, they will be ensured to get the best deals on their future journeys.

But the benefits don't stop there!
When your customers reach just 1,000 qualifying points, they will move up to the CartaFreccia Silver level, which will allow them to earn even more points and gain access to many exclusive services

**residence in Italy mandatory*



DIGITAL TICKETS



TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Pagina 1 di 2
CIV Carrier 0083 - Partita Iva: 05403151003
Issuer 0083
Data Emissione 04/12/2016
Canale: Internet B2C

VIAGGIO da **Milano Centrale** a **Roma Termini** il **08/01/2017** alle ore **18:20**

PNR: **W3L3J5**

Stazione di Partenza
Milano Centrale
Ore **18:20** - **08/01/2017**

Stazione di Arrivo
Roma Termini
Ore **21:40** - **08/01/2017**

Treno: **Frecciarossa 9553**
Servizio: **2° Premium**
Carrozza: **6**
Posti: **17C**

Importo totale* **54.90 €**

* Il corrispettivo pagato è relativo ad operazioni assoggettate ad I.V.A
Non valido ai fini fiscali

DETTAGLIO PASSEGGERI

Nome Passeggero (ADULTO)	Servizio - Offerta	Codice CP	CartaFreccia	Punti
filippo mechelli	**Super Economy-PREMIUM** 6 17C	**248301**		--

Altri dati:
-

Acquirente: **chiara maccagni**
Pagamento: **Utilizzo carta di credito o carta prepagata**

CONDIZIONI DI TRASPORTO

Valgono le condizioni di trasporto del vettore (carrier). Le condizioni che regolano il servizio di trasporto ferroviario con Trenitalia sono disponibili sul sito www.trenitalia.com, presso le biglietterie Trenitalia e presso le agenzie di viaggio. Per consentire di registrare la tua presenza, comunica il PNR al personale di bordo. La mancata comunicazione del PNR equivale al mancato possesso del biglietto.

Complimenti, con questo viaggio hai contribuito a risparmiare al pianeta circa 63 Kg di CO_2

A/R ROMA-MILANO IN GIORNATA A METÀ PREZZO
CON TUTTA LA QUALITÀ FRECCIAROSSA

PNR: **W3L3J5**

TRENITALIA

ON BOARD CATERING SERVICES*

**Some services are temporarily suspended due to the pandemic situation*



Welcome Drink

THE SERVICE IS ACTIVE WITH RESTRICTIONS

TO PROTECT YOUR HEALTH, ALL PRODUCTS AND ACCESSORIES WILL COME IN DISPOSABLE, INDIVIDUALLY SEALED PACKAGES.



EasyFood and all delights

SERVICE IS TEMPORARILY SUSPENDED



Easy Gourmet

SERVICE IS TEMPORARILY SUSPENDED



***FRECCIA*Bistrò**

SERVICE IS TEMPORARILY SUSPENDED

The FRECCIABistrò service will resume as soon as possible!



Restaurant

SERVICE IS TEMPORARILY SUSPENDED

The restaurant service will resume as soon as possible with exclusive recipes created by our chefs!



Executive

THE SERVICE IS ACTIVE WITH RESTRICTIONS

TO PROTECT YOUR HEALTH, ALL PRODUCTS AND ACCESSORIES WILL COME IN DISPOSABLE, INDIVIDUALLY SEALED PACKAGES.

TRENITALIA

TRENITALIA PASS

CHARACTERISTIC OF TRENITALIA PASS

- Dedicated to **non Italian tourists**
- **Digital** format
- **All inclusive** product
- **Discounted** fare for **Young&Senior**
- **Children** travel **for free**



TRENITALIA

PARAMETER OF TRENITALIA PASS



3 trips in **7** days

4 trips in **7** days

7 trips in **15** days

10 trips in **30** days

Easy *2nd class*

Comfort *1st class*

Executive

Senoir *60+ y.o*

Adult *29-59 y.o*

Youth *12-28 y.o*

Free of charge up to 2 children under 12 y.o travel with an Adult Pass holder

TRENITALIA

PRICING CHART

	EASY			COMFORT			EXECUTIVE		
	Adult	Senior	Youth	Adult	Senior	Youth	Adult	Senior	Youth
3 trips/7 days	129 €	115 €	106 €	169 €	157 €	144 €	246 €	229 €	212 €
4 trips/7 days	157 €	144 €	135 €	212 €	195 €	178 €	297 €	271 €	254 €
7 trips/15 days	246 €	225 €	208 €	336 €	314 €	297 €	450 €	407 €	382 €
10 trips/30 days	319 €	293 €	276 €	424 €	382 €	356 €	594 €	552 €	509 €

Prices may be subject to changes

TRENITALIA

3 STEPS OF UTILIZATION OF TRENITLAIA PASS

1 PASS PURCHASE

Pass **OPTION**

- days of trips (3, 4, 7, 10)
- accommodation option (Easy, Comfort, Executive)
- fare (Senior/Adult/Youth)

2 PASS ACTIVATION

Decide **WHEN** to start travelling

3 SEAT RESERVATION

EXAMPLE ITINERARIES

€199 for individual tickets with BASE fare in 2nd class for an adult:

- Rome - Florence, Frecciarossa, €50
- Florence - Venice, Frecciarossa, €57
- Venice - Rome, Frecciarossa, €92

TRENITALIA PASS

3 TRIPS
7 DAYS
ADULT
EASY

€129

SAVE €70



TRENITALIA

INTERNATIONAL CONNECTIONS

NOT ONLY IN ITALY

The international rail connections that Trenitalia, in collaboration with other foreign partners, offers between Italy and Switzerland, Austria and Germany.



- Venezia/Milano - Genève e Milano - Basel
- Venezia/Genova/Milano - Zürich e Milano - Basel
- Roma/Livorno/Milano - Wien
- Roma/Milano - München
- Milano - Basel – Frankfurt
- Bologna – Zurich **New** *running as from December 12th 2021*

TRENITALIA

NEW MILAN-PARIS ROUTE: AVAILABLE FOR SALE!

Two couples of trains will be running on the route Milan – to Paris stopping at Turin Porta Susa , Modane, Chambery, Lyon Part Dieu, Paris Gare de Lyon.

	Milan Centrale	Turin Porta Susa	Lyon Part-Dieu	Paris Gare de Lyon
Frecciarossa 9292	6:25 (D)	7:09 (A)	11:08 (A)	13:22 (A)
Frecciarossa 9296	15:53 (D)	16:39 (A)	20:12 (A)	22:28 (A)

	Paris Gare de Lyon	Lyon Part-Dieu	Turin Porta Susa	Milano Centrale
Frecciarossa 9281	7:26 (D)	9:20 (A)	13:18 (A)	14:07 (A)
Frecciarossa 9287	15:18 (D)	17:14 (A)	21:18 (A)	22:07 (A)

(D) Departure (A) Arrival

departure timing can vary due to infrastructure maintenance works on the French line

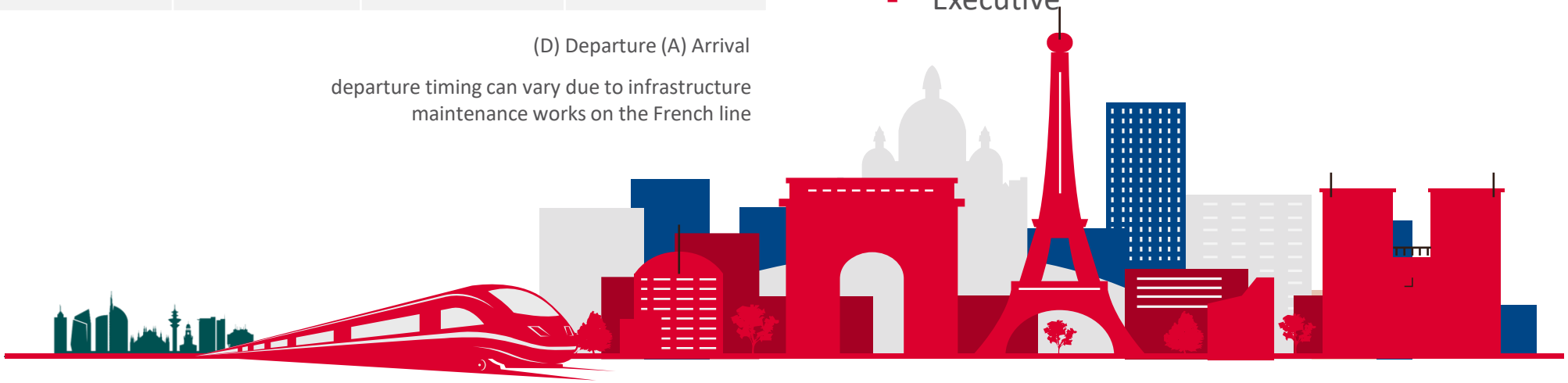
TRENITALIA FRANCE
GROUPE FERROVIE DELLO STATO ITALIANE

SERVICES

- Standard Silenzio
- Standard Allegro
- Business Silenzio
- Business Allegro
- Executive

FARES

- Serenità
- PRM companions



TRENITALIA

REGIONAL PRODUCTS

EXTENSIVE RAIL NETWORK

Regional trains travel **within an Italian region or between neighboring Italian regions**. Regional trains **stop at more stations** than other long-distance trains.

Thanks to Trenitalia's extensive regional train network, it's possible to discover the **hidden landscapes in every region**: the wild and mild **nature**, the enchanting **mountains**, the **castle** tucked into the **hills**, stretches of **vineyards**, the romantic **lagoons** and of course, the **sea**, where its colors never cease to captivate and mesmerize.

Enjoy your trip to **countryside**, **villages** or **art cities** with their beautiful **monuments** and **churches**.



MAIN CHARACTERISTICS OF TRENITALIA'S REGIONAL TRAINS

- **-50% discount for children from 4 to 12 years old**
- **Children from 0 to 4 years travel free**, 50% discount for the seat
- **-10% discount for groups** of at least 10 people
- **Bike on board allowed**
- **Pets allowed**
- **Luggage transport** with no fee and limitations
- **Green Transport** due to -76% CO2 emissions
- trains equipped for PRM, assistance at the **Sala Blue** of FS railway stations

TRENITALIA

T&C OF THE REGIONAL TICKET (BER)

BER, Biglietto Elettronico Regionale, aka Regional Electronic Ticket, has the following Terms and Conditions:

- valid on the selected train only
- change or refund NOT allowed
- available in print@home mode
- name and surname of the passenger are mandatory on BER tickets
- the ticket must be shown, together with an ID card, on an A4 paper or on a digital device to Trenitalia's train manager





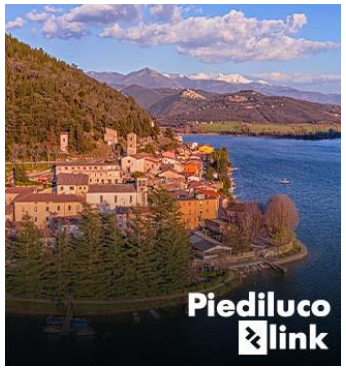
SOME TYPICAL SERVICES POWERED BY REGIONAL TRAINS

REGIONAL link SERVICES

LINK service consists in **regional train + bus** format and connects the train station with the **historical city center** of the main popular **touristic cities**.







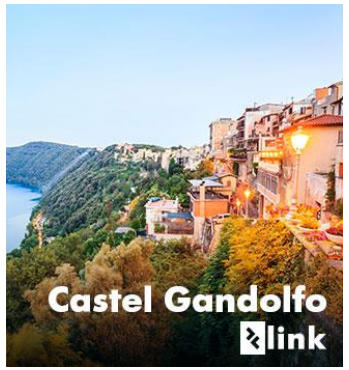




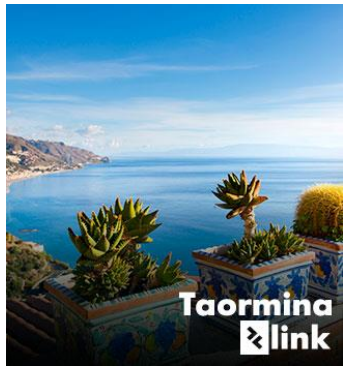




















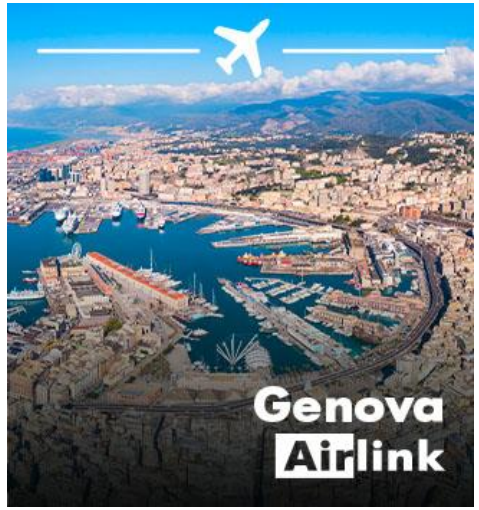
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REGIONAL Airlink SERVICE

Airlink service consists in **regional train + bus** format and offers connections from the **Terminal** to the **train station**.













TRENITALIA

Roma Termini - Leonardo Da Vinci Airport connection in just 32 minutes with Leonardo express

Benefits:

- children under the age of 4 travel for free;
- for every paying adult, one child over 4 and under 12 years of age can travel for free;
- you can bring a small dog with you (with a certificate of registration with the canine registry) at no extra cost, or bring a cat or other small pets inside an appropriate carrier;
- your luggage, including large-sized luggage, is not subject to a surcharge.



FS FOUNDATION
AND HISTORICAL TRAINS

HISTORICAL TRAINS BY FS FOUNDATION

FONDAZIONE FS ITALIANE

The Italian State Railway Foundation has been working since September 2013 **to protect, value and promote the historic property of the Italian State Railway**.

Beautiful abandoned railway tracks have been identified for their tourism potential and **restored to create an authentic "moving museum" across Italy**.



SAFETY AND HEALTH MEASURES

SOCIAL DISTANCE AND PREVENTION

- **Seat reservation model ensuring social distance** among passengers with a reduction of seats of 80% on long haul trains (Frecce, IC, ICN)
- **Safety Kit** for the passenger of high-speed train (mask)
- **Gel** sanitizer dispenser
- **Separate doors** to get on and off the train
- **Walkable path** to indicate the direction to get off the train
- **Special stickers** to indicated the seats that can't be used
- **Contactless** ticket check
- All staff is provided with **protective equipment**







TRENITALIA

HEALTH AND SAFETY KIT







For next trips on board **Frecciarossa** and **Frecciargento** trains, Trenitalia is welcoming its clients with a free health and safety kit. **Hand sanitizer gel** is available on board.

Inside the kit, customers will also find some **water** to make their journey more comfortable.

TRENITALIA

HYGIENE AND SANITATION OF THE TRAINS

- Adoption of **Ministry's Health Guideline**
- Enhancement of **train hygiene and sanitization procedures**
- Application of all **innovative methods and tools**
- Modern atomizers for the **disinfection of hidden spaces** with Medical-surgical products
- Cleaning and sanitizing **air conditioning systems**



TRENITALIA

HYGIENE AND SANITATION OF THE TRAINS

At the **maintenance plant**

FREQUENT SANITATION ***EVERY 48H***

At the station and while **entering/leaving the deposit**

FREQUENTLY DAILY DISINFESTION

AT EVERY USED STOP

On board Frecce trains

CLEANING ON THE BOARD

CLEANING PERSONAL WHILE TRAVELLING

Particular care for:

SURFACES MOSTLY EXPOSED TO CONTACT

- Side tables and bodices
- Waste bins
- Doors and windows
- Handles
- Arm rests
- Door/curtain opening push button panels
- Sanitary surfaces
- External edge of luggage racks
- Floors

Grazie

We are looking forward to working with you!