



s.r.l.

Sede legale Via G.S. Mercadante 2 50144 Firenze

Sede operativa Via Gabbricce, 14 Monteriggioni (Si) cap. 53035 - P.I.V.A.04345730487 Tel. 0577/306055 Fax 0577/306056

Società soggetta a direzione e coordinamento di Lazzi Vi.tur. S.p.a. - www.sena.it - e-mail sena@sena.it



Travel Terms

The following general terms of transport are valid for all of our bus services at SENA, any particular conditions will be written on the timetable for that particular route.

Timetable Validity

All timetable information printed in our brochures and leaflets is subject to change; therefore the client should confirm the times while reserving the ticket/s. Our staff does not accept responsibility for lateness, interruption to service or stops/connections if the causes are out of their control; like strikes, bad weather, mechanical issues, traffic, road conditions, routine Police control, etc... The planned routes in the timetables during New Years, Easter, The 1st of May, and Christmas may be reduced. We kindly ask that clients confirm all departures and times if travelling during these periods.

Ticket Validity

The tickets are printed with the clients' name and not valid for another person. They must be shown aboard the bus to any staff member who requests to check tickets. They are valid only for the line, day and time printed on the ticket. Upon departure the ticket must be legible, whole and not damaged or torn up. Clients with handwritten tickets must have the stamp from the agency who printed the ticket on the ticket. For the lines where there is a round trip ticket scheduled, the validity for the return is for 30 days starting from the date of departure. The ticket fare is that which is in use at the time of purchase. In the case of lost or stolen tickets, the client may still travel on the route in which their name will be on the passenger list by going to a ticket office and declaring the lost/stolen ticket.

Buying and Reserving Tickets

It is obligatory to reserve the ticket made in the name of the passenger; for refund reasons it is in the passenger's interest to provide his/her whole and correct name at the moment of purchase, because in the case of a needed refund all correct personal information is required. Also, if there are seats available on the bus tickets can be purchased with the driver for the regular fare plus a 3 euro fee. It is possible to reserve a seat via telephone by calling 0577/208282, which is valid only with the purchase of the ticket at a ticket office at least 20 minutes before the departure (pay attention to office hours). Telephone reservations may be limited or suspended during high tourist season, for certain routes or for certain days of the week, which will be communicated to the client.

Minors

Minors less than 14 years of age are not allowed to travel unaccompanied. For kids between 14-18 years old a written permission form must be filled out by the parent or guardian (form available online at www.sena.it).

Reimbursements

If the trip is cancelled by the passenger they can be reimbursed under the following conditions: The ticket must be cancelled in a ticket office that handles the route in question, before departure, and the ticket office must certify the date and time of ticket cancellation with their stamp and logo. The passenger must write up a request for reimbursement from the management of the company who sold the ticket, attaching the original ticket, and possibly the passenger's bank information where the refund can be sent. The reimbursement will be exactly 80% of the price of the ticket, minus a 3 euro administrative expense, for cancellations at least 24 hours in advance. If the cancellation is made within 24 hours of the departure the reimbursement will be for 50% of the ticket price minus a 3 euro administrative fee. For the lines Siena - Roma, Siena - Milano, Siena - Bologna, Siena - Perugia and Livorno - Fasano one can get a 70% reimbursement of the ticket price if the cancellation is made within 10 days of departure, the cancellation must be made at Sottopassaggio La Lizza or in Piazzale Rosselli Atrio Train Station, or also sending a written request to SENA management attaching the original ticket. No reimbursement must be respected if it does not follow these conditions.

<- No reimbursements, not even for cancellations due to reasons out of your control, can be made if they do not follow the above rules.

<- Lost, stolen or damaged tickets are not refundable.

<- Any ticket purchased on-line with a credit card is not refundable.

Changing Reservations

- One can change the date or hour of a ticket on the same leg of the same route, even just before departure, for a 3 euro administrative fee. When one requests a refund for a leg of a round trip ticket, the difference between the price for round trip and one way is considered, and based on this the reduction and administrative fee will be applied.

Drivers

On the General Timetable as well as on the ticket the driver's name is listed. Furthermore the passenger is requested to take note of the vehicle he/she will travel on. The agency selling tickets for any trip using a different company acts only as a representative, and therefore is not responsible for any damage or problems with the drivers' performance.

Baggage Transportation

Each paying traveller has a right to carry 1 piece of baggage (no larger than 160 cm length+width+height) at their own risk which they, the passenger, must load into the trunk of the bus, and one piece of small hand baggage to bring on the bus and put in the overhead cabin. Baggage containing liquids are not allowed. Depending on the amount of space available more bags may be accepted, and a fee must be paid to the driver who will provide a formal receipt. Baggage is not insured, therefore we suggest not to transport objects of high value, and if you must to check on your belongings frequently. In the case of disappearance, stolen or damaged baggage our staff will judge whether the fault was with the driver. If so, by law,



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the company will pay a maximum of 103,30 euro per bag, with a maximum of 206,60 euro per client. The driver is not responsible in any way for the baggage brought on the bus. Any problem regarding in cabin baggage must be communicated to us in our main office. If the bag is found the client is responsible for returning to the main office to pick it up.

Smoking...Pit Stops...WC

It is forbidden to smoke on board the bus, both in the main cabin as well as in the WC. Most busses have a WC on board which is available to passengers. For overnight travel a rest stop is planned at a service area where passengers can utilize the services there. Travellers must respect the rest stop time: in the case the driver does not announce it rest stops are 20 min. long.

Animal Transport

No kind of animal transport is allowed on overnight travel busses. For daytime busses (that is busses which leave after 05.00 and arrive before 24.00 of the same day) passengers can transport a small sized animal kept in a kennel on the floor beside the passenger (window side), the passenger must pay 50% of the regular fare for the animal.

Driver Responsibility of the Passenger

Should the driver have an emergency situation he/she is responsible for the following: the passenger has the right to be transported to his/her destination either on the same route or the first one that comes up, as well as a 50% reimbursement for the ticket for serious tardiness or hardship (more than 2 hours late for day lines, more than 3 hours late for overnight routes). In the case a passenger causes damage he/she is expected to pay reparations for any damage caused to the vehicle and/or to objects at our stations used for service. The Court of Firenze deals with any lawsuits.

Seat Number Assignments

At the moment of reserving the ticket the client will be assigned a seat number. The seat assignment may be changed around by the bus driver for logistical reasons, for example, for people with connections, kind of bus, etc. after picking up all passengers. Passengers can occupy seats different from the ones assigned, but only after the bus has picked up all passengers.

Fare Reductions

The usual fare reductions are listed in the general timetable and in the small printed timetables for each line. Children under 2 years of age can travel free, but have no reserved or promised seat.

Showing up for Departure

Passengers should show up at the stop 10 minutes before scheduled departure time, except for times when it is requested passengers show up even earlier due to the high tourist season.

Guaranteed Services in case of Strike

Based on existing laws, in the case of strike in the transportation sector there will be return routes, "minimum services guaranteed", which will be quickly communicated to the clients by way of our SENA ticket stores and information booths as well as by printed means of communication.