

PARK MULTISERVICE CARDS REGULATION

Art. 1 Object

This Regulation governs the Multiservice cards offered by the National Park of the Cinque Terre.

Art. 2 Purpose

The Multiservice Card is aimed to use the services provided by the Cinque Terre National Park Authority, as described below.

The revenues generated from the Park Multiservice Cards sale are mainly oriented to provide recovery and maintenance of this site, as well as to the reduce the consequences of hydrogeological troubles and to insure the public transport services in the Cinque Terre territory.

Two classes of the Multiservices Card are available:

- Cinque Terre Trekking Card;
- Cinque Terre Multiservice Rail;

Art.3 “Cinque Terre Trekking Card”

Types	Prices (Euro)	NOTES
Cinque Terre Trekking 1 day Adults	7,50	from 12 to 69 years old
Cinque Terre Trekking 2 days Adults	14.50	from 12 to 69 years old
Cinque Terre Trekking 1 day Junior	4.50	from 4 to 12 anni years old not completed
Cinque Terre Trekking 2 days Junior	7,20	<i>from 4 to 12 years old not completed and secondary school groups</i>
Cinque Terre Trekking 1 day Senior	6,00	<i>over 70 years old</i>
Cinque Terre Trekking 2 days Senior	10,00	<i>over 70 years old</i>
Cinque Terre Trekking 1 day Family	19,60	<i>Families with 2 adults and 2 childs from 4 to 12 years old not completed</i>
Cinque Terre Trekking 2 days Family	31,50	<i>Families with 2 adults and 2 childs from 4 to 12 years old not completed</i>
Cinque Terre Trekking Group	120,00	Groups up to 25 people
Cinque Terre Trekking Aggregate	5,00	Groups over 25 people



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Cinque Terre Trekking 2 days SR (Resort)	5,00	from 12 to 69 years old
Cinque Terre Trekking 3 days SR (Resort)	3,50	from 12 to 69 years old

The Cinque Terre Trekking 2 days SR (Resorts) and the Cinque Terre Trekking 3 days SR (Resorts) are exclusively dedicated to the accommodation facilities present in the municipalities of RIOMAGGIORE, VERNAZZA and MONTEROSSO, and in particular way those that have already joined or have begun the process of joining the Environmental Quality Mark;

The Services offered with the Cinque Terre Trekking Card are:

- Access to the Park area;
- Guided visits based on the **official program**;
- Poetic and Naturalistic Paths “Eugenio Montale and Cinque Terre Cultural Park” based on the **official program**;
- **ATC Bus service** in towns;
- **Toilets with access charge** in the municipalities of Cinque Terre (Riomaggiore, Vernazza and Monterosso);
- Attendance to workshops of the **Park Environmental Education Centre**, based on the official program;
- Internet WI-FI access through the Hot Spots of the Park;
- Price reduction for ticket to visit the Civic Museums of La Spezia (Amedeo Lia, Castello San Giorgio, CAMEC, Sigillo, Palazzina delle Arti, Etnografico, Diocesano). The full list of Museums is available in the official site of the Park www.parconazionale5terre.it;

The card is personal, non-transferable, non-refundable. The Cinque Terre Trekking Cards have the following formats:

- Paper support;
- Electronic support on smartphone, tablet or other technological tool;

All types of Cinque Terre Trekking Cards are valid until 12.00 pm of the last day of validity;



Art.4 Exemption or reduction cases of “Cinque Terre Trekking Card”

Access is free for the following categories:

1. Childs from 0 to 4 years old not completed;
2. People resident in the municipalities of Riomaggiore, Vernazza and Monterosso;
3. Policemen in service;
4. People with disabilities as specified in the art. 3 of L.104/92 and any accompanying persons;
5. Tourist and environmental guides performing their professional activity according to current rules and policies;
6. Professional journalists accredited by the Park Authority;
7. Teachers with their school classes;
8. Landowners;
9. Tourist accomodation guests (in case the facilities are located along a route);
10. Owners of houses of vacation;

The National Park of Cinque Terre guarantees its staff and their employee free access to the routes by specific written permission, while performing their service activity.

Art.5 Different types of “Cinque Terre Rail Multiservice Cards”

TYPES	Prices since November 2nd, 2017 to December 31st, 2017	Prices since April 1st, 2017 to November 1 st , 2017	NOTES
Cinque Terre Rail MS 1 day Adults	13,00	16,00	<i>from 12 to 69 years old</i>
Cinque Terre Rail MS 2 days Adults	23,00	29,00	<i>from 12 to 69 years old</i>
Cinque Terre Rail MS 3 days Adults		41,00	<i>from 12 to 69 years old</i>
Cinque Terre Rail MS 1 day Senior	9,70	13,00	<i>Over 70 years old</i>

Cinque Terre Rail MS 1 day Family	31,50	42,00	<i>Families with 2 adults and 2 childs from 4 to 12 years old not completed</i>
Cinque Terre Rail MS 1 day Junior	7,30	10,00	<i>from 4 to 12 years old not completed and secondary school groups</i>
Cinque Terre Rail MS 2 days SR (Resort)		26,00	<i>from 12 to 69 years old</i>
Cinque Terre Rail MS 3 days SR (Resort)		35,00	<i>from 12 to 69 years old</i>
Cinque Terre Rail MS 2 days Family SR (Resort)		67,00	<i>Families with 2 adults and 2childs from 4 to 12 years old not completed</i>
Cinque Terre Rail MS 3 days Family SR (Resort)		89,00	<i>Families with 2 adults and 2childs from 4 to 12 years old not completed</i>

The Cinque Terre Rail MS 2 days SR - Cinque Terre Rail MS Train 3 days SR - Cinque Terre Rail MS 2 days Family - Cinque Terre Rail MS 3 Days Family cards are exclusively dedicated to the accommodation facilities in the municipalities of RIOMAGGIORE, VERNAZZA and MONTEROSSO, in particular way those that have already joined or have begun the process of joining the Environmental Quality Mark;

The Services offered with the Cinque Terre Trekking Card are:

- Access in second class to all regional trains (trains IC/ICN/FB not included) between Levanto and La Spezia, in both directions;
- Access to the Park area;
- Guided visits based on the **official program**;
- Poetic and Naturalistic Paths “Eugenio Montale and Cinque Terre Cultural Park” based on the **official program**;
- **ATC Bus service** in towns;
- **Toilets with access charge** in the municipalities of Cinque Terre (Riomaggiore, Vernazza and Monterosso);
- Attendance to workshops of the **Park Environmental Education Centre**, based on the official program;
- Internet WI-FI access through the Hot Spots of the Park;

- Price reduction for tickets to visit the Civic Museums of La Spezia (Amedeo Lia, Castello San Giorgio, CAMEC, Sigillo, Palazzina delle Arti, Etnografico, Diocesano). The full list of Museums is available in the official site of the Park www.parconazionale5terre.it;

The card is personal, non-transferable, non-refundable. The Cinque Terre Trekking Card may have the following formats:

- Paper;
- Electronic on smartphone, tablet or other technological support;

All versions of Cinque Terre Trekking Card are valid until 12.00 pm on the last day of validity;

Art.6 How to buy the Multiservices Cards

The Multiservice Cinque Terre Trekking Card and Cinque Terre Rail Cards can be purchased in the following ways:

- Online purchase through the website card.parconazionale5terre.it Payments accepted only with credit card;
- In the Park Authority Welcome Centre located in the rail stations of La Spezia Centrale, Riomaggiore, Manarola, Corniglia, Vernazza, Monterosso, Levanto, and in Lavaccio shops located in Riomaggiore, where it is possible to pay with debit and credit card and cash. In the shops located at the beginning of routes Corniglia- Vernazza, Vernazza- Monterosso, Monterosso- Vernazza, shops located in Corniglia and at the cruises terminal departure, payments can be done only cash;
- The Multiservices Cards are also available in some Trenitalia shops, thanks to the agreement with the Park Authority. These points of sale accept payments with debit and credit cards, and cash as well;
- Within any other shop agreed with the Park Authority;

Art. 7 How to buy the Card online

Customers can buy the Multiservice Cinque Terre Trekking Card and Rail Card through the website card.parconazionale5terre.it. The purchase process follows these steps:

- Select category of Card;
- Select type of Card;
- Select the date the Card will be used;

- Enter the user name and surname for the selected Card (for Cinque Terre Trekking card Group, enter the name of the person responsible for the group);
- Account registration;
- Open the form to enter the buyer data;
- Agree with general terms and conditions;
- Agree with the Cinque Terre Park Authority Regulation;
- Check the purchase order data;
- Payment with credit card;

Until 24 hours before the day of validity, the customer will be allowed to change the day of use of the Multiservice Card bought online;

Art. 8

Paper Card purchase

All the Service Cards types bought in paper support will bring on main side the day of validity, where the owner will be asked to write his name and surname such as it's written in his document of identity, before to use the card for any of the available services. The card is not valid without this registration.

The Service Card purchase imply the acceptance of the regulation, downloadable through the Park Authority official website www.parconazionale5terre.it.

The Multiservices Rail Card is available in two different paper types:

- MS Rail Card, to be validated in the station checkpoint of Trenitalia;
- MS Rail Card with BARCODE. In this case there is no need of validation because data are present in the BARCODE.

Art. 9

Controls

The Cinque Terre Card must be kept by the user, duly completed and validated (in case of paper version without barcode) according with Article 8, until the end of any activity and / or travel by train, and in any case until the expiration of validity.

The same card, with its holder's identity document, must be exhibited when requested by the supervisory staff (appointed by the Park Authority of the Cinque Terre and Trenitalia), whatever is the Card format. Except for paper cards without barcode, the control will be carried out using electronic support.

In case the visitor do not have the Cinque Terre Card, or the validity is expired or it's registered to another person, he/she will be requested to buy a new Adult Card at the double of its current price.

Art. 10 What to do in case of Weather Alert

In case of Weather Alert the Cinque Terre National Park Authority will take action as follows:

- **Weather Alert Yellow** - Depending on weather conditions the Park Authority may stop the sale of the Cinque Terre Trekking Card and may advise against to access the routes;
- **Weather Alert Orange** – All types of Trekking Card and MS Rail Cards will not be sold; routes will not be accessible; access to towns could be interdicted;
- **Weather Alert Red** - All types of Trekking Card and MS Rail Cards will not be sold; routes will not be accessible; access to towns will be interdicted;

In case of no alerts but with bad weather conditions, risk of danger or specific events like landslides implying potential safety risks, the Park Authority has the right to interdict the access to the routes and to stop the Cinque Terre Trekking Card sale;

In case the routes are closed, the Park Authority will inform the shops Trenitalia Spa.

Art. 11 Park Authority Information media

All the tourist information, including this regulation, will be available at the website www.parconazionale5terre.it.

The Park Authority has also developed an application for smartphone and tablet dedicated to the Cinque Terre routes network.

The Card purchase will allow his owner to access the *plus* version of the application, with more detailed information about routes and services.

Art. 12 What to do in case of overcrowding

In case the Park Authority systems show a number of visitor exceeding the reasonable and safe number allowed on each route, the access to that route will be temporary closed.

In case an elevated number of people is detected on a particular route, the Park will inform visitors with a message visible in the APP dedicated to routes (article 11) downloadable on smartphones and tablets, in order to avoid walking in that specific route for a time.

Art. 13 Cancellations

In case of unintentional mistake while issuing a Card (like error of printing by the operator, misunderstanding between operator and customer on the type of card requested, or evidence of the impossibility to use the card), the operator is allowed, through the management system, to cancel the card not later than 1 hour after the issue.

The operator will be in charge to fill a cancellation form that must be attached to the card. All sales offices must send the full list of the cancelled cards to the offices of the National Park Authority of Cinque Terre by the end of each month.

Art. 14 Refunds

No refund is due in case of loss, damage or destruction of the card, or any other event for which he is responsible;

For **Cinque Terre Trekking Cards** the customer is entitled to ask for refund in the following cases:

- Weather orange or red alert bringing the closure of routes (see art. 10);
- Closure of routes due to bad weather conditions or natural disasters (see art. 10);

For **Multiservice Rail Cards** the customer is entitled to ask for refund in the following cases:

- Weather orange or red alert (see art.10);
- Journey cancellation due to strike of Trenitalia staff;

Based on terms described in the Article 13 of this Regulation, case of "Card cancellation ", the reimbursement of card price will be paid cash, exclusively from the point of sale where the ticket was sold;

Cards issued with more than one day of validity (2 or 3 days) and used at least for one day cannot be reimbursed.

Art. 15 Procedure of Reimbursement Request

Refund for Cinque Terre Trekking Card and Multiservice Cinque Terre Rain Card issued in paper format may be requested upon completion of appropriate form through the official Park Authority

website www.parconazionale5terre.it, to be addressed at protocollo@parconazionale5terre.it not later than 30 days from the date of validity of the card, as printed on the card itself. Refund will be made by Bank Transfer;

Refund for the Cinque Terre Trekking Card and the Cinque Terre Multiservices Rail Card in electronic format may be requested only through the online procedure available on the website www.parconazionale5terre.it not later than 30 days from the date of validity of the card, as printed on the card itself. Refund will be made by Bank Transfer.

Art. 16 Personal data protection

Privacy Information

- **In case of purchase or booking changes:** According to art. 13 of Legislative Decree of June 30th, 2003, no. 196, "Personal Data Protection Code", we inform that the personal data entered at the request of purchase, booking change and refunds, through the website card.parconazionale5terre.it, will be processed by the Park Authority staff only for the purposes strictly necessary and related to provide the services required. For this purpose personal data (name, surname, e-mail address to send confirmation of purchase and card details) are required; failure to provide these information will result in the impossibility to provide the service requested or to handle the reimbursement application.
- **For refunds:** According to art. 13 of Legislative Decree of June 30th, 2003, no. 196, "Personal Data Protection Code", we inform that the personal data entered at the request of reimbursement through the website card.parconazionale5terre.it, will be processed by the Park Authority staff only for the purposes strictly necessary and related to provide the request of reimbursement.

Data processing policy

Customer personal data will be processed on paper and magnetic media using manual and electronic tools, and appropriate measures will be taken to ensure the security and confidentiality of the data themselves. The data will not be communicated to other subjects, nor will they be disseminated in any way, nor they will become known by the sales offices of the Cinque Terre National Park as well as by the persons entitled by the Head Responsible of the Cinque Terre National Park.



Ministero dell'Ambiente e della
Tutela del Territorio e del Mare



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Head Responsible of Data processing

The National Park of CinqueTerre, with head office at Via Discovolo snc 19017 Manarola (Comune di Riomaggiore) is Responsible of Data Processing;

Customers Rights

At any time the customer may exercise the rights described in the art. 7 of Legislative Decree no. 196/03 and ask to the Data Processing Responsible the following information: confirmation of the existence of his personal data, to know their content and origin, to verify their accuracy and to request their integration, update or rectification; to request the cancellation, transformation into anonymous status or to lock data processed in violation of the law; to deny in any case, for legitimate reasons, their treatment.

Art. 17 Last Policy

This regulation is valid since its first day of publication in the official Park website www.parconazionale5terre.it;

