

REGULATIONS ON PENALTY FARES

(Updated as of December 2023)

Pursuant to Emilia-Romagna Regional Law no. 30/98, as amended and supplemented, users of regional and local public transport services must be in possession of a valid ticket, must validate and keep it safe for the entire journey and produce it when requested to do so by ticket inspector. Verification that a ticket/pass has been forged shall, in any event, result in the confiscation of the document by the inspector on duty.

A breach of this obligation shall give rise to the following:

- a) payment of a sum representing the single fare, together with a surcharge for the issuing of a ticket on board to cover the service already obtained by the passenger;
- b) the application of a penalty fare of between fifty and two hundred times the ordinary fare at the first fare zone; the amount of the penalty is rounded up to the nearest 0,50 Euros;
- c) payment of an amount corresponding to the value of the document unlawfully used, when a forged or altered ticket/pass has been utilised, in addition to the penalty fare referred to under letter b), reserving the right to prosecute.

The penalties also apply when the user, holder of a personal pass, is not able to produce it to the ticket inspector. If the passenger produces the ticket within the next five days, if the pass is not purchased after the penalty has been issued, a penalty of 6,00 Euros will be imposed.

AMOUNT OF PENALTIES IN EFFECT FROM 04/12/2023

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| PAYMENT WITHIN 5 DAYS – MINIMUM RATE: - adults: directly to the ticket inspector on board the bus as soon as the breach is ascertained or within 5 days after the penalty is issued - minors: within 5 days from the date of the penalty notice or, in any event, within 5 days from the service of the document on the party exercising parental control, when payment is not made by the passenger on the spot, subject to additional administrative fees | € 75,00 + single fare plus surcharge for ticket issued on board + any additional fees |
| PAYMENT AFTER 5 DAYS – REDUCED RATE: For those paying between 6 and 60 days from the date on which the breach is ascertained (or the date on which the penalty notice is served at the passenger's place of residence, if not handed over/served on the spot) | € 100,00 + single fare plus surcharge for ticket issued on board + any additional fees |
| PAYMENT AFTER MORE THAN 60 DAYS – MAXIMUM RATE | € 300,00 + single fare plus surcharge for ticket issued on board + any additional fees |
| ISSUING OF COURT PAYMENT ORDER (Italian Law no. 689/1981 - art. 40 Emilia Romagna Regional Law no. 30/1998 - art. 15 Emilia Romagna Regional Law no. 21/1984) | € 300,00 + single fare plus surcharge for ticket issued on board + any additional fees |
| PASSENGERS FORGETTING THEIR PASS for the holders of personal passes who are unable to produce the document to the ticket inspector, but produce it within 5 days from the date on which the penalty was issued (or from the date of the penalty notice if not handed over on the spot), at one of the Company's ticket offices, as long as the pass is not purchased after the penalty has been issued | € 6,00 + any additional fees |

PAYMENT METHODS

Payments may be made:

- At a post office using the barcode printed on the penalty notice (the copy of the administrative penalty issued/served when the contravention was ascertained must be produced);
- Payment into post office account no. 1002537932 in favour of: START ROMAGNA SPA – Viale Carlo Alberto Dalla Chiesa, 38 – 47923 RIMINI (RN) – indicating, in the space reserved for the description, the number and date of the administrative penalty;
- At one of the Company's ticket offices listed below (the copy of the administrative penalty must be produced):

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| Punto Bus CESENA - P.le Marx, 135 - | Working days from 7.30 a.m. to 7.00 p.m. |
| Punto Bus FORLI' - Via A. Volta, 13 - | Working days from 7.30 a.m. to 7.00 p.m. |
| Punto Bus RAVENNA - Piazza Farini, 9 - | Working days from 7.30 a.m. to 7.00 p.m. |
| Ticket office RICCIONE - P.le Curiel - | Working days from 7.30 a.m. to 1.00 p.m. |
| Punto Bus RIMINI - Via Clementini, 33 - | Working days from 7.30 a.m. to 7.00 p.m. |

ENFORCEMENT OF PAYMENT

In the event that a payment order is not settled, or one or more instalments are not paid (when the passenger has applied to be permitted to pay the sum directed under the payment order by instalments) the amount owed shall be automatically entered in the tax collection register, pursuant to Italian Law no. 689/81, art. 27.

PAYMENT BY INSTALMENTS

If the party concerned is in economic difficulty, he or she may, pursuant to Italian Law no. 689/81, art. 26 and Regional Law no. 21/84, art. 15, apply for an administrative penalty to be paid by instalments following the issuing of a payment order within the terms envisaged for payment of the penalty. The application must describe the conditions preventing a single payment, with details of the income received over the last year.

The application must be sent or dispatched to:

START ROMAGNA SPA – Viale Carlo Alberto Dalla Chiesa, 38 – 47923 RIMINI

The person in charge of the applications shall decide whether to accept or reject the application and shall give notification of the outcome by agreeing or denying payment by instalments. The failure to pay even a single instalment shall oblige the subject concerned to settle the amount outstanding in a single payment. If payment is not made by the fixed date, the outstanding amount shall be entered in the tax collection register.

REFUNDS

If a penalty fare is paid incorrectly (e.g. excessive amount paid or paid twice), an application may be made for a refund. The application must describe the circumstances in which the error was made (e.g. double payment), with attached documentary proof of payment of a sum exceeding that actually owed, details of the subject to receive the refund and details of the bank account to which the refund should be transmitted.

FORGED OR ALTERED TICKETS OR PASSES

Verification that a ticket/pass has been forged shall, in any event, result in the confiscation of the document by the inspector on duty. The passenger shall be obliged to pay a sum corresponding to the value of the document unlawfully used, together with the administrative penalty envisaged in art. 40 Regional Law no. 30/98 as amended (reserving the right to prosecute for the offence committed).

SUBMISSION OF WRITTEN REPRESENTATIONS IN DEFENCE

APPEAL AGAINST FORMAL NOTICE OF ASCERTAINED VIOLATION

Pursuant to art. 15 of Regional Law no. 21/1984 and art. 18 of Italian Law no. 689/1981, the party concerned may, within a period of 30 days from the date on which the penalty was issued or the Formal Notice of Ascertained Violation was served, forward written representations and documents in his or her defence to START ROMAGNA SPA and may ask for his/her claims to be heard.

An appeal may only be lodged by an adult (person of age) or, if a large penalty is imposed on a minor, by the parent.

The submission of a written defence shall not suspend the payment dates for the penalty and the circumstances of the case must be described, as well as the grounds for requesting that the formal notice be set aside or that the penalty fare be reduced, appending all the documents considered useful for an accurate assessment of the facts occurring. The appeal must also contain consent to process personal data (as well as any sensitive data, if contained in the attached documentation). Start Romagna will not examine the appeal application if the party concerned has paid the penalty, as payment discharges the appealing party's obligations and brings the sanctioning procedure to a final conclusion.

An appeal can be submitted through the provided link: www.startromagna.it/en/sanctions

Only one method to dispatch the form should be used.

APPEAL AGAINST PAYMENT ORDER

Pursuant to art. 22 of Italian Law no. 689 dated 24 November 1981 (as amended and supplemented), an appeal against the Payment Order may be lodged within 30 (or 60 for parties resident abroad) days from service of the order, before the Justice of the Peace having local jurisdiction.

APPEAL AGAINST ENFORCED COLLECTION

An appeal against enforced collection may be lodged by making an objection pursuant to articles 615 and 617 of the Italian Code of Civil Procedure

- Objection to enforcement: if the right on the part of the applicant to levy enforcement is challenged; in such circumstances, the objection must be submitted in the manner envisaged in art. 615 of the Italian Code of Civil Procedure before the Judge having jurisdiction in terms of subject matter and the amount involved (art. 17 of the Italian Code of Civil Procedure) and territorial jurisdiction (art. 27 of the Italian Code of Civil Procedure).
- Objection to enforcement instruments: if the validity of the authority to execute or writ of execution is challenged; in such circumstances, the objection must be submitted in the manner envisaged in art. 617 of the Italian Code of Civil Procedure, before enforcement proceedings are commenced, before the Judge dealing with enforcement, by filing a writ of summons to be served strictly within a period of 20 days from service of the enforced collection notice.

In both cases, technical assistance must be provided by a legal practitioner.