

General online booking conditions - Fiumicino

1. How to use the booking QRCode

The QRCode assigned at the time of online booking must be placed, upside down, in the special reader at the entry barrier to the selected car park. A correct reading of the QRCode will result in the automatic issuance of a ticket stating "Entry with Booking". Always check the ticket has been correctly coded. If the booking is not activated for any reason, you will receive a notification email.

In this case, please contact the Customer Care service for the selected car park prior to payment.

2. Access to the car park

The QR Code allows you access to the car parks even in the event that the sign states "car park full". Inside the car park, you can choose any available space.

3. Booking validity

The minimum bookable stay cannot be less than 8 (eight) hours.

The maximum bookable stay cannot exceed 60 (sixty) consecutive days. The booking can be made within 180 (one hundred and eighty) days prior to the entry date, excluding during promotion periods, planned and up to 2 (two) hours prior to the entry time.

4. Changes to the booking

You can change your booking up to 1 (one) hour prior to the start of your booked stay.

You can change any data entered in the original booking, such as Telepass device number, number plate, mobile number, email address, without this affecting the booking fee.

You can change certain data entered in the original booking, such as stay start and end time, type of car park chosen, recalculating the booking fee according to the online tariff applicable at that time.

5. Early or postponed entry/exit

Any changes to the entry/exit with regard to the booking date and time are possible and do not affect the booking fee for equal lengths of stay, provided that the following conditions are complied with:

1. Early entry: provided that entry is not advanced by more than 3 (three) hours;
2. Postponed entry: provided that entry is not postponed by more than 3 (three) hours;

For any changes to the length of stay specified in the booking confirmation email:

-If the exit is early, no refund of the amount paid upon booking will be provided;

-If a postponed exit exceeds the duration of booked stay by no longer than 3 (three) hours, no additional costs will be incurred;



-If the length of stay is over 3 (three) hours longer than the booking, the applicable “extra daily fee” shall be calculated after the extra three hours:

-P-Terminal ABCD €9.50 per day

-P-Long stay €5.50 per day

6. Holidays

In addition to Sundays, national holidays are deemed as holidays.

7. Bookable online tariffs.

The online booking guarantees the option of accessing discounted promotional tariffs compared with the full tariffs. The tariffs applied are variable according to the availability of spaces for the booking period.

8. Validity of regulations

In the event of changes to these conditions after the booking is made and before the expected exit date from the booked and used car park, our customers shall be duly and promptly notified by email.

9. Complaints

In the event of any malfunctions of the QRCode, please report this to Customer Care prior to making a payment. Any other reports must be made by sending an email to easy parking@adrmobility.it within and no later than 30 days after the transaction. Attach your ticket and booking details to the complaint email. Easy Parking guarantees assistance within 30 days.

10. Parking payment method

You can pay for parking in several ways:

-Cash, automatic machines and at Customer Care

-Credit card, at all automatic machines, exit barriers and at Customer Care

-Bancomat, at all automatic machines, exit barriers and at Customer Care

-Prepaid credit card, at all automatic machines, exit barriers and at Customer Care

-Telepass, dedicated lanes

Customer Care is available 24 hours a day at the multi-level P-Terminal ABCD and Long Stay car parks.

At car park P-Terminal A, Customer Care is dedicated to the “Executive” car park (07:00-23:00). For any assistance outside of these time, a “call button” is available on all automatic machines and car park entry/exit barriers.

11. Telepass



You can book your parking with booking tariffs and make your payment via Telepass, provided that you comply with the following conditions:

- Enter the Telepass device number during your online car park booking in the specific field;
- Access the booked car park via the Telepass lanes.

CAUTION

1) The parking fees charged will be calculated at the full rate (that exhibited at the entrance to the chosen car park) and will not be refunded if:

- The Telepass device number is not entered at the time of booking
- The Telepass device number entered at the time of booking is incorrect or non-existent.

2) On entry, you must type in the Booking Code to access and use the booking fees and, on exit, you must pay at the automatic machines, exit barriers or at Customer Care without directly charging your Telepass account if:

- The Telepass device number was matched at the time of the online booking but the special Telepass lanes are not used.

3) If you do not wish to use the Telepass service for parking, please remember not to use the special lanes, for entry or exit, or you will be charged to your Telepass account the amounts for your stay, calculated according to the full rates exhibited at the entrance to the chosen car park. These amounts will not be refunded.

4) The Booking Code matched to the Telepass device will only be used in the event of defect of the Telepass service, for use of the discounted tariff for the booked car park.

Telepass use does not entitle the user to collect MilleMiglia points as part of the Alitalia Loyalty Programme.