

Online booking general terms and conditions - Ciampino

1. How to use the Booking Code

The QRCode assigned to the online booking must be positioned, facing upward on the specific reader at the pre-selected car park entrance pillar. When the QRCode is correctly read, a ticket will automatically be issued that says "Entrance with Booking". Always check the correct title encoding. If the booking is not activated for any reason, you will receive a notification e-mail.

In this case, contact the pre-selected car park Customer Service prior to payment.

2. Access to the car park

The QR Code gives you access to the car parks even if "car park full" is indicated. In the car park, you can choose any available spot.

3. Booking validity

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

The maximum stay cannot exceed 60 (sixty) consecutive days. Bookings can be made within 270 (two hundred and seventy) days prior to the expected entrance date and up to 2 (two) hours prior to the entrance time, except during promotional periods.

4. Booking variations

The booking can be modified up to **1 (one) hour prior** to the start of the foreseen stay.

It is possible **to change some of the data entered** in the original booking, such as the Telepass device number, the licence plate number and e-mail address, **without changing the amount** of the booking.

It is possible **to change some of the data entered** in the original booking, such as the stay date and time start and the type of parking chosen, **recalculating the amount of the booking** based on the online rates in force at that moment.

5. Early or Late Entry/Exit

Any variations in the entry/exit with respect to the booking date and time are possible and **do not change the amount and the validity of the booking at the same parking duration** if the following conditions are met:

1. **early entry**: if entry is no more than 3 (three) hours early;
2. **late entry**: if entry is no more than 3 (three) hours late;

For any changes to the **parking duration** indicated in the booking confirmation e-mail:

- if **exiting early**, there will be no reimbursement of the amount estimated at the booking stage;
- if **late exit** exceeds the booked parking duration but is within 3 (three) hours, there will be no additional costs over the valid rate at the booking stage;
- if **late exit** exceeds the booked parking duration by more than 3 (three) hours, the parking hours in addition to the third hour will be calculated at the *extra daily rate* in force:
 - P3 €6.00 per day
 - P4 €8.20 per day
 - P5 €7.50 per day
 - P6 €3.00 per day
 - P7 €6.00 per day

6. Holidays

In addition to Sundays, holidays are considered to be days on which national bank holidays fall.

7. Rates bookable online

Online booking guarantees the possibility of accessing promotional rates with respect to full rates. The rates applied may vary based on the availability of space during the promotional period.

8. Validity of the regulations

In the event of amendments to these terms and conditions subsequent to the completed booking and prior to the foreseen date of exit from the booked and used car park, our customers will be duly and promptly advised via e-mail.

9. Claims

In the event of any QRCode malfunctions, please report this to Customer Service **before making the payment**. Anything else should be reported via e-mail to easy parking@adrmobility.it within and no later than 30 days from the completed transaction. Attach the ticket and booking dates to the claim e-mail. Easy Parking guarantees assistance within 30 days.

10. Parking payment method

Parking can be paid for with various methods:

- Cash, at the automatic registers and Customer Service
- Credit card, at all the automatic registers, exit columns and Customer Service
- Bancomat (ATM card), at all the automatic registers, exit columns and Customer Service
- Prepaid credit card, at all the automatic registers and Customer Service
- Telepass, dedicated lanes.

Customer Service is located in the Arrivals hall (from 07:00 to 23:00).

For any assistance outside these hours, there is a “call button” on each automatic register and on the car park entrance/exit columns.

11. Telepass

parking can be booked with *booking* rate and payment made using Telepass if the following conditions are met:

- enter the Telepass device number during online parking booking in the appropriate field;
- access the booked car park through the Telepass lanes.

ATTENTION

- 1) The **charged parking amounts** will be **calculated at the full rate** (the one displayed at the entrance of the selected car park) and **will not be reimbursed** if:
 - the Telepass device number was not entered during booking
 - the Telepass device number entered at the booking stage is incorrect or non-existent.
- 2) **If you do not want to use the Telepass service** in the car parks, kindly remember not to use the dedicated lanes, both entering and exiting, or you will receive a charge on your Telepass account for the parking amount calculated based on the full rate displayed at the entrance of the selected car park. ***These amounts will not be reimbursed.***
- 3) **The Booking Code associated with the Telepass device** should be used only in the event of a malfunction of the Telepass service in order to take advantage of the discounted rate for the booked parking.