

Form to request reimbursement or indemnity.

We remember that no refund is due in case of loss, damage or destruction of the card, or any other event for which the customer is responsible.

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.

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.

Anagraphics

Name	Surname
Email	Country
Town	District
Postal Code	Address
Phone	Mobile

PERSONAL DATA PROCESSING AGREEMENT

According to information in this note and to art. 13 of Legislative Decree of June 30th, 2003, no. 196, that regulates the use of my phone and mobile numbers, email address and any other data useful to inform me about any problem related to my request:

I agree

I refuse

Date		/		/	
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TIPOLOGY OF REIMBURSEMENT REQUEST

Refund for non-use of Cinque Terre Trekking Card due to Weather Alert Red

Refund for non-use of Cinque Terre Trekking Card due to Weather Alert Orange

Refund for non-use Cinque Terre Trekking Card due to Bad Weather conditions

Refund for non use-of Multiservice Rail Card due to Weather Alert Yellow

Refund for Journey cancellation due to strike of Trenitalia staff

Indication of Tipology Card (with key option)

TIPOLOGIE	Date
Cinque Terre Trekking Card Adults 1 day	
Cinque Terre Trekking 2 days Adults	
Cinque Terre Trekking 1 day Junior	
Cinque Terre Trekking 2 days Juniors	
Cinque Terre Trekking 1 days Seniors	
Cinque Terre Trekking 2 days Seniors	
Cinque Terre Trekking 1 day Family	
Cinque Terre Trekking 2 days Family	
Cinque Terre Trekking Group	
Cinque Terre Trekking Aggregate	
Cinque Terre Trekking 1 day SR (Resorts)	
Cinque Terre Trekking 1 day reduced SR (Resorts)	

TIPOLOGY	Date
Cinque Terre Rail MS 1 day Adults	
Cinque Terre Rail MS 2 days Adults	
Cinque Terre Rail MS 3 days Adults	
Cinque Terre Rail MS 1 day Senior	
Cinque Terre Rail MS 1 day Family	
Cinque Terre Rail MS 1 day Junior	
Cinque Terre Rail MS 2 days SR (Resorts)	
Cinque Terre Rail MS 3 days SR (Resorts)	
Cinque Terre Rail MS 2 days Family SR (Resorts)	
Cinque Terre Rail MS 3 days Family SR (Resorts)	