

## Terms and conditions for online bookings

### 1. How to use your booking code

The QR code assigned to the online booking must be placed, facing upwards, in the special reader at the entrance column of the chosen car park. Correct reading of the QR code will result in the automatic issue of the ticket with the wording "entrance with reservation." Always check the correct encoding of the ticket. If the reservation is not activated for any reason, you will receive a warning e-mail.

In this case, always contact the Customer Service Team at the car park you have chosen before paying.

### 2. Access to the car park

Each airport car park is separate and is identified by its own entrance and exit barriers.

The quoted rate is applied when accessing the car park selected during the booking process.

The booking is recognised by the system and activated when you cross the entry and exit barriers of the reserved car park. If, by mistake, you enter and exit a car park other than the one booked, the reservation will not be recognised and, in this case, you must contact the Customer Services Team before leaving the car park.

Once inside the car park, the Customer must follow the instructions given to him/her by e-mail and accept the "General Terms and Conditions of Use" posted in the car park and also available online ([www.adr.it/parcheggi-fiumicino](http://www.adr.it/parcheggi-fiumicino) and [www.adr.it/parcheggi-ciampino](http://www.adr.it/parcheggi-ciampino)).

The QR code allows access to the car park, even if it is marked as "full". Inside the car park, you can choose any of the available spaces.

### 3. Booking validity

The minimum time reservable for a parking space may not be less than 8 (eight) hours.

The maximum time reservable for a parking space may not exceed 60 (sixty) consecutive days. Reservations may be made up to 270 (two hundred and seventy) days prior to the scheduled entry date and up to 2 (two) hours prior to the entry time, excluding promotional periods.

### 4. Changes to reservations

It is possible to change the booking up to **1 (one) hour before** the start of the booked stay.

It is possible **to modify some of the data entered** in the original booking, such as Telepass device number, number plate number, mobile phone number, e-mail address, **without changing the amount payable** for the booking.

It is possible **to modify some of the data entered** in the original booking, such as the date and time of the start and end of the parking period, and the type of car park chosen, **recalculating the amount payable for the booking** based on the online rates in force at that time.

### 5. Early or late entry/exit

Variations in entry/exit with respect to the date and time of the booking are possible and **do not change the amount payable for and validity of the booking for the same length of stay** if the following conditions are met:

1. **early entry:** if the entry is brought forward by no more than 3 (three) hours;
2. **late entry:** if entry is delayed for no more than 3 (three) hours;

For any variations in the **duration of the stay** indicated in the booking confirmation e-mail:

- if the duration of the stay is less than that indicated in the Booking Confirmation, there will be no refund of the amount paid by the Customer at the time of booking;
- if the duration of the stay is more than 3 (three) hours longer than that indicated in the Booking Confirmation, the following **full** daily rates will apply from the third hour onwards:
  - for Fiumicino Airport: P-Terminal ABCD 9.50 euros per day, P-Long layover uncovered 5.00 euros per day, P-Long layover covered 6.00 euros per day, P-Moto 8.00 euros per day, P-Executive T1-T3 13.50 euros per day;
  - or for Ciampino Airport: P3-P4-P5-P6-P7 6 per day.

## 6. Public holidays

In addition to Sundays, national holidays are also considered public holidays.

## 7. Online bookable rates

Online booking guarantees the possibility of accessing promotional rates at a discount compared to the full rate. The rates applied vary according to the availability of places for the booking period.

## 8. Validity of the rules

In the event of a change in these conditions, after the booking has been made and before the expected date of exit from the reserved and used car park, our customers will be duly and promptly notified by e-mail.

The quoted rate is applied when accessing the car park chosen at the time of booking.

The reservation is recognised by the system and activated when you cross the entry and exit barriers of the reserved car park. If, by mistake, you enter and exit a car park other than the one booked, the reservation will not be recognised and, in this case, you must contact the Customer Services Team before leaving the car park.

## 9. Complaints

In the event of a QR code malfunction, please notify the Customer Services Team **before making a payment**. Any other complaints must be made by sending an e-mail to [easyparking@adrmobility.it](mailto:easyparking@adrmobility.it) within 30 days of the transaction. Attach the ticket and booking data to the e-mail. Easy Parking guarantees that you will have had your complaint resolved within 30 days.

## 10. Methods of payment for parking

It is possible to pay for parking in different ways:

- In cash, at the automated cash machines and at Customer Services
- By credit card, at all automated cash machines, exit columns and at Customer Services)
- By credit card, at all automated cash machines, exit columns and at Customer Services)
- By prepaid credit card, at all automated cash machines, exit columns and at Customer Services)
- Telepass, dedicated lanes.



Customer Services can be found at:

- Fiumicino Airport - near the exit of the P-Terminal B-C-D car parks (24/7) and can also be contacted by the call button on the automated cash machines
- Ciampino Airport; at the Arrivals hall (open from 07:00 to 23:00).

For any assistance outside of these hours, there is a "call button" on all automated cash machines and parking entrance/exit columns.

## 11. Invoicing

The customer can request a parking invoice:

- a) During the booking process:** by filling in the sections relating to their personal and tax data. On completion of the payment transaction, ADR Mobility will send the invoice for the service purchased by e-mail to the stated address.
- b) Online by 11pm on the last day of the stay:** by visiting the link: <https://easyparking.adr.it/webcenter/portal/easyparking/billing> and filling in the indicated fields.
- c) At the Customer Service Desk before leaving the car park.**

## 12. Telepass

It is possible to book parking with booking rates and make payment via Telepass if the following conditions are met:

- insert the Telepass device number when making the booking for parking online in the relevant field;
- access the booked parking space through the Telepass lanes.

### PLEASE NOTE CAREFULLY THAT:

1) The **parking amounts charged** will be **calculated at the full rate** (the one displayed at the entrance of the chosen car park) and **will not be reimbursed** if:

- the Telepass device number was not entered during the booking process
- the Telepass device number entered when booking is incorrect or does not exist
- you park in a car park other than the one booked.

2) **If you do not wish to use the Telepass service** at the car parks, please remember not to use the dedicated lanes, neither upon entry nor upon exit, or you will be debited from your Telepass account with the parking amounts calculated on the basis of the full rates displayed at the entrance to the chosen car park. **These amounts will not be refunded.**

3) **The Reservation Code attached to the Telepass device** must be used only in case of malfunctioning of the Telepass service, in order to take advantage of the discounted rate for the reserved parking space.