



## PROGRAM REGULATIONS

### I. What is TORINO AIRPORT PASS

1. **TORINO AIRPORT PASS** is the service card, owned by **SAGAT S.p.A.**, which entitles the holder to access exclusive services at the Turin Airport.
2. **TORINO AIRPORT PASS** can be purchased by adults over the age of 18. The cost of the **TORINO AIRPORT PASS** card is **450 euros** (including VAT). Each person can be the Holder of one or more **TORINO AIRPORT PASS** cards. The card is valid for one year (12 months from the date of issue). Upon expiration, you must request a renewal by sending the request to the email [torinoairportpass@sagat.trn.it](mailto:torinoairportpass@sagat.trn.it). The renewal is not automatic.

### II. Benefits

**TORINO AIRPORT PASS** entitles you to a series of premium services, summarized here:

- card valid for the Holder and an accompanying person;
- free and unlimited use of the dedicated **Fast Track** gate located in the Departures Hall next to the security checkpoints. The service allows you to access the Boarding room faster through a dedicated route. The gate is active every day **from 5.00 am to 9.00 pm**;
- free and unlimited use of the **Piemonte Lounge**, the VIP lounge of the Turin Airport located after the security checks on the mezzanine floor of the Boarding Hall. The Piemonte Lounge is open daily **from 4.30 am to 9.00 pm**.

### III. How to use

1. **TORINO AIRPORT PASS** is a card composed of two magnetic strips Lo.Co (low band) and Hi.Co (central band) to access the airport services listed in paragraph II.
2. The magnetic strips on the back of the card allow the use of the airport services provided by the ownership of the card itself according to different methods.

### IV. How to apply

1. All adults over 18 years of age can apply for the **TORINO AIRPORT PASS**. The cost of the card is 450 euros (VAT included).
2. **How to purchase:**
  - a) Interested parties can request the **TORINO AIRPORT PASS** card by sending the purchase request to the Extra Aviation, Communication and Sustainability Department of **SAGAT S.p.A.** at [torinoairportpass@sagat.trn.it](mailto:torinoairportpass@sagat.trn.it). Upon request, the person will be contacted during office hours and will receive the information necessary to finalize the purchase upon payment of **450 euros** (VAT included) by bank transfer, the details of which will be specified. The card will then be sent by registered mail with return receipt to the address specified in the purchase request (maximum delivery period 30 days from purchase).

- b) **Online:** the purchase can also be made online on the ecommerce website of the Turin Airport at the following page [ecom.torinoairport.com/carnet-abbonamenti.html](http://ecom.torinoairport.com/carnet-abbonamenti.html).  
The online payment system allows payments to be made with all major credit cards.  
The card will then be sent by mail with return receipt to the address specified in the purchase request (maximum delivery period 30 days from purchase).

**PLEASE NOTE:** the fields on the purchase request form marked with an asterisk are mandatory. If this information is omitted or entered incorrectly, the applicant will not be able to complete the registration/activation or reactivation procedure.

3. In case of theft, loss or demagnetized card, the Holder may request a duplicate of his/her card by sending the request to [torinoairportpass@sagat.trn.it](mailto:torinoairportpass@sagat.trn.it).  
The cost is **10 euros** (including VAT).

#### V. Cancellation

1. The Holder can request the cancellation of the **TORINO AIRPORT PASS** card and the deletion of his/her personal data by sending an e-mail to [torinoairportpass@sagat.trn.it](mailto:torinoairportpass@sagat.trn.it).  
Only cancellation requests sent by the Card Holder via the email associated with the card will be accepted. The cancellation of the card will result in the loss of all access rights to the services provided by **TORINO AIRPORT PASS**.
2. **SAGAT S.p.A.** reserves the right to cancel **TORINO AIRPORT PASS** cards used improperly or in such a way as to alter their operation and purpose. In cases of counterfeiting or tampering, the Holder will not be entitled to the recognition or reimbursement of any benefits.
3. The cancellation, as well as the loss or misplacement of the card will not entitle the holder to any refund of amounts paid to **SAGAT S.p.A.** for the issue or re-activation of the card itself.  
**SAGAT S.p.A.** reserves the right to verify the validity of the cards presented and to refuse those that are counterfeit or otherwise tampered with.  
**SAGAT S.p.A.** is not responsible for any fraudulent, improper or abusive use of the card.  
**SAGAT S.p.A.** is not responsible for any direct or indirect consequences related to malfunctions of the card and of the management systems not dependent on its will.  
**SAGAT S.p.A.** is committed to making every effort to ensure the recovery of any benefits accumulated and unused by the Holders.

#### VI. Right of withdrawal

Pursuant to art. 49 paragraph 1, lett. h) of the legislative decree 6 September 2005, no. 206, as amended by the legislative decree February 21, 2014 n. 21, we inform you that whoever has requested the **TORINO AIRPORT PASS** by e-mail or has made the request online, will have the right of withdrawal to be made within **14 days** of receipt of the card by sending the attached withdrawal form ( Annex 1) filled out and signed to the e-mail address [torinoairportpass@sagat.trn.it](mailto:torinoairportpass@sagat.trn.it). Please note that the use of the form is not mandatory and that the will to withdraw can be expressed, as long as it is in writing and sent to the addresses indicated above, with any other explicit declaration of the decision to withdraw.

#### VII. Information

1. All information about the **TORINO AIRPORT PASS** program and initiatives are available on the dedicated web page.
2. Holders of the **TORINO AIRPORT PASS** card can send their communications/requests/observations to **SAGAT S.p.A.** through a dedicated e-mail: [torinoairportpass@sagat.trn.it](mailto:torinoairportpass@sagat.trn.it).  
The Cardholder service is active from Monday to Friday during office hours, excluding holidays.

#### VIII. Validity

These Regulations are valid from January 2024