



General terms and conditions for online booking

1. How to use the Reservation Code

The QRCode assigned to the online booking must be placed, facing upwards, in the particular reader of the chosen car park entrance column. The correct reading of the QRCode will result in the automatic issue of the ticket with the words "Entrance with Reservation". Always check the correct encoding of the title. If the reservation is not activated, you will receive a warning email.

In this case, always contact the customer service of the chosen car park before payment.

2. Parking access

Each car park at the airport is distinct and is identified by entry and exit barriers.

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

The reservation is recognised by the system and activated when crossing the entrance and exit barriers of the reserved parking space. If, by mistake, you enter and leave a car park other than the one you have booked, your reservation will not be recognised, and, in that case, you must contact Customer Services before leaving the car park.

Upon entering the car park, the Customer must carry out the instructions communicated to him/her by email and accept the Regulations on 'General Terms and Conditions of Use' posted in the car park and viewable online (www.adr.it/parcheggi-fiumicino and www.adr.it/parcheggi-ciampino).

The QR Code allows access to parking spaces even if a 'full parking space' indication is displayed. Within the car park, you can choose any of the available places.

3. Reservation validity

The minimum bookable parking time may not be less than 8 (eight) hours.

The maximum bookable parking time may not exceed 60 (sixty) consecutive days. Reservations may be made up to 270 (two hundred and seventy) days before the scheduled entry date and up to 1 (one) hour before the time of entry, excluding promotion periods.

4. Reservation changes

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

It is possible to **change specific data entered** in the original booking, such as Telepass device number, number plate number, mobile phone number, and email address, **without changing the amount** of the booking.

It is possible to **modify some of the data entered** in the original booking, such as the date and time of start and end of the parking, type of parking space chosen, **recalculating the amount of the booking** according to the online rates in force at that time.

5. Early or late entry/exit

Variations of entry/exit from the date and time of the booking are possible, and **do not change the amount and validity of the booking for the same parking duration** if the following conditions are met:

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



For any changes to the **stopover** duration indicated in the booking confirmation email:

- if the duration of the stopover is shorter 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 stopover is more than 3 (three) hours longer than that indicated in the Booking Confirmation, from the third hour onwards, the following daily **full** rates shall apply:
 - for Fiumicino: P-Terminal ABCD euro 9.50 per day, P-Long lay-by uncovered euro 5.00 per day, P-Long lay-by covered euro 6.00 per day, P-Moto euro 8.00 per day, P-Executive T1-T3 euro 13.50 per day;
 - for Ciampino: P3-P4-P5-P6-P7 6 per day.

6. Rates bookable online

On-line booking grants access to promotional rates discounted compared to full rates. The rates applied are variable according to the availability of places for the booking period.

7. Validity of the rules

In case of a change in these conditions, after the booking has been made and before the scheduled departure date from the booked and used car park, our customers will be duly and promptly notified by email.

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

The reservation is recognised by the system and activated when crossing the entrance and exit barriers of the reserved parking space. If, by mistake, you enter and leave a car park other than the one you have booked, your reservation will not be recognised, and, in that case, you must contact Customer Services before leaving the car park.

8. Complaints

In case of any QRCode malfunctioning, please report it to Customer Support **before making the payment**. Any other reports should be made by sending an email to [easyparking@adrmobility.it](mailto:easy parking@adrmobility.it) no later than 30 days after the transaction took place. Please attach your ticket and booking details to the complaint email. Easy Parking guarantees assistance within 30 days.

9. Fast track

9.1 The Fast Track service can be booked when reserving a parking space with payment at the end of the stay, excluding bookings with a charge on the Telepass. The Fast Track service provides rapid access to security checks via the so-called 'Fast Track' gates indicated in the Booking Confirmation | Purchase email you will receive within a few minutes of entering the booked parking space.

9.2 To receive the Fast Track voucher, it is essential to correctly follow the parking access instructions given in the booking details. Should you not receive your voucher for the booked Fast Track after entering the car park, you can use the link provided in the Booking Confirmation to retrieve it.

9.3 The Fast Track service voucher is considered to have been purchased from entry into the reserved car park.

9.4 The Fast Track service voucher can only be used on the day of access to the car park. If the booked service is not used, a refund cannot be requested after the time limit for exercising the right of withdrawal (14 days) has elapsed.

Withdrawal must be exercised by registered letter addressed to ADR Mobility - via Pier Paolo Racchetti 1, 00054 Rome within 14 days from the conclusion of the Contract (Art. 52 et seq. of the Consumer Code), which coincides with the date of purchase of the service, i.e. the moment of access to the car park. ADR Mobility will



reimburse the cost of the Fast Track service within thirty days from the receipt of the registered letter and, in any case, after payment for the service, followed by the issue of a credit note.

9.5 Fast Track gates currently exist at Fiumicino and Ciampino and are managed by Aeroporti di Roma S.p.A.

9.6 ADR Mobility will not be liable if a passenger misses a flight due to late arrival at the boarding gate, nor will it be liable if the passenger is refused access to the boarding area due to non-compliance with airport security regulations regarding hand baggage.

9.7 ADR Mobility shall not be liable for any inconvenience to passengers resulting from a high number of Fast Track users.

9.8 The date of use of the Fast Track can be changed by changing the start date of parking in the car park.

10. Parking payment methods

It is possible to pay for parking in different ways:

- Cash, at ATMs and in Customer Service
- Credit cards in all ATMs, exit kiosks and Customer Service)
- ATMs, in all cash dispensers, exit columns and Customer Service
- Prepaid credit cards at all ATMs, exit columns and in Customer Service)
- Telepass, dedicated lanes.

Customer Service can be found:

- for Fiumicino: near the exit of the P-Terminal B-C-D car parks (h24/7) and can also be contacted by the call button on the automatic tills
- for Ciampino; in the arrivals hall (from 07:00 to 23:00)

There is a 'call button' for assistance outside these hours on all cash machines and parking entry/exit columns.

11. Invoicing

The Customer may request an invoice for the stop:

- a) **When booking:** Fill in the sections on your personal and tax data. Upon finalisation of the payment transaction, ADR Mobility will send the invoice for the purchased service by email to the declared address.
- b) **Online by 11:00 p.m. on the day of the end of the stop:** by going to the link <https://easyparking.adr.it/webcenter/portal/easyparking/billing> and filling in the fields indicated.
- c) **Please contact Customer Service before leaving the car park.**
- d) The invoice for the Fast Track service is always issued at the time of payment, with the data entered at the time of booking.

12. Telepass

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

- Enter the Telepass device number during the online parking reservation in the appropriate field;

- access the reserved parking space via Telepass lanes.

ATTENTION

- 1) The **parking amounts charged** will be **calculated at the full rate** (the one displayed at the entrance of the chosen parking space) and **will not be refunded** if:
 - The Telepass device number was not entered during the booking process
 - The Telepass device number entered during booking is incorrect or non-existent
 - A stop is made in a car park other than the one booked.
- 2) **If you do not wish to use the Telepass service** in the car parks, please remember not to use the dedicated lanes, either on entry or exit, or your Telepass account will be debited with parking charges calculated based on the full rates displayed at the entrance to the chosen car park. **These amounts will not be refunded.**
- 3) **The Reservation Code paired with the Telepass device** should only be used in the event of a Telepass service malfunction to take advantage of the discounted rate for the reserved parking space.

13. Informativa privacy

13.1. Data controller: ADR Mobility S.r.l. with the registered office via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Rome).

13.2. Types of data processed: ADR Mobility processed the data. Includes personal information such as name, surname, vehicle registration number and email address.

13.3. Purpose and legal basis of processing: ADR Mobility will process your personal data, upon request, exclusively for booking and purchasing airport e-commerce services. The provision of the data is necessary for the pursuit of the above-mentioned purpose; in the event of your refusal to process the data, it will not be possible to provide the requested services online. The person who enters data on behalf of third persons (family members, friends, colleagues, etc.) declares: (i) to have obtained the consent of the person concerned to include his or her data and the related request for the service (ii) to inform him or her of the content of this page. In addition, your specific and separate consent may be required for the use of your data for direct marketing purposes, in particular to send you newsletters about airport and air transport services, sales promotions and institutional advertising. The provision of the data mentioned above is optional, and in the event of failure to consent to its processing, the newsletter service will not be provided without. However, this is prejudicial to the possibility of using the other services connected with the e-commerce service.

13.4. Manner of treatment: The data are processed in compliance with the regulations in force by means of manual, IT and electronic tools, with logic strictly related to the above-mentioned purpose, so as to guarantee the security and confidentiality of the data.

13.5. Data retention periods: Personal Data will only be kept for as long as necessary for the purposes they are collected in compliance with the principle of minimisation ex-art. 5.1.c) GDPR for 5 years. Concerning the sending of commercial and promotional communications, personal data will be processed for as long as the user uses the services, except in the event of withdrawal of consent and/or opposition to processing (opt-out) in the manner indicated in paragraph 13.7 below.

13.6. Data recipients: Within ADR Mobility, only the subjects appointed by the Data Controller and authorised to carry out processing operations on the activities above may become aware of the personal data you have provided. Furthermore, your data may be processed only by third-party companies to which ADR Mobility may entrust specific



activities and services related to the management of the service offered (e.g. ADR Security, ADR) and the website (ParkIT). The data will also be used by parties handling payment services (bank, post office, etc.). In the case of company card payments made by company employees, the name of the person receiving the service may be communicated to the company upon request. In addition, such data may also be disclosed to the competent public authorities to fulfil legal obligations. The data mentioned above will not be disseminated.

13.7. Rights of the data subjects: Lastly, please be informed that Articles 15-22 of the GDPR give the data subjects the option to exercise specific rights; data subjects can obtain, from the Data Controller: access, rectification, deleting, limitation of processing, withdrawal of consent as well as the portability of data concerning them. Data subjects also have the right to object to the processing. In the event that the right to object is exercised, the Data Controller reserves the right not to proceed with the request and, therefore, to continue the processing, in the event that there are compelling legitimate reasons to proceed with the processing that prevail over the interests, rights and freedom of the data subject. The above rights may be exercised by accessing your reservation (link mail received at the time of purchase) or by requesting the Data Protection Officer (DPO) at dpo@adr.it. The contact details of the Data Protection Officer are available at www.adr.it.

14. General Provisions - Applicable Law - Jurisdiction

14.1. If any of the provisions in these General Terms and Conditions of Online Booking are declared invalid or unenforceable, such provision shall be deemed not to have been made, and all other provisions shall remain in full force and effect.

14.2. These General Terms and Conditions, the Privacy Policy, and the documents referred constitute the Agreement between ADR Mobility and the Customer regarding the Passenger service use.

14.3 Italian law shall govern and give effect to all rights, duties and obligations arising out of or relating in any way to the subject matter of this Agreement.

14.4. Any dispute arising out of or in connection with this Agreement's interpretation, application, or performance shall be deferred to the exclusive jurisdiction of the Consumer Court under Legislative Decree No. 206 of 6 September 2005 if such discipline is applicable. Otherwise, the Court of Rome will have exclusive jurisdiction.