

Information for the public

HOW TO PURCHASE CROSS-BORDER TICKETS

We inform our Esteemed Customers that, as foreseen by the regional "Electronic Ticketing" project, w.e.f. 14 February 2024, **cross-border ticket sales are reactivated** (Lombardy-Ticino and Lombardy-Lombardy via Ticino) **from self-service ticket machines.**

Therefore, in Lombardy **Cross-border tickets are available for purchase** from:

- Trenord **ticket offices and resellers** (bars/tobacconists) - in COP format;
- Trenord **self-service vending machines** - in electronic COP format;
- **Trenord website and APP.**

MODALITIES FOR TRAVEL:

To allow for inspection of **Cross-border tickets issued on COP**, by Swiss transport companies, the traveller is required to:

- keep the paper receipt for purchase/recharge;
- mark it in pen before boarding with **the time of day** and **the departure station.**

This receipt must be presented, together with the COP ticket, to the controller.

For **tickets purchased online**, meantime, it is sufficient to show the ticket in digital format to the controller.

In case of **departure from a station without sales channels**, when the ticket office/sales point is closed, **issuance on board can be requested without surcharge**, by immediately contacting the controller.