



Press release European Consumer Centre Luxembourg

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Toll fees in Italy

Driving in Italy takes you through incredible sceneries which you can admire at your own pace. However, a little distraction while you are driving can be costly. To avoid unexpected surprises, it's important to be well informed before driving on the country's highway.

Indeed, the use of the highway is not for free and when you pass through the toll booth and pick up the ticket, you conclude a private contract with the highway concessionaire.

Some consumers living in the Grand Duchy of Luxembourg have paid the consequences, receiving a bill for up to 344€ a few months after their return from vacation, and have contacted the European Consumer Centre (ECC). That's why, the ECC Luxembourg would like to raise awareness and inform consumers on this subject.

How to pay tolls?

You have several options to pay the toll fee at the exit toll booth: by credit cards, cash Telepass or by viacards. The latter is a prepaid card, or a card linked to your bank account that allows electronic payment of tolls on Italian motorways.

For each payment option there are dedicate toll booths, so you need to use the proper lane.

Problem with payment of toll? How to solve it.

Should you experience troubles when paying the toll, it is advisable to get and keep the unpaid toll report (=RMPP ticket), which can be directly collected at the toll booth. With this report it is possible to pay the toll fee online without charge within 15 days.

Failure to pay a toll represents a breach of the contract concluded with the highway concessionaire, and the payment demand for unpaid tolls should be sent within a limitation period of ten years, according to the Italian Civil Code.

In case of non-payment within 15 days from the date of issue, you will receive a payment request by a debt collection agency on behalf of the concessionaire with additional costs such as interest, administration and debt collection fees, and postage to send recorded letters to the vehicle's owner.

If you believe that the toll fee payment is not due because you have already paid it, or you never visited Italy, you should contact the instructed debt collector agency to challenge the payment by providing evidence to substantiate your claim.



The non-payment of toll fees also represents a traffic offence, and the penalty is between 87€ and 344€. In this case, the traffic ticket is notified by the police within 360 days of the infringement.

You can choose to pay a 30% reduced fine within five days from the notification or the total amount within 60 days. After this period, you are requested to pay double the amount.

The ECC Luxembourg remains at the disposal of consumers for any request for information or assistance, by telephone on +352 26 84 64-1 or by email at info@cecluxembourg.lu.

About us – www.cecluxembourg.lu

The European Consumer Centre GIE Luxembourg (ECC Luxembourg) is part of a network of 29 European Consumer Centres in the European Union, as well as in Iceland and Norway. The ECC-Net also cooperates with the International Consumer Centre in the UK. We inform consumers about European consumer law and assist them in the settlement of cross-border consumer matters. Our services are free of charge. The ECC Luxembourg is financially supported by the European Commission, Luxembourg's Government (Ministry of Consumer Protection) and the Union Luxembourgeoise des Consommateurs (ULC).

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