



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.

In Italy, 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. It may happen that barriers are open, but this does not exempt you from paying the fee. Indeed, there are free-flow tolls dedicate to the toll badge holders (Telepass lanes) and freeways which are regulated by an electronic system that registers your plate. In most cases, you are charged by distance traveled; to calculate this, there are toll booths both when you enter and exit from the toll roads. The ticket is the proof you entered in a particular location so you should make sure that you do not lose it, or you will be charged from the very start of the highway.

HOW TO PAY TOLLS

You have several options to pay the toll fee at the exit toll booth: by credit card, cash Telepass or by viacard. 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 dedicated toll booths, so you need to use the proper lane:

- Telepass lane: for cars equipped with a telepass toll box only
- Card lane: if you wish to pay the toll fee by credit card or viacard
- Cash lane: if you wish to pay cash or debit card.

Errors can occur, so pushing the button and collecting the payment receipt is recommended especially if you pay cash.



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. Each highway concessionaire has a website, from which contact details can be found, to clear up matters concerning the toll payment.

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 collections fees, and postage to send recorded letters to the vehicle's owner.

The unpaid toll notice provides a link to a dedicate website and personal credentials for easy access. Through this website, you can check if the picture taken of the license plate corresponds to your vehicle and pay the amount due by credit card directly.

The advantage of employing this payment system is the prevention of computing mistakes, which can occur with bank transfers.

YOUR DATA PROCESSING

The highway concessionaire is authorized to process your data (information about the data processing can be found on the ticket you pick up at the toll booth) and may access public vehicle registers, , per the regulations of the driver's country of residence to initiate debt collection procedures.

Starting from October 2021, the disclosure of driver's data has been further simplified by Directive EU 520/2019, which was implemented in Italy by Legislative Decree No. 153 of 2021.

Any queries regarding the processing of personal data by the highway concessionaire should be addressed to the data protection officer of the respective highway concession holder.



WHAT HAPPENS IF YOU DON'T PAY A TOLL?

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 Civile Code.

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 fee also represents a traffic offence, and the penalty is between EUR 87.00 and EUR 344.00. 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. If you have sound reasons to appeal the traffic ticket, you must send a registered letter to the Prefetto by 60 days or start legal procedures before the Justice of Peace by 30 days. In both cases, the relevant jurisdiction is that of the place where the violation occurred: in the communication sent are reported the address and contact details of the Judge of Peace and of the Prefetto. In the case of traffic ticket, the limitation period for recovering the fine is five years.

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