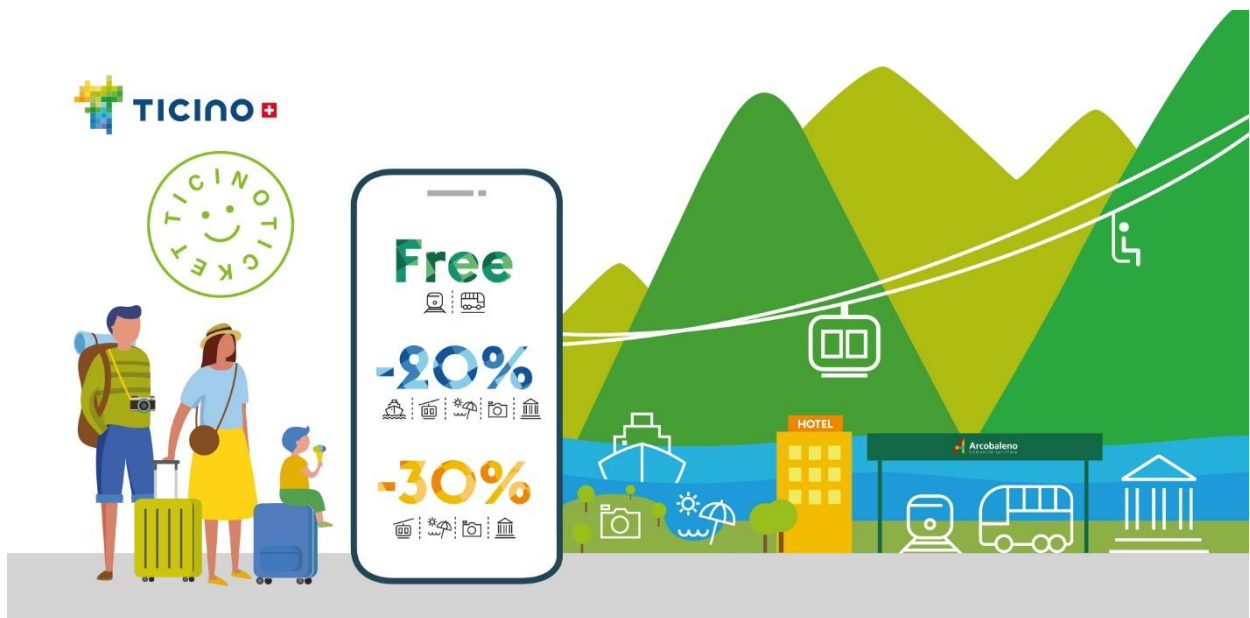


Ticino Ticket Terms of Use

(tourist ticket)

2026 Edition



0.	Introduction	4
0.1	Abbreviations	4
1.	Public Transport.....	5
1.1	Preliminary Information	5
1.2	Participating public transport operators	5
1.3	Arcobaleno Regional Fare Network Area	6
1.4	Use and validity of the Ticino Ticket.....	7
1.5	Travel Concessions	7
1.5.1	Provisions for disabled travelers	7
1.5.2	Luggage, Prams and Pushchairs, Bicycles and Mobility Aids	7
1.6	Cases of Force Majeure	7
2.	Tourist Transport.....	7
2.1	Preliminary Information	7
2.2	Area of Validity.....	7
2.3	Ticino Ticket Area.....	8
3.	Tourist Attractions.....	9
3.1	Bicycle Transport	9
4.	Ticino Ticket General Regulations	9
4.1	General Regulations for Public Transport.....	9
4.2	Age Bands	9
4.2.1	Public Transport	9
4.2.2	Tourist Transport and Tourist Attractions	9
4.3	Travel Regulations on Public Transport	9
4.3.1	Journeys beyond the CTA area	10
4.3.2	Special Routes	10
4.4	Issuing Ticino Tickets (employers of accommodation)	10
4.5	Validity of use of the Ticino Ticket	11
4.6	Layout	11
4.7	Period of Validity	15
4.8	Change of Class	15
4.9	Refunds and Replacement Tickets.....	15
4.10	Dogs and Small Pets	15
4.11	Group Travel.....	16
4.12	Bicycles.....	16
5.	Ticket Inspections and Sanctions.....	17

5.1	General	17
5.2	Valid Legal Grounds	17
5.3	Infringements and Falsification	17
5.3.1	Abuse by the traveler	17
5.3.2	Abuse by employer of accommodation	18
6.	Information	18

0. Introduction

Ticino Tickets are distributed by accommodation providers, who are the first points of contact in the area. They are required to provide detailed information about the terms of use for these tickets.

Accommodation providers shall mean hotels, hostels, campsites (short-stay and long-stay campsites authorised by ATT) and serviced apartments with reception.

0.1 Abbreviations

CTA	Arcobaleno Regional Fare Network
SDN	National Direct Service
TIA	Arcobaleno Integrated Fare
IT	Public Transport Operators
ATT	Agenzia turistica ticinese
OTR	Regional Tourism Organisation
AT	Tourist Attractions
TT	Tourist Transport Operators

1. Public Transport

1.1 Preliminary Information

Unless otherwise indicated, the following apply:

- the regional network fare (T651.17)
- the general passenger fare (T600)
- regulations on ticket inspections and dealing with passengers without a valid ticket (T600 cifra 12)
- the multi-journey travelcard fare (T652)
- the general season ticket and half-price fare (T654)
- the internal requirements of the participating transport enterprises.

1.2 Participating public transport operators

Ticino Tickets are recognised by the following public transport operators (IT) on railway lines and urban and regional public transport lines in Ticino and Moesano:

IT Initials	Code	Transport Operators
ABL	862	Autolinee Bleniesi SA*
AMSA	736	Autolinea Mendrisiense SA
ARL	858	Autolinee Regionali Luganesi SA
BPB	609	Bodio-Personico (Municipality of Personico)
PAG	801	AutoPostale SA*
FART	049	Ferrovie Autolinee Regionali Ticinesi SA**
FART Auto	817	Ferrovie Autolinee Regionali Ticinesi SA
SBB	011	Swiss Federal Railways e TILO **
FLP	047	Ferrovie Luganesi SA
SNL Auto	737	Società Navigazione del Lago di Lugano SA (Bus)
SNL Magg	190	Società Navigazione del Lago di Lugano SA, on the Verbano line 351 Locarno-Magadino-Tenero
SOB	082	Schweizerische Südostbahn AG
TPL	955	Trasporti Pubblici Luganesi SA

* see point 2.2 for the tourist lines

** up to the state border only

1.4 Use and validity of the Ticino Ticket

The Ticino Ticket entitles the holder, for the duration of its validity, to unlimited travel within the CTA area of validity using all means of transport operated by the public transport companies listed in chapter 1.2.

Validity begins at the time of the guest's check-in at an authorised accommodation provider and ends at 5:00 a.m. on the day immediately following check-out.

1.5 Travel Concessions

In the event of possessing more than one travel concession, holders are directly responsible for ensuring they use the most advantageous concession.

1.5.1 Provisions for disabled travelers

The Ticino Ticket is recognised as a valid travel document for the travel concessions for travellers with disabilities as set out in T600, chapter 10.

1.5.2 Luggage, Prams and Pushchairs, Bicycles and Mobility Aids

For the special regulations concerning "Luggage, prams and pushchairs, bicycles and mobility aids", please refer to the general regulations of T651.17 and, where not covered by these, to the regulations of T600.

1.6 Cases of Force Majeure

In cases of force majeure, transport cannot be guaranteed even if a seat has been booked.

2. Tourist Transport

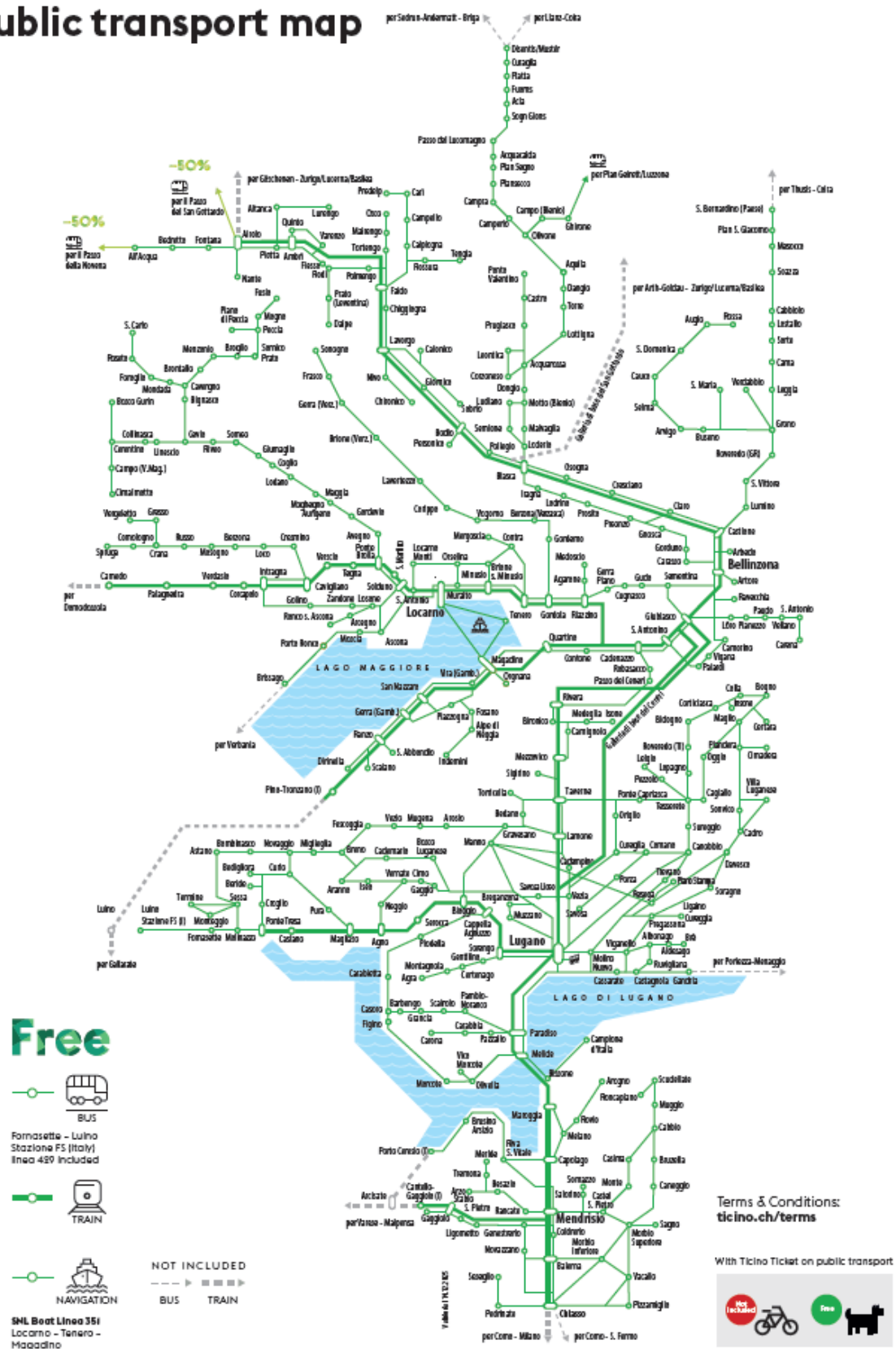
2.1 Preliminary Information

ITs that join the CTA do not automatically recognize the Ticino Ticket on their tourist routes but are subject to special agreements.

2.2 Area of Validity

Ticino Tickets are recognised on tourist lines in accordance with the conditions set out to the point 2.3.

Public transport map



2.4 Bicycle Transport on Tourist Lines

The transportation of bicycles on tourist lines is not included in the Ticino Ticket offer. For specific information and restrictions, please check with the company providing the service in question.

3. Tourist Attractions

3.1 Bicycle Transport

Bicycles are excluded from the Ticino Ticket offer; specific information and limitations should be obtained from the tourist attraction providing the service concerned.

4. Ticino Ticket General Regulations

4.1 General Regulations for Public Transport

Ticino Tickets, issued on the basis of these terms, are special network tickets.

Ticino Tickets (in its two formats: digital and paper) must be kept until they reach the end of their validity.

Passengers travelling outside the Ticino Ticket area of validity must purchase a valid ticket.

4.2 Age Bands

4.2.1 Public Transport

The following age bands apply to passengers on public transport:

0–5.99 years: Infants	Travel free of charge
6–15.99 years: Children	Travel with Ticino Ticket
16 years plus: Adults	Travel with Ticino Ticket

4.2.2 Tourist Transport and Tourist Attractions

Specific terms apply for each individual partner.

4.3 Travel Regulations on Public Transport

The general fare regulations listed in Point 1.1: Preliminary Information apply.

4.3.1 Journeys beyond the CTA area

For travel beyond the boundaries of the CTA area of validity, the Ticino Ticket is valid only up to the last scheduled stop within the CTA area. From that point onwards, another valid travel document is required.

Example: A Ticino Ticket holder travels from Lugano to Zurich on a train that does not stop between Bellinzona and Arth-Goldau. In this case, a ticket from Bellinzona to Zurich must be purchased. If a train stopping in Airolo is used, a ticket from Airolo to Zurich may be purchased.

The same rules apply by analogy to international travel.

4.3.2 Special Routes

Ticino Tickets are not accepted as tickets on special trains and buses organised by third parties.

4.4 Issuing Ticino Tickets (employers of accommodation)

Ticino Tickets are only issued by authorised accommodation providers.

It is strictly forbidden to sell, charge a fee, or apply a surcharge for the issuance and/or printing of the Ticino Ticket (whether in digital or paper format). The entire process of issuing and physically issuing the Ticino Ticket must be offered free of charge to the guest.

Unless expressly authorised by the AAT and CTA in advance, filling out Ticino Tickets manually is strictly prohibited. Passengers with a Ticino Ticket that has been completed by hand are liable to be fined, while the accommodation provider is liable to be excluded from the project.

Paper ticket:

The accommodation provider is authorised to print the Ticino Ticket for the guest from the time of check-in. It is not permitted to generate, hand over and/or send the Ticino Ticket in paper form before check-in at the selected accommodation provider.

Digital ticket:

The accommodation provider is authorised to generate and electronically send the Ticino Ticket to the guest in digital form prior to check-in. However, at the latest at the time of sending, the accommodation provider must inform the guest in writing that the use of the Ticino Ticket before check-in at the accommodation provider is prohibited.

The accommodation provider is required to actively propose and generate a Ticino Ticket for each guest (who has reached the age of 6) for the entire period of stay.

The accommodation provider may only refrain from generating the Ticino Ticket if the guest unequivocally expresses the intention to renounce the Ticino Ticket.

The use of the Ticino Ticket by the staff of Ticino Tourism, the Regional Tourism Organizations (OTR) and authorized partners (authorized hosts) is excluded. Also excluded is the use by family members of the same or non-entitled persons to travel within the validity range of the CTA.

4.5 Validity of use of the Ticino Ticket

The Ticino Ticket is considered valid only from the time the tourist checks in (made in an authorized accommodation facility) until 5:00 a.m. on the day immediately following check-out.

4.6 Layout

The Ticino Ticket is issued either as a special named ticket printed on white paper or electronically in PDF format (directly from the hotelier and in colour or black and white) or in its digital form in the Travel Companion (Progressive Web App) or saved in the wallet of your smartphone.

The Ticino Ticket is valid as a second-class one-day travelcard for all zones, for the period indicated on the ticket. Ticino Tickets may not be transferred or given to other users. In the event of the tourist leaving early, the accommodation provider must collect the Ticino Ticket and destroy it immediately.

Ticino Tickets must have the following information printed on them:

- The holder's details (full name and full date of birth)
- FQ code: 801 (2.)(CG)(V)(SPEZ)(2)/2a cl. / Tutte le zone
- Period of validity
- Unique ID (control)
- QR code of public transport
- Name of accommodation

For further details, please refer to the layout example provided below.

Enlarged sample PDF for detailed viewing:

Public Transport Free		Partner Free -30% -20%		
	Anonymized Anonymized XXXXXXXXXXXXXXXXXXXX ,SXIP8MGMR58MGOIX8IWX 'LIGO8MRXXXXXXXXXXXX 'LIGO8SYXXXXXXXXXXXX 8MGOIXXXXXXXXXXXXX	 ticino.ch/partner		
	801 (2.) (TK) (V) (SPEZ) (2) 2cl. / Tutte le zone.			
	Titolo di trasporto non rimborsabile, non cedibile a terzi e da presentare in caso di controllo. Fahrkarte nicht übertragbar, keine Rückerstattung und auf Verlangen vorweisen. Titre de transport non remboursable, non transmissible, à présenter en cas de contrôle. Non-transferable personal ticket, not refundable, to be presented upon demand. Terms and Conditions: ticino.ch/terms			
				

Sample PDF of the A4 layout:


TICINO

ORGANIZZAZIONI TURISTICHE REGIONALI

UFFICIO PER LO SVILUPPO ECONOMICO

PARTNER











Dipartimento delle Imprese e dell'Economia
 Ufficio Cantone Ticino





10.- RABATTCOUPON

auf das gesamte Supermarkt-Sortiment der Filialen von Migros Tessin
 (VOI Migros Partner Inbegriffen)

Gültig bis 31.12.2026. Mindesteinkauf: CHF 70.-

Supermarkt und VOI Partner: Ausgenommen sind Gebärmischel und -marken, Vignetten, Depots, Ticketkarten, Serviceleistungen, Einladungen, Timesharing-Karten, SIM-Karten, Gutscheine, Geschenkkarten und Smartboxen. VOI Partner: Ausgenommen sind Migros-Artikel Produkte wie Tabak, Spirituosen, Süßwaren, Produkte aus der Original-Produktlinie pro Einkauf einfarbig. Gutscheine nicht an den Selbstbedienungskassen Self-Service, Self-checkout und Subito einlösen.

Migros-Gutscheine nur einlösbar bei Vorweisung eines gültigen Ticino Ticket 2026 in Papierform oder digital.



MIGROS

migroosticino.ch

Buono Migros utilizzabile unicamente presentando il Ticino Ticket 2026 valido in formato cartaceo o digitale.

10.- BUONO SCONTO

di riduzione in tutti i supermercati Migros del Ticino
 (VOI Migros Partner inclusi)

Valido fino al 31.12.2026. Importo minimo d'acquisto: CHF 70.-

Supermercati e VOI Partner: Ausgenommen sind Gebärmischel und -marken, Vignetten, Depots, Ticketkarten, Serviceleistungen, Einladungen, Timesharing-Karten, SIM-Karten, Gutscheine, Geschenkkarten und Smartboxen. VOI Partner: Ausgenommen sind Migros-Artikel Produkte wie Tabak, Spirituosen, Süßwaren, Produkte aus der Original-Produktlinie pro Einkauf einfarbig. Gutscheine nicht an den Selbstbedienungskassen Self-Service, Self-checkout und Subito einlösen.

Viaggia gratuitamente con il Ticino Ticket

IT Grazie al **Ticino Ticket** puoi utilizzare gratuitamente tutti i mezzi di trasporto pubblico: **ticino.ch/publictransport**. Il Ticino Ticket è **valido dal check-in** fino alla mezzanotte del giorno del check-out. Scopri inoltre tutti i partner turistici convenzionati e le rispettive riduzioni sul sito **ticino.ch/partner**. Mostra il Ticino Ticket per ottenere gli sconti.

DE Mit dem **Ticino Ticket** können Sie die öffentlichen Verkehrsmittel gratis nutzen: **ticino.ch/publictransport**. Das Ticino Ticket ist **vom Check-in** bis Mitternacht am Tag des Check-outs gültig. Entdecken Sie zudem alle touristischen Partner und die jeweiligen Ermäßigungen auf der Website **ticino.ch/partner**. Zeigen Sie das Ticino Ticket vor, um die Rabatte zu erhalten.

FR **Ticino Ticket** gives you public transport for free: **ticino.ch/publictransport**. The Ticino Ticket is **valid from check-in** until midnight on the day of check-out. Discover all the affiliated tourist partners and the respective reductions on the website **ticino.ch/partner**. Show the Ticino Ticket to get discounts.

EN Grâce au **Ticino Ticket** vous pouvez utiliser gratuitement les transports publics: **ticino.ch/publictransport**. Le Ticino Ticket est **valable depuis le check-in** jusqu'à minuit le jour du check-out. Découvrez aussi tous les partenaires touristiques affiliés et les réductions respectives sur le site **ticino.ch/partner**. Montrez le Ticino Ticket pour obtenir les réductions.

Public Transport | Free



Anonymized Anonymized

XXXXXXXXXXXXXXXXXXXX
 ,SXIP8MGMR58MGOIX88IWX
 'LIG8MRXXXXXXXXXXXX
 'LIG8SYXXXXXXXXXXXX
 8MGOIXXXXXXXXXXXXX

801 (2.) (TK) (V) (SPEZ) (2)
 2el. / Tutte le zone.



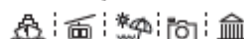


Ticket di trasporto non rimborsabile, non cedibile a terzi e da presentare in caso di controllo.

Fahrkarte nicht übertragbar, keine Rückerstattung und auf Verlangen vorweisen.
 Titre de transport non remboursable, non transmissible, à présenter en cas de contrôle.

Non-transferable personal ticket, not refundable, to be presented upon demand.
 Terms and Conditions: ticino.ch/terms

Partner | Free -30% -20%



ticino.ch/partner





Public Transport | Free



Anonymized Anonymized

XXXXXXXXXXXXXXXXXXXX
 ,SXIP8MGMR58MGOIX88IWX
 'LIG8MRXXXXXXXXXXXX
 'LIG8SYXXXXXXXXXXXX
 8MGOIXXXXXXXXXXXXX

801 (2.) (TK) (V) (SPEZ) (2)
 2el. / Tutte le zone.





Ticket di trasporto non rimborsabile, non cedibile a terzi e da presentare in caso di controllo.

Fahrkarte nicht übertragbar, keine Rückerstattung und auf Verlangen vorweisen.
 Titre de transport non remboursable, non transmissible, à présenter en cas de contrôle.

Non-transferable personal ticket, not refundable, to be presented upon demand.
 Terms and Conditions: ticino.ch/terms

Partner | Free -30% -20%



ticino.ch/partner

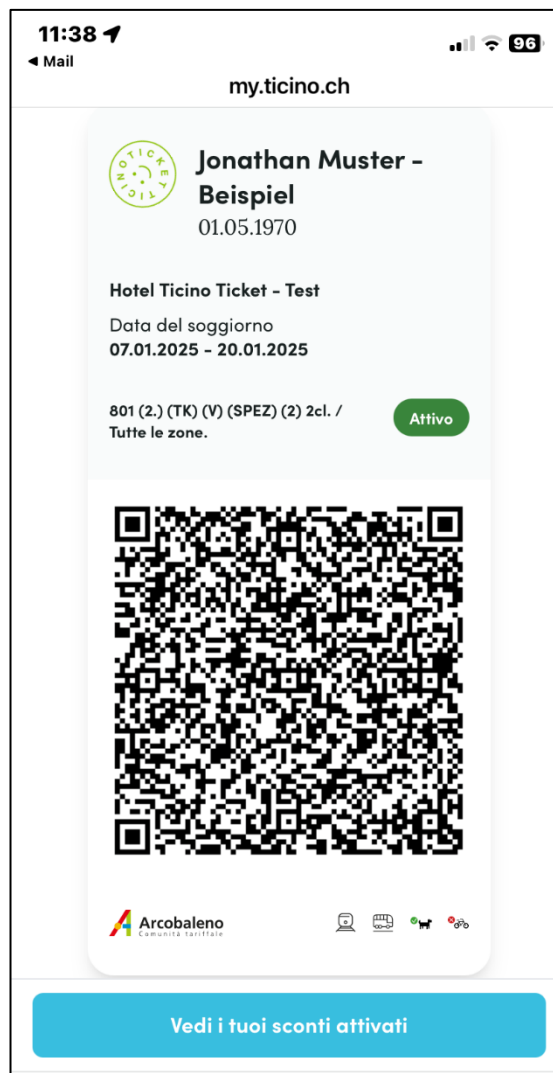
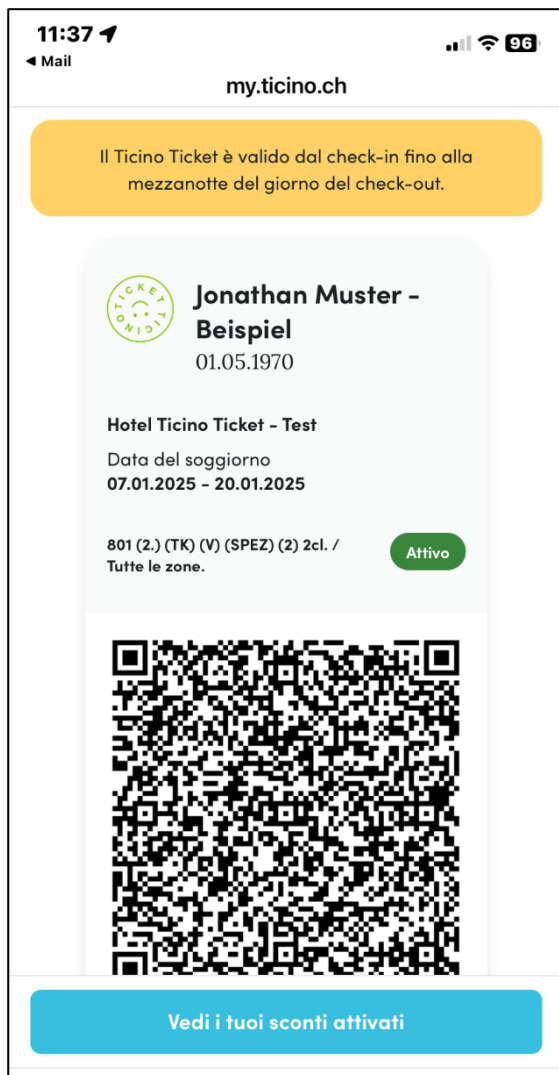




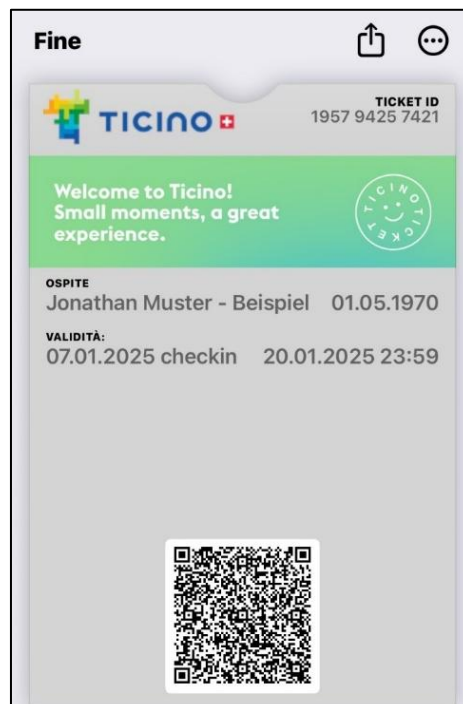
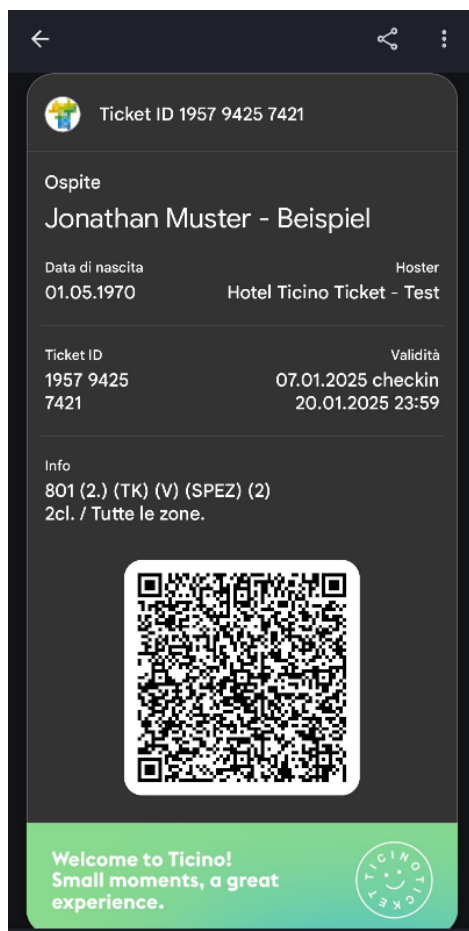
ticino.ch/ticket-privacy

ticino.ch/ticket

Version in the Travel Companion MyTicino (PWA Guest) on smartphones:



Android and iOS wallet version on smartphones:



4.7 Period of Validity

Ticino Tickets are valid throughout the length of the stay printed on the ticket. Journeys can be interrupted and resumed at will throughout the Ticino Ticket period of validity.

The maximum duration for Ticino Tickets has been established as fourteen consecutive days. At the end of the fourteen-day period, in the event of the holder staying longer, a new Ticino Ticket must be issued.

4.8 Change of Class

Ticino Tickets are only valid for second class.

In order to travel in first class with a Ticino Ticket the holder will need to purchase a full-price change of class ticket.

Half-price season ticket holders can purchase a change of class ticket at a reduced price. In the event of ticket inspections, the half-price season ticket and change of class ticket must be shown together with the Ticino Ticket.

On routes without first-class compartments, the first-class ticket is also valid for second class (with no right to a refund).

4.9 Refunds and Replacement Tickets

Ticino Tickets are non-refundable.

No TIA tickets purchased to replace a forgotten or lost Ticino Ticket will be refunded.

Replacement Ticino Tickets should only be issued by accommodation providers in the following circumstances:

- theft
- loss
- wear and tear
- reduced or extended stay after taking back the previously issued Ticino Ticket

The entire procedure for issuing replacement Ticino Tickets must be carried out by the accommodation providers at no extra charge.

Ticino Tickets do not entitle the holder to refunds for direct service (SD) tickets and international tickets.

4.10 Dogs and Small Pets

By way of an exception to T651.17, dogs are transported free of charge if the person responsible for the dog holds a Ticino Ticket.

In order to travel free of charge, pets, cages, baskets or other containers must not occupy a seat.

Dogs travelling in first class must pay the lower second-class fare.

The person responsible for the dog must observe the following laws about dogs:

- The owner is required to adopt the necessary precautions to ensure that the animal cannot escape or harm people or other animals;
- In places frequented by the public or other animals, dogs must be kept on a lead and, if required by the circumstances, they must also wear a muzzle.

For other regulations, please refer to federal/canton law on dogs.

4.11 Group Travel

For people travelling in groups with a Ticino Ticket, the fare regulations listed in Point 1.1.

Preliminary Information

For groups consisting of more than 10 persons, prior notification to the public transport companies involved in the journey is mandatory, with a minimum notice period of two working days (Monday–Friday, by 3:00 p.m.) before the start of the journey. Even in the case of a reservation, there is no entitlement to a seat.

School parties or groups of young people (e.g. outings) must necessarily be accompanied by a responsible adult (at least 16 years old).

Even in the event of booking, there is no guarantee of a seat.

Ticino Tickets do not guarantee seats, only transport.

If all the seats are full, but the means of transport still has capacity for standing passengers, the group can be transported. If the total authorised capacity for the means of transport has been reached, no further travellers may board, and they must instead wait for the next service.

Dogs with groups travelling in first class must pay the lower second-class fare.

4.12 Bicycles

Ticino Tickets are not valid for transporting bicycles. A reduced-price ticket will need to be purchased for the bicycle.

Transportation may be prohibited or restricted. The regulations of the individual transport operators and TIA 651.17 apply.

5. Ticket Inspections and Sanctions

5.1 General

Ticino Tickets must be shown spontaneously or handed over to the ticket inspectors to check. Passengers without a Ticino Ticket or another valid ticket must purchase a ticket before starting their journey.

The instructions and provisions of T600 “Common supplementary tariff provisions for the national direct service and tariff associations” and T651.17 “Arcobaleno tariff association” shall apply.

5.2 Valid Legal Grounds

The federal law on transporting passengers, 745.1 and relative decree 745.11. Please refer to T600.5 “Regulations regarding passengers without a valid ticket / infringements and falsification”.

5.3 Infringements and Falsification

In the event of using an unauthorised or falsified Ticino Ticket, the internal regulations of the transport operator that uncovered the infringement shall apply. However, all cases will also be subject to a fine of CHF 100.00 for infringement and CHF 200.00 for falsification (listed under point 12.7.3.1 in T600). Criminal proceedings may also be undertaken.

An infringement occurs when a passenger:

- uses a Ticino Ticket issued in another person's name;
- clearly seeks to avoid inspection or provides false or out-of-date information about their identity.

Ticino Tickets are deemed to be falsified if they have been prepared incorrectly, if they have been modified, if they have been completed or otherwise tampered with, or if they feature any deleted information.

Falsified or unauthorised Ticino Tickets must be withdrawn.

5.3.1 Abuse by the traveler

The following actions are also considered abuse and/or forgery:

- the advance use of the Ticino Ticket prior to arrival at the accommodation facility;
- the own use, of the Ticino Ticket, by staff of Ticino Turismo and Regional Tourism Organizations (RTOs) who are not staying overnight at an authorized accommodation facility;

- the own use, of the Ticino Ticket, by authorized partners (e.g., employers of lodging) or their family members, or anyone not entitled to it, for travel within the validity range of the CTA;
- the use of a Ticino Ticket issued in the name of another person;
- attempting to evade control;
- providing false or out-of-date information about one's identity.

5.3.2 Abuse by employer of accommodation

In case of abuse by an employer of housing, the surcharge will be charged to the employer.

The following are some cases considered to be abuse by the housing employer:

- the generation of the Ticino Ticket and its delivery to the user in paper or PDF format prior to arrival at the accommodation provider;
- the issuance, of the Ticino Ticket, to staff of Ticino Turismo, Regional Tourism Organizations (RTOs) or authorized partners (e.g., employers of lodging) unless they are staying overnight as tourists at the facility;
- the issuance of the Ticino Ticket to family members of the same, or anyone not entitled to it.

ATT and/or CTA reserve the right to exclude the lodging facility following reports of repeated abuse or abuse deemed serious by them.

6. Information

www.arcobaleno.ch

www.sbb.ch

ticino.ch/ticket