

# Ticino Ticket Terms of Use

## (tourist ticket)

### 2025 Edition

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## 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 comprise hotels, hostels and campsites.

### 0.1 Abbreviations

CTA Arcobaleno Regional Fare Network

SD 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 Area of Validity

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
PAG	801	AutoPostale Svizzera SA* e**
FART	049	Ferrovia "Centovallina" Locarno – Camedo – Domodossola**
FART Auto	817	Autolinee Regionali Ticinesi
SBB	011	Ferrovie Federali Svizzere e TILO **
FLP	047	Ferrovie Luganesi SA
SNL Auto	737	Società Navigazione del Lago di Lugano SA (Bus)
SNL Boat	188	Società Navigazione del Lago di Lugano SA, on the Verbano line 351 Locarno-Magadino-Tenero
TPL	955	Trasporti Pubblici Luganesi SA

\* see point 2.2 for the tourist lines

\*\* up to the state border only



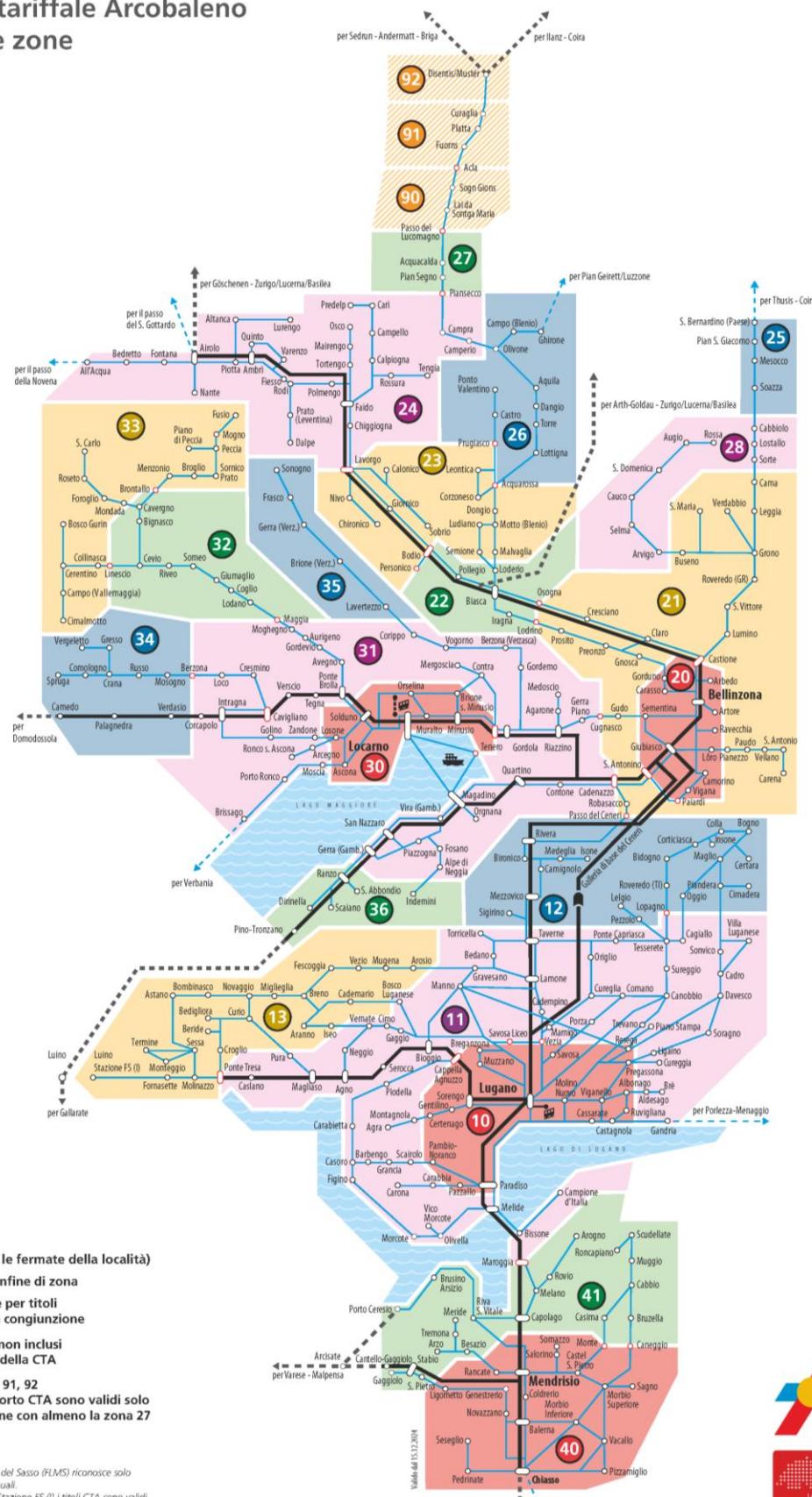
**TICINO**

### 1.3 Arcobaleno Regional Fare Network Area

The area of validity of the TIA fare can be seen in the following zone map.

#### Comunità tariffale Arcobaleno Piano delle zone

ABBONAMENTI E BIGLIETTI



Source: [arcobaleno.ch](http://arcobaleno.ch)



SwissPass  
La nostra chiave per la mobilità nel tempo libero

## **1.4 Travel Concessions**

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

### **1.4.1 Provisions for disabled travelers**

Disabled travelers domiciled in Switzerland from an age of 6 years who, based on a “medical certificate,” must be accompanied by a person and/or a guide dog for the blind or an assistance dog when traveling, may claim travel facilities for disabled travelers (companion card, issued on SwissPass).

For his or her travel in 1st or 2nd class, the eligible person is allowed to take an accompanying person, a guide dog for the blind or assistance dog, or both, free of charge. The disabled traveler or accompanying person must be in possession of a valid and paid ticket. For each legitimacy only a maximum of one person travels free of charge. For each accompanying person, only one disabled traveler can use the travel facility. Travel facilitation can only be claimed upon presentation of the accompanying card according to T600. For this purpose, Ticino Ticket is also considered a valid transportation ticket.

### **1.4.2 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.

## **1.5 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**

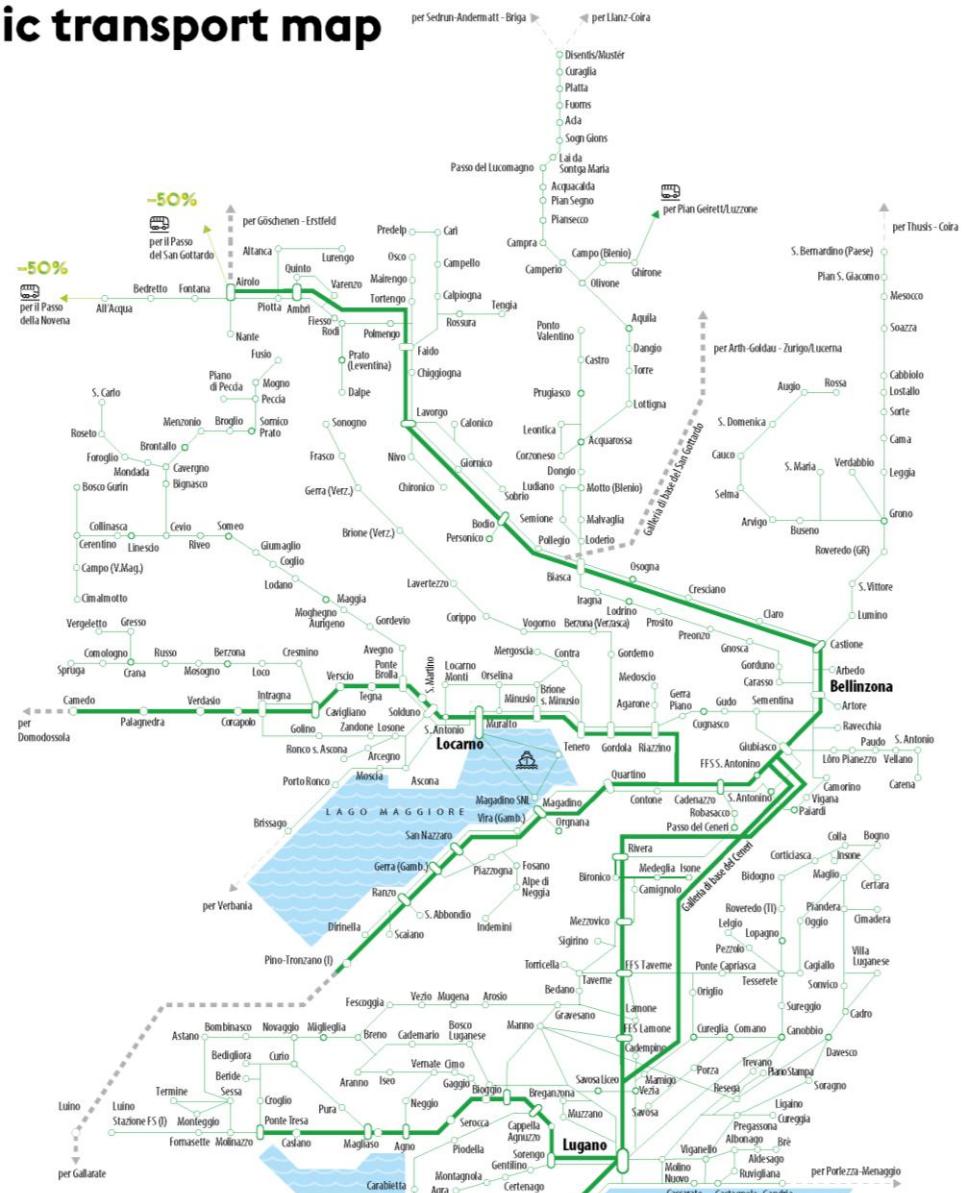
ITs that join the CTA do not automatically recognize the Ticino Ticket on their tourist routes but are subject to special agreements.

## 2.2 Area of Validity

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

## 2.3 Ticino Ticket Area

### Public transport map



### Free



Fornasette - Luino  
Stazione FS (Italy)  
linea 429 included



Locarno - Tenero -  
Magadino



SNL Boat Linea 351  
Locarno - Tenero -  
Magadino

NOT INCLUDED  
---> = = =>  
BUS TRAIN

Terms & Conditions:  
[ticino.ch/terms](http://ticino.ch/terms)

With Ticino Ticket on public transport



## **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 International Journeys**

The Ticino Ticket is valid for the route within the CTA and only between stops located within the community perimeter.

E.g.: departure from Bellinzona and stop in Lugano (or vice versa). The Ticino Ticket can be used within the route.

E.g.: departure from Lugano with final destination Milan (without stop in Chiasso). The Ticino Ticket cannot be used so you will have to buy a normal ticket between Lugano and Milan.

E.g.: departure from Lugano with destination Milan (with stop in Chiasso). The Ticino Ticket can only be used up to Chiasso. For the remaining part you will have to buy a normal ticket.

### **4.3.2 Journeys Outside the CTA Area of Validity**

The Ticino Ticket is valid for the route within the CTA and only between stops located within the community perimeter.

Ex: departure in Bellinzona and stop in Lugano (or vice versa). The Ticino Ticket can be used within the route.

Ex: departure in Bellinzona and stop in Airolo (or vice versa). The Ticino Ticket can be used within the route.

Ex: departure in Bellinzona and stop in Arth Goldau (or vice versa). The Ticino Ticket cannot be used so you will have to buy a normal ticket for the whole route.

### **4.3.3 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 ATT 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.

The accommodation provider is entitled to print out the Ticino Ticket to his guest exclusively at the time of check-in. It is not permitted to send the Ticino Ticket in paper format before the arrival of the guest.

The accommodation provider is obliged 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 the closing of the establishment on the day of 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.

Paper, for 2025 (example "enlarged" for detail view):



Ticino Ticket PDF for 2025 in A4 format (for further details, please refer to the layout example provided below):

## Ticino Ticket

**IT** Grazie al **Ticino Ticket** puoi utilizzare gratuitamente tutti i mezzi di trasporto pubblico: [ticino.ch/publictransport](http://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](http://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](http://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](http://ticino.ch/partner). Zeigen Sie das Ticino Ticket vor, um die Rabatte zu erhalten.



**FR** Grâce au **Ticino Ticket** vous pouvez utiliser gratuitement les transports publics : [ticino.ch/publictransport](http://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](http://ticino.ch/partner). Montrez le Ticino Ticket pour obtenir les réductions.

**EN** **Ticino Ticket** gives you public transport for free: [ticino.ch/publictransport](http://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](http://ticino.ch/partner). Show the Ticino Ticket to get discounts.

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**MIGROS TICINO**

PARTNER

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 **ti** |  **Ufficio per lo sviluppo economico**  
Dipartimento delle finanze e dell'economia  
Divisione dell'economia

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ORGANIZZAZIONI TURISTICHE REGIONALI

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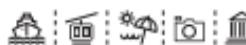
**Public Transport | Free**

**Ticino Ticket**



**Jonathan Muster - Beispiel**  
01/05/1970  
Hotel Ticino Ticket - Test  
Check-in: 07/01/2025  
Check-out: 20/01/2025  
Ticket: 6933 7627 2071  
**BOI (2.) (TK) (V) (SPEZ) (2)**  
2cl. / Tutte le zone.  
Titolo di trasporto non rimborabile, **non cedibile a terzi** e da presentare in caso di controllo.  
**Fahrkarte nicht übertragbar**, keine Rückerstattung und auf Verlangen vorzuweisen.  
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](http://ticino.ch/terms)

**Partner | Free -30% -20%**

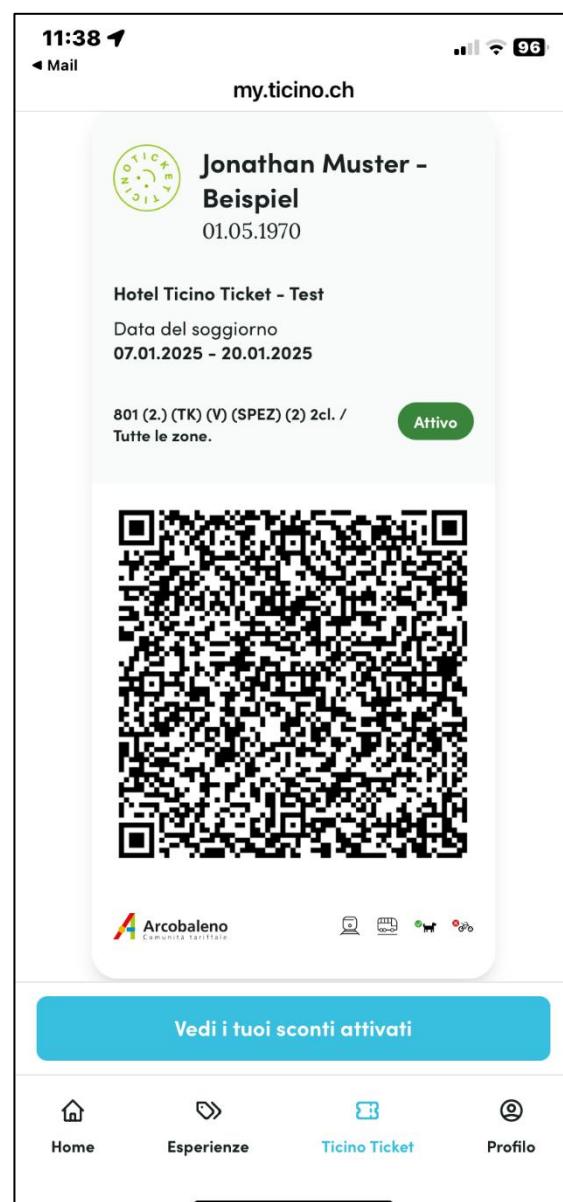
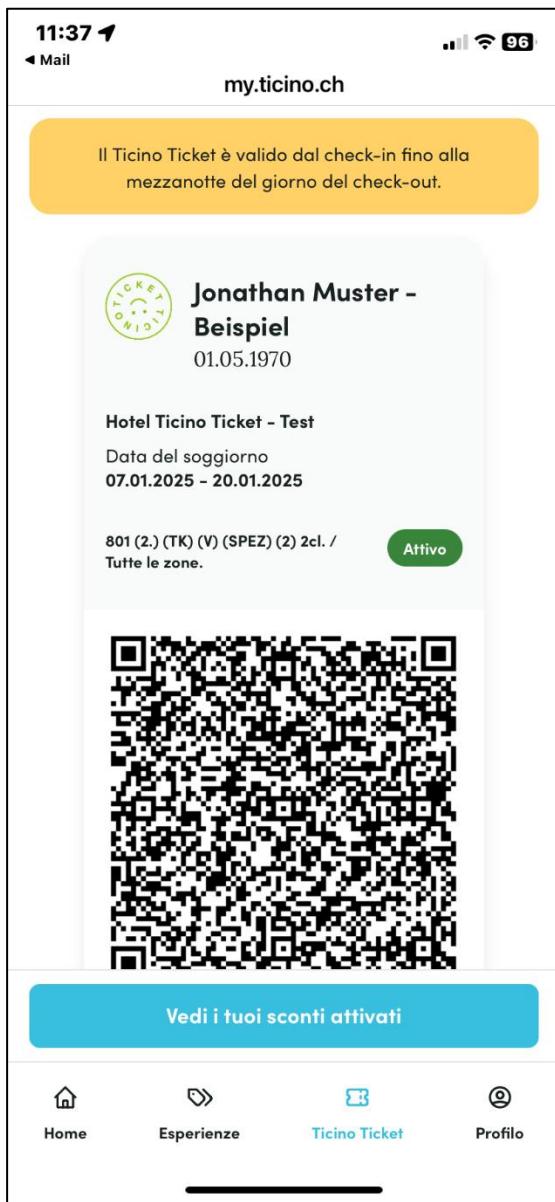


[ticino.ch/partner](http://ticino.ch/partner)

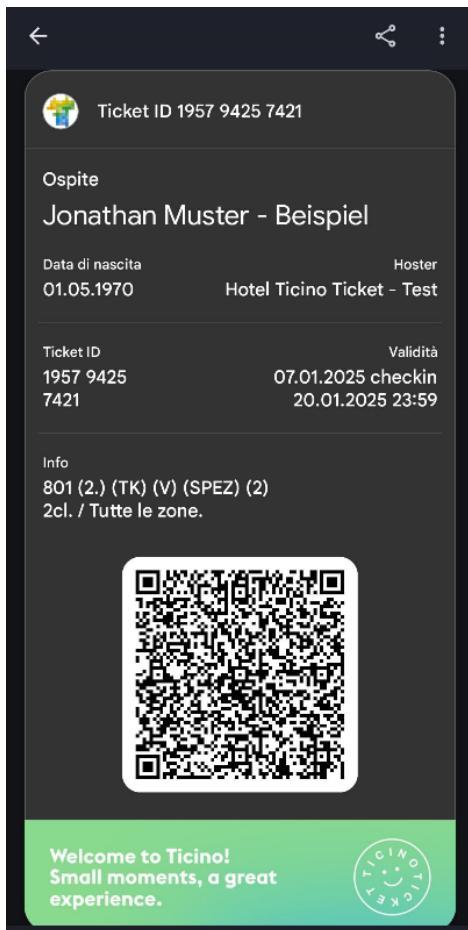




Version in the Travel Companion (PWA Guest) on smartphones:



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 apply**

Groups of ten or more people are required to notify the transport operators of their journey at least two working days in advance. Operators are not required to accept reservations.

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.

In the event of inspections, passengers “without a valid ticket” must pay the full supplement:

- CHF 90.00 + forfeit fare of CHF 10.00 the first time
- CHF 130.00 + forfeit fare of CHF 10.00 the second time
- CHF 160.00 + forfeit fare of CHF 10.00 the third time

For everything else, the articles of T600 for the National Direct Service and T651.17 of the "TIA" 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 sending to the user of the Ticino Ticket in paper or pdf format (with generated and valid Ticket) before arrival at the accommodation facility;
- 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](http://www.arcobaleno.ch)

[www.sbb.ch](http://www.sbb.ch)

[ticino.ch/ticket](http://ticino.ch/ticket)