

Some of the services on offer at
Milano Centrale station.

Trenitalia ticket office.

Location: on the 1st floor in the shopping gallery.
Opening hours: daily from 6.15 a.m. to 9.30 p.m.

Trenitalia customer service.

Location: next to the Trenitalia ticket office.
Opening hours: daily from 6.00 a.m. to 10.00 p.m.
Tip: in addition, mobile customer service desks are available
next to the platforms.

Toilets.

Location: on the platform level, next to platform 22, and on
the mezzanine level.
Opening hours: daily from 7.00 a.m. to 10.00 p.m. (next
to platform 22) and 6.00 a.m. to 23.00 p.m. (on the mezza-
nine level).

Railway police (Polfer).

Location: on the platform level, next to platform 21.
Opening hours: daily, around the clock.
Tel.: +39 02 66 94 535, +39 02 63 71 24 29.

Lost property office (managed by the City of Milan).

Location: outside the station, at Via Friuli 30.
Opening hours: Monday to Friday from 8.30 a.m.
to 4.00 p.m.
Tel.: +39 02 88 45 39 00, +39 02 88 45 39 08,
+39 02 88 45 39 09.

**Sala Blu – Trenitalia assistance for passengers with
reduced mobility.**

Location: on the platform level, next to platform 4.
Opening hours: daily from 6.45 a.m. to 9.30 p.m. no regis-
tration required.
Tel.: +39 02 32 32 32.

Information on Milano Centrale station.

We connect Switzerland with Europe.

sbb.ch/italy

Dear Passengers

To help you find your way around Milano Centrale station,
we have put together this brochure containing useful
information.

We wish you a pleasant journey!

Changing trains in Milano Centrale.

- After exiting the train, consult the departure board to
get the platform number of your connection. **It may be
that this information is not shown until shortly
before departure.** The platform numbers for
departures from Milano Centrale are not indicated on
SBB's online timetable. **Trains heading to Switzer-
land usually operate from platforms 3 to 8. Make
sure you arrive in the vicinity of these departure
platforms in advance.**
- On many trains, the doors close one minute before
departure. So make your way to your departure
platform in time. In addition, when two trains are lined
up, often only the front unit will be open.
- Only exit the gates to leave the platform if you
have sufficient time before the departure of your con-
necting train.
- Numerous shopping and catering facilities are available
within the platform area. Outside the gates, you will find
another 120 stores in an internationally unique architec-
tural setting.

If your train to Milano Centrale is delayed and/or if you
miss your connection in Milano Centrale:

1. Inform a member of staff on the train on which you are
travelling.
2. Upon arrival at Milano Centrale, seek assistance at one
of the mobile customer service desks located in the
platform area.

SBB AG

International Passenger Traffic
Trüsselstrasse 2
3065 Bern, Switzerland

sbb.ch/en

Map of the platform level at Milano Centrale station

Arrival and departure areas of the trains.

Trains/destinations	Platforms next to
EuroCity from Switzerland	Gate A
To Bologna, Florence, Rome, Naples and Venice	Gate B, C, D
To Turin and Malpensa Airport	Gate A
To Genoa, La Spezia, Ventimiglia and Livorno	Gate E

Key.

Gates
Platforms may only be accessed by holders of a valid ticket.

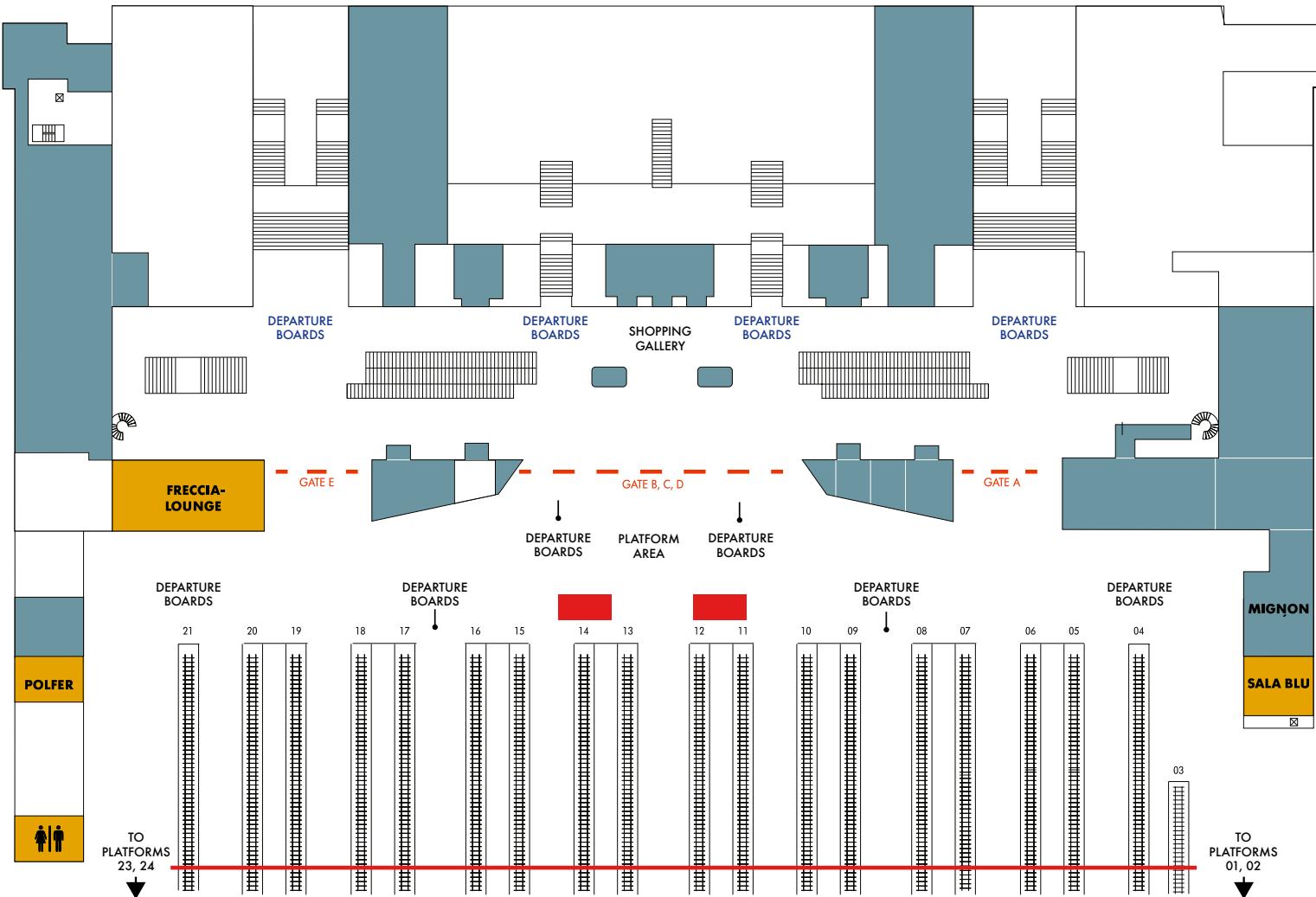
Underground passage
Use the underground passage to change platforms quickly.

DEPARTURE BOARDS
These can only be viewed from the shopping gallery.

DEPARTURE BOARDS
These can only be viewed from the platform area.

SHOPPING AREA

MOBILE DESK



Left luggage (Ki Point).

Location: on the 1st floor in the shopping gallery (on the Piazza Luigi di Savoia side).
Opening hours: daily from 7.00 a.m. to 9.00 p.m.
Tel.: +39 02 39 62 24 25.

Freccialounge.

Location: on the platform level near platforms 20 and 21 (access via the shopping gallery).
Opening hours: daily from 7.00 a.m. to 9.00 p.m. (the Freccialounge ticket counter closes at 8.50 p.m.).
Tel.: +39 02 66 98 10 13.
Information on access conditions can be found at www.trenitalia.com.

April 2025 edition. All the information in this brochure is provided without guarantee and subject to change without notice.

For more information, please consult the following websites:
www.milanocentrale.it
www.trenitalia.com

* For information about departure platforms, please consult the following website: www.viaggietreno.it