

Some of the services on offer at
Milano Centrale station.

Trenitalia ticket office.

Location: on the ground floor in the shopping gallery.
Opening hours: daily from 5.50 a.m. to 10.20 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 6.00 a.m. to 10.00 p.m. (next to platform 22) and 6.00 a.m. to midnight (on the mezzanine level).
Fee: EUR 1.

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.
In case of loss or theft, please contact the railway police first.

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.
Tel.: +39 02 32 32 32.

SBB AG

International Passenger Traffic
Wylersstrasse 123
3065 Bern, Switzerland

sbb.ch

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Information on Milano Centrale station.

You are my SBB.

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 track numbers for departures in Milano Centrale are not indicated on SBB's online timetable.
- Only exit the gates to leave the platform platform if you have sufficient time before the departure of your connecting 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 architectural setting.
- On many trains, the doors close one minute before departure. So make your way back to your departure platform in time.

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

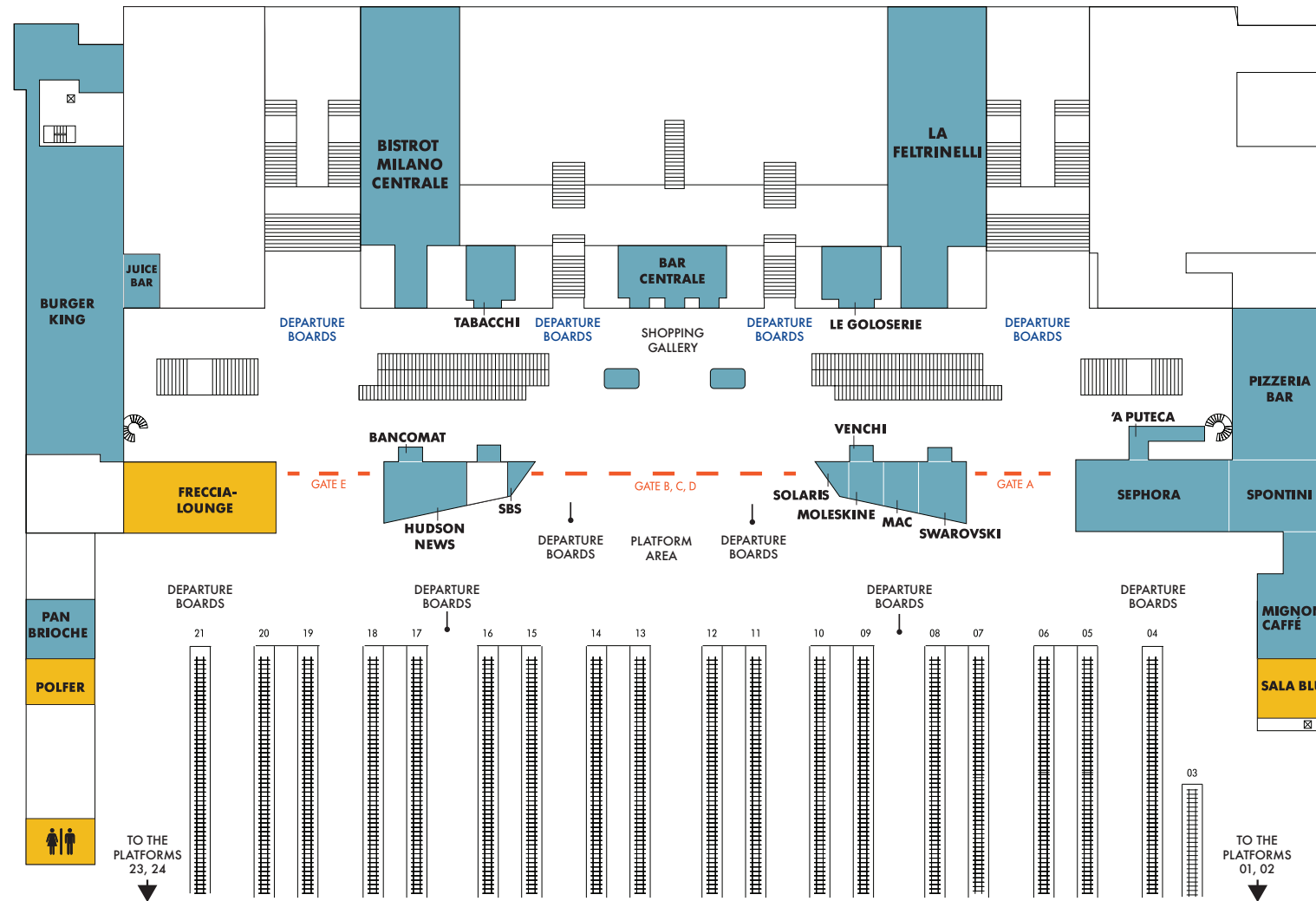
1. Inform a member of staff on the train on which you are travelling.
2. Upon arrival at Milano Centrale, seek assistance at one of the mobile customer service desks located in the platform area.



Map of 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.

DEPARTURE BOARDS

These can only be viewed from the shopping gallery.

DEPARTURE BOARDS

These can only be viewed from the platform area.

Left luggage (Ki Point).

Location: on the ground floor in the shopping gallery (on the Piazza Luigi di Savoia side).

Opening hours: daily from 6.00 a.m. to 11.00 p.m.

Tel.: +39 02 39 62 24 25.

Fees per luggage item: EUR 6 for the first five hours, then EUR 1 per hour up to twelve hours and EUR 0,50 per hour for all subsequent hours.

Freccialounge.

Location: on the platform level near platforms 20 and 21 (access via the shopping gallery).

Opening hours: daily from 5.40 a.m. to 9.00 p.m.

(the Freccialounge ticket counter closes at 8.50 p.m.).

Tel.: +39 02 66 98 10 13.

The Freccialounge is accessible to holders of a 1st class EuroCity ticket from or to Milano Centrale, who also have a Freccia connecting ticket in 1st class or in Business or Executive class. Further information on access conditions can be found at www.trenitalia.com.

June 2019 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