



REPRO POLICY FOR EXCEPTIONAL CIRCUMSTANCES EVENTS



**Repro policy for Alitalia flights cancellation
due to persisting of exceptional circumstances related to
coronavirus emergency (COVID-19)**

**Version # 5
April 22nd , 2020**

REPRO POLICY

PASSENGERS HOLDING ALITALIA TICKET (055) BOOKED ON CANCELLED FLIGHTS

Passengers holding **Alitalia tickets (055)** booked on **Alitalia (AZ) flights issued within April 30th and cancelled for persisting of exceptional circumstances** related to coronavirus emergency (COVID-19), are entitled to ask for:

REBOOKING or RE-ROUTING

Passengers willing to **change travel date** may submit the request, **including a copy of the ticket and indicating the preferred new travel dates**, to the following e-mail address:

cambiovolocancellato@alitalia.com

Passengers with ticket issued by Travel Agency may contact directly their Travel Agents.

Booking procedure: REBOOKING without penalties

Passengers holding Alitalia tickets (055) for AZ cancelled flights can be **re-booked without penalties**, as follows.

In case of original flight reservations:

- **AZ operating**

rebooking without penalty, in the **same booking class** as original booking or in the **first available class, same cabin**.

- **AZ marketing - Other Airlines operating**

rebooking without penalty, exclusively in the **same booking class** as original booking, **same cabin**.

Booking procedure: RE-ROUTING without penalties

Passengers holding Alitalia tickets **for temporarily suspended flights, with at least one AZ flight segment impacted by cancellation**, can be **reprotected without penalties** on the flights included in the "**RE-ROUTING Section**" according to the relevant procedure.

Change of reservation and re-issuance of tickets must be issued not later than **August 31st2020**.

The new travel date must be not later than **March 31st 2021** . **The Ticket validity must be respected**.

Reservation change and reissue of tickets will be performed by **Travel Agents** for tickets previously issued by Travel Agencies or by **Contact Centre Alitalia**.

Electronic tickets must be **rebooked or rerouted** according to instructions described above and **reissued without penalty** by **Travel Agencies** and/or **Contact Center**, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19**

VOUCHER (TCV) WITH EXTRA VALUE

In case passenger does not accept rebooking without penalty or no possible rebooking options are available, he will be entitled to ask for a **voucher (TCV) for an amount equal to the value of the ticket purchased or its residual value, increased of a fixed amount as follows:**

| Fixed extravalore (*) | | |
|------------------------------|-------------------------------|----------------|
| DOMESTIC ITALY | (DOM) cancelled flight | € 15,00 |
| MEDIUM HAUL | (INZ) cancelled flight | € 15,00 |
| LONG HAUL | (INC) cancelled flight | € 60,00 |

*(or its equivalent in the currency of the original ticket)

Voucher (TCV) increased of a fixed extravalore will be valid for the purchase of other Alitalia tickets to any destination served by Alitalia and can be used to travel **within one year from voucher (TCV) date of issue.**

Passengers asking for the **Voucher (TCV) increased of a fixed extravalore** may submit the request, **including a copy of the electronic ticket,** to the email address:

richiestaTCV2@alitalia.com

Voucher (TCV) increased of a fixed extravalore must be requested not later than **August 31st2020.**

REFUND

In case passenger does not accept rebooking without penalty or no possible rebooking options are available and/or voucher (TCV) is not accepted, then **Travel Agencies** for their own tickets, or **Alitalia Customer Center** will proceed with **ticket refund, for an amount equal to the value of the ticket purchased or its residual value.**

Passengers asking for **refund** of the price of the ticket, or of the residual value of the unused part of the trip may submit the request, **including a copy of the electronic ticket,** to the email address:

rimborsovolocancellato@alitalia.com

Passengers with ticket issued by **Travel Agency** may contact directly **their Travel Agents.**

Refund must be requested **within August 31st2020** and will be processed in the original form of payment.

Refunds of electronic tickets executed by **Travel Agencies located in BSP countries,** must be processed in, **BSP Link trough RAA (refund application/authority)** entering in the **NOTES** field the code: **SKCHG COVID-19.**

AWARD MILLEMIGLIA TICKET

Rebooking and revalidation of the award ticket will have to be performed within **August 31st2020**.

In case of original flight reservations on:

- **AZ operating**

MilleMiglia passengers can be re-protected by **Contact Center Alitalia**, using **same award classes** or the **first higher available class, same cabin**.

- **Prime Partner SkyTeam and other Frequent flyer Partners**

MilleMiglia passengers can be re-protected by **Contact Center Alitalia**, using **following matrix AWARD dedicated classes**.

SkyTeam Partners: SU, AR, AM, UX, CI, MU, GA, KQ, KE, ME, SV, RO, VN, MF, OK, DL, AF, KL.

AWARD dedicated classes:

| | | Economy | Business |
|--------------------------|------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------|
| SkyTeam | All SkyTeam carriers <i>(DL and OK excluded)</i> | X | O |
| | Delta (DL) | N | O <i>(Business for International, "Domestic First Class" for Domestic)</i> |
| | CSA (OK) | E | Z |
| Other FFP partner | Etihad Airways (EY) | N | I |
| | Air Serbia (JU) | N | I |
| | Virgin Australia (VA) | X | Z |
| | GOL (G3) | X | I <i>(Comfort Class)</i> |
| | All Nippon (NH) | X | I |

Passengers not willing to travel can ask for **Miles credit back** and **taxes refund**.

RE-ROUTING SECTION

Rebooking Option: RE-ROUTING without penalty

Passengers holding Alitalia ticket with itinerary on a temporarily suspended route, with at least one AZ flight affected by cancellation, can be re-protected without penalty:

- on Alitalia, in the period following the suspension end (see RE-BOOKING).
- on Other Airlines, according to instructions described in this (RE-ROUTING);

NORTH AMERICA AND MEXICO

Booking Option:

Passengers holding **Alitalia ticket (055)** on canceled flights: **FCO/BOS, FCO/LAX, FCO/MIA, WAS/FCO, IAD/FCO, YYZ/FCO, MEX/FCO** and vice versa, can be rebooked on following flights:

- **AZ via JFK: FCO/JFK** and vice versa
- **connecting onto DL carrier (Delta)**, booking as follow:
 - **AZ* marketing on DL operated flights:** on the **same class of original booking** or on the **first available class, same cabin;**
 - **DL operated flights:** on the **same class of original booking** as for following class mapping

| Booking Class | |
|---------------|----|
| DL | AZ |
| P | ** |
| F | ** |
| J | J |
| C | C |
| D | E |
| I | D |
| Z | I |
| P | P |
| A | P |
| G | A |
| Y | Y |
| B | B |
| M | M |
| | H |
| H | K |
| Q | V |
| K | T |
| L | N |
| U | S |
| T | X |
| ** | W |
| X | L |
| V | O |

Promo class not available on TATL routes

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight** and **the following classes on DL (Delta) flights:**

- **Business Cabin :** O
- **Economy Cabin:** N

Booking Option:

Passengers holding **Alitalia ticket (055)** on canceled flights: **FCO/EZE and vice versa**, can be rebooked on following flights:

- **AZ via SAO: FCO/GRU and vice versa**
- **connecting on following carriers, with priority order as follows:**
 - **AR** (Aerolineas Argentinas)
 - **G3** (Gol)
 - **LA/JJ** (Latam)

Connecting with **AR (Aerolineas Argentinas)** on the **same class of original booking** or on the **first available class, same cabin on AZ* marketing on AR operated flights or on AR prime flights.**

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on AR** (Aerolineas Argentinas):

- **Business Cabin :** O
- **Economy Cabin:** X

Connecting with **G3 (Gol)** on following classes (only selected RBDs) **from lowest to highest class, same cabin:**

- **Premium Economy/Business:** D / F / L / C (international sectors only)
- **Economy cabin :** O / B / N / U / A / P / W / J / T / Y

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on G3** (GOL):

- **Business Cabin :** I (Confort Class)
- **Economy Cabin:** X

Connecting with **LA/JJ (Latam)** on following classes (only selected RBDs) **from lowest to highest class, same cabin:**

- **Business:** D
- **Premium Economy** W
- **Economy Cabin** O/ Q/ Y

Passengers holding **MilleMiglia award tickets with original reservations on AZ operating**, can be rebooked on **dedicated award classes on AZ flight and the following classes on LA/JJ** (Latam):

- **Business:** D
- **Premium Economy** W
- **Economy Cabin** O/ Q/ Y

Booking Option:

Passengers holding **Alitalia ticket (055)** on canceled flights: **FCO/JNB and vice versa**, can be rebooked **with priority order as follows:**

- **EY** (Etihad Airways)
- **SA** (South African)

booking on **EY (Etihad)** carrier:

- **via AUH to FCO, if flight is available**
- **via AUH to CDG / FRA / MUC / LHR / GVA**, as an alternative option

as follows:

- on **Long Haul** leg:
 - **AZ* marketing on EY operating**, where available, on the same **class of original booking class, same cabin;**
 - **EY prime, on following classes** (only selected RBDs) from lowest to highest:
 - **Business cabin:** any class
 - **Economy cabin:** T / E / U / V / L / Q / M / K
- on **European connection**, where available, **AZ or AZ*marketing flights**

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on EY (Etihad):**

- **Business Cabin** I
- **Economy Cabin** N

On **SA** (South African Airway) carrier, to **LHR / FRA / CDG**, as follows:

- on **Long Haul** leg: **SA prime**, (only RBDs selected) **from lowest to highest:**
 - **Business cabin:** Z
 - **Economy cabin:** W / L / T / Q
- on **European connection**, where available, **AZ or AZ*marketing flights**

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on SA (South African):**

- **Business cabin:** Z
- **Economy cabin:** W / L / T / Q

Booking Option:

Passengers holding **Alitalia ticket (055)** on cancelled flights: **FCO/DEL and vice versa**, can be rebooked on **EY** (Etihad Airways) as follow:

- **via AUH to FCO, if flight is available**
- **via AUH to CDG / FRA / MUC / LHR / GVA**, as an alternative option.

as follows:

- on **Long Haul** leg:
 - **AZ* marketing on EY operating**, where available, on the same **class of original booking class, same cabin**;
 - **EY prime, on following classes** (only selected RBDs) from lowest to highest:
 - **Business cabin:** any class
 - **Economy cabin:** T / E / U / V / L / Q / M / K
- on **European connection**, where available, **AZ or AZ*marketing flights**

Passengers holding **MilleMiglia award tickets with original reservations** on **AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on EY** (Etihad Airways):

- **Business Cabin** I
- **Economy Cabin** N

