



**REPRO POLICY
CANCELLATIONS
FOR EXCEPTIONAL CIRCUMSTANCES
FOREIGN MARKETS**



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

Version INVOLUNTARY INT - 1
April 30th 2020

POLICY (INVOLUNTARY INT - 1)

PASSENGERS HOLDING ALITALIA TICKET (055), BOOKED ON CANCELLED FLIGHTS,
PURCHASED ON INTERNATIONAL MARKETS

Passengers holding Alitalia tickets (055) booked on Alitalia (AZ) flights with cancelled PNRs for **persisting of exceptional circumstances** related to coronavirus emergency (COVID-19), issued worldwide, with exception of Brazil and Italy (dedicated policies),

A. purchased worldwide (with exception of Brazil), within April 30th 2020, are entitled to apply conditions described on UPDATE REPRO POLICY Cancellations for persisting of Exceptional Circumstances v 5 issued on April 22nd 2020;

B. purchased in International Markets (with exception of Brazil), between May 1st and September 30th 2020, with travel dates within September 30th 2020, are entitled to apply current REPRO POLICY Cancellations for Exceptional Circumstances Foreign Markets NEW v 1 (INVOLUNTARY INT-1) issued on April 30th 2020.



Passengers holding Alitalia tickets (055) purchased in International Markets (with exception of Brazil), between May 1st and September 30th 2020, with travel dates within September 30th 2020, booked on Alitalia (AZ) flights cancelled for persisting of exceptional circumstances related to coronavirus emergency (COVID-19), are entitled to ask for one of the following options:

ONE (1) BOOKING CHANGE (REBOOKING or REROUTING), WITHOUT PENALTY,
with new travel date within April 30th 2021

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

alitalia

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

In case of tickets booked on original flight:

- **AZ operating**
rebooking without penalty, in the same booking class, same cabin as original booking.
If same booking class/cabin is not available, repricing of fare calculated on new booking class and/or cabin will be applied.
- **AZ marketing - Other Airlines operating**
rebooking without penalty, exclusively on same booking class, same cabin as original booking.

For all other conditions, fare rules of purchased ticket will be applied.

Rebooking and reissue will be performed by Travel Agents, for tickets previously issued by Travel Agents or by Contact Centre Alitalia.

Electronic tickets must be reissued by Travel Agencies and/or Alitalia Contact Centers, inserting in the "endorsement / restriction" box the indication: SKCHG COVID-19 INT.

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 extra-value (or its equivalent in the currency of the original ticket)	
DOMESTIC ITALY (DOM) cancelled flight	€15,00
MEDIUM HAUL (INZ) cancelled flight	€15,00
LONG HAUL (INC) cancelled flight	€60,00

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

TCV with extra-value is not permitted for Infant tickets.

Passengers applying for the Voucher (TCV) may submit the request, including a copy of the electronic ticket, to following email address:

alitalia

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.

Refund will be processed in the original form of payment

Passengers asking for refund of the price of the ticket, may submit the request, including a copy of the electronic ticket, to the email address:

alitalia

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

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

MILLEMIGLIA AWARD TICKETS: CHANGE of RESERVATION or MILES CREDIT BACK and TAXES REFUND

Rebooking and reissue of the award ticket impacted by cancellations, will have to be performed through Alitalia Contact Center as follows:

In case of original flight reservations on:

- o **AZ operating**
MilleMiglia passengers can be re-protected by Contact Center Alitalia, using same award classes or the first higher available class, same cabin.
- o **AZ marketing**
MilleMiglia passengers can be re-protected by Contact Center Alitalia, using following matrix AWARD dedicated classes.

Partners SkyTeam: 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 (DL and OK excluded)	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

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

- o on Alitalia flights, in the period following the flight cancellation or operations suspension end (see RE-BOOKING).
- o on Other Airlines flights, in case flights of Other Airlines are available, according to instructions described in this section (RE-ROUTING).

NORTH AMERICA AND MEXICO

Booking options (where available):

Passengers holding Alitalia tickets (055) on canceled flights: FCO/JFK, 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

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

ARGENTINA

Booking options (where available):

Passengers holding **Alitalia tickets (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 Y/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

SOUTH AFRICA

Booking options (where available):

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

Booking 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

INDIA

Booking options (where available):

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

