

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



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

Version INVOLUNTARY INT v 2

12/05/2020

This REPRO POLICY cancels and replaces:

POLICY REPRO Foreign Markets NEW v 1 (INVOLUNTARY INT-1), issued on April 30th 2020;
POLICY REPRO CANCELLATIONS FOR EXCEPTIONAL CIRCUMSTANCES v 5, issued on April 22nd 2020.

POLICY (INVOLUNTARY INT - v 2)

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

Passengers holding Alitalia tickets (055), booked on Alitalia (AZ) flights, cancelled due to the continuation of exceptional circumstances related to coronavirus emergency (COVID-19):

- Purchased on International Markets, with exception of Brazil (dedicated policy);
- No later than September 30th 2020;
- travel date between March 11th 2020 and September 30th, 2020,

may choose one of the following options:

1. RE-BOOKING ON THE FIRST AVAILABLE FLIGHT (RE-BOOKING or RE-ROUTING, SAME DESTINATION)
on the first available date within 7 days from the date of the cancelled flight.

Passengers holding Alitalia tickets (055) with a reservation on a cancelled AZ Prime flight, can be rebooked without penalty, to reach the original destination or return to the point of origin of the trip, on the first available date, on a flight suitable for the passenger, in the previous/following 7 days of the date of the cancelled flight.

To request a new booking, passengers may contact Alitalia Contact Center or the Travel Agency where they purchased their ticket.

In case of RE-BOOKING on flights:

- AZ prime
rebooking without penalty, in the same booking class or in the first available one, within the same cabin.
- AZ marketing
rebooking without penalty, exclusively in the same booking class, within the same cabin.

In case of RE-ROUTING:

- the instructions included in the "RE-ROUTING ATTACHMENT" must be applied.

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

In case passenger does not accept rebooking 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, plus an extra-value, 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 (Option 4).

OR

2. USE THE TICKET FOR ONE (1) CHANGE OF RESERVATION (REBOOKING or REROUTING), WITHOUT PENALTY, WITH REPRICING (if required),
to travel within one year from the date of the original flight .

To request a new booking in the period following the one described in the previous paragraph 1. (new booking within 7 days from the date of the cancelled flight), passengers may contact Alitalia Contact Center or the Travel Agency where they purchased the ticket.

The new booking will be used to travel within 1 year from the date of the cancelled flight.

RE-BOOKING on Alitalia direct flights or RE-ROUTING on Alitalia flights via Alitalia Gateway (i.e. BLQ/CTA rebooked on BLQ/FCO/CTA), on AZ prime or AZ marketing flights will be executed through:

- one (1) rebooking/rerouting without penalty, exclusively in the same booking class of original booking, within the same cabin.
- if the same class is not available, fare repricing will be applied, based on the new booking class or cabin change.

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

OR

3. USE THE TICKET FOR ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING (if required),
to travel within one year from the date of the original flight

To request a new booking with change of the destination, in the following period to the one described in paragraph 1. (new booking within 7 days from the date of the canceled flight), passengers may contact the Alitalia Contact Center or the Travel Agency where they purchased the ticket.

The new booking will be used to travel within 1 year from the date of the cancelled flight.

The rebooking will be permitted only on AZ prime flight and the change of booking without penalty will be allowed in the same booking class within the same cabin, applying repricing of the fare, based on the new destination and/or class/cabin change. Fare difference refund (if any) is not applicable.

OR

2. USE THE TICKET FOR ONE (1) CHANGE OF RESERVATION (REBOOKING or REROUTING), WITHOUT PENALTY, WITH REPRICING (if required),
to travel within one year from the date of the original flight .

To request a new booking in the period following the one described in the previous paragraph 1. (new booking within 7 days from the date of the cancelled flight), passengers may contact Alitalia Contact Center or the Travel Agency where they purchased the ticket.

The new booking will be used to travel within 1 year from the date of the cancelled flight.

RE-BOOKING on Alitalia direct flights or RE-ROUTING on Alitalia flights via Alitalia Gateway (i.e. BLQ/CTA rebooked on BLQ/FCO/CTA), on AZ prime or AZ marketing flights will be executed through:

- one (1) rebooking/rerouting without penalty, exclusively in the same booking class of original booking, within the same cabin.
- if the same class is not available, fare repricing will be applied, based on the new booking class or cabin change.

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

OR

3. USE THE TICKET FOR ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING (if required),
to travel within one year from the date of the original flight

To request a new booking with change of the destination, in the following period to the one described in paragraph 1. (new booking within 7 days from the date of the canceled flight), passengers may contact the Alitalia Contact Center or the Travel Agency where they purchased the ticket.

The new booking will be used to travel within 1 year from the date of the cancelled flight.

The rebooking will be permitted only on AZ prime flight and the change of booking without penalty will be allowed in the same booking class within the same cabin, applying repricing of the fare, based on the new destination and/or class/cabin change. Fare difference refund (if any) is not applicable.

Change of destination will only be possible:

- for DOMESTIC tickets, on DOMESTIC destinations;
- for INTERNATIONAL tickets, on INTERNATIONAL destinations.

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

OR

4. VOUCHER (TCV) WITH EXTRAVALUE

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

Fixed Extra-value will **not be applied to TCV for Infants.**

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

Voucher (TCV) increased of a fixed extravalue must be requested no later than **December 31st 2020.**

OR

5. REFUND

In case **passenger does not accept rebooking without penalty or no possible rebooking options are available** and/or voucher (TCV) increased of a fixed extravalue is not accepted, then **Travel Agencies** for their own tickets, or **Alitalia contact 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:

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

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 INT.**

MILLEMIGLIA AWARD TICKETS

Passengers holding MilleMiglia AWARD TICKETS with place/date of issue and travel date included in this Policy, booked on cancelled flight can be rebooked by Alitalia Contact Center without penalty on flights:

- **AZ prime**
in the original award classes provided or in the first available one, same cabin;
- **SkyTeam Partners Prime flights and other Frequent Flyer Partners flights**
in the award classes provided;

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

Expected Award classes:

		Economy	Business
<i>SkyTeam</i>	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
<i>Other FFP partner</i>	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

OPTION 1 : "RE-ROUTING ATTACHMENT"

Passengers holding Alitalia tickets (055) with a reservation on a cancelled AZ Prime flight, can be rebooked without penalty, to reach the original destination or return to the point of trip origin, on the first available date, suitable for the passenger, in the previous/following 7 days of the date of the cancelled flight.

Passengers rebooking may include RE-ROUTING, as described and following instructions listed below (in case Other Airlines involved flights are operating):

NORTH AMERICA AND MEXICO

Booking options (where available):

Passengers holding Alitalia tickets (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

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

