



**REPRO POLICY  
CANCELLATIONS  
INTERNATIONAL MARKETS  
and  
ITALY MARKET NO COVID**



**Repro policy for Alitalia flights cancellation  
International Markets and Italian Market NO COVID**

**INVOLUNTARY INT and ITALY NO COVID v 1**

**25/06/2020**

This REPRO POLICY cancels and replaces:

REPRO POLICY CANCELLATIONS FOR EXCEPTIONAL CIRCUMSTANCES INTERNATIONAL MARKETS v 2\_ENG 12/05/2020

# INVOLUNTARY INT and ITA NO COVID v1

**PASSENGERS HOLDING ALITALIA TICKET (055), BOOKED ON CANCELLED FLIGHTS, PURCHASED IN INTERNATIONAL MARKETS OR ITALY NOT INCLUDED IN THE DEFINITION EX ART 88 BIS DL March 17, 2020, n. 18, COORDINATED WITH THE LAW OF CONVERSION 24 April 2020, n. 27**

Following the entry into force of **Law Decree nr. 27 of April 24<sup>th</sup> 2020** ([Legge n. 27 del 24 aprile 2020](#)) and the gradual relaxation of the restrictions to **mobility throughout Italy** and **entry and transit in Italy** provided for by several **Italian Prime Minister's Decrees**, most recently the one [dated June 11<sup>th</sup> 2020](#), Alitalia has set up the following measures.

Passengers holding **Alitalia tickets (055)**, booked on **Alitalia (AZ) flights, cancelled**:

- **Purchased on INTERNATIONAL MARKETS**, with exception of Brazil (dedicated policy);
  - **no later than September 30<sup>th</sup>2020**;
  - **travel date between March 11<sup>th</sup> 2020 and September 30<sup>th</sup>, 2020**,
- **Purchased in ITALY and not complying with the requirements of art. 88 bis "Refund of travel, residence and tourist packages"** of Legislative Decree 17 March 2020, n. 18, converted with modification into law of 24 April 2020, no. 27 (detail in the ATTACHMENT Art 88 Bis);
  - **no later than September 30<sup>th</sup>2020**;
  - **travel date between March 11<sup>th</sup> 2020 and September 30<sup>th</sup>, 2020**,
  - **to/from destinations within European Union, Schengen Area, United Kingdom and Northern Ireland**;
  - **to/from other worldwide destinations not impacted by COVID-19 restrictions**.

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 INT / ITA NOCOVID**.

In case passenger does not accept rebooking or no possible rebooking options are available, he will be entitled:

- to keep the ticket for a **change of reservation or destination within 1 year from the date of the canceled flight** (Option 2 or 3);
- to ask **for a voucher (TCV), for an amount** equal to the **value of the ticket** purchased or its **residual value, increased by a fixed amount**, 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).
- to ask **for a refund with no penalty** for an amount equal to the value of the ticket purchased or its residual value for the journey not yet made (Option 5).

**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**, flying within such term at least the first leg of the itinerary.

**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 INT / ITA NOCOVID**.

**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**, flying within such term at least the first leg of the itinerary.

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 INT / ITA NOCOVID**.

**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:

<b>Fixed extravalore (or its equivalent in the currency of the original ticket)</b>		
<b>DOMESTIC ITALY (DOM)</b>	<b>cancelled flight</b>	<b>€15,00</b>
<b>MEDIUM HAUL (INZ)</b>	<b>cancelled flight</b>	<b>€15,00</b>
<b>LONG HAUL (INC)</b>	<b>cancelled flight</b>	<b>€60,00</b>

**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 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 extravalore** may contact **Alitalia Contact Centers**

Voucher (TCV) increased of a fixed extravalore must be requested no later than **December 31<sup>st</sup>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 extravalore 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

To request a refund, passengers can click on the link in the cancellation notification message.

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 INT / ITA NOCOVID**.

### 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/operating flights**
  - Before/after 7 days from the date of the cancelled flight: in the original award classes provided or in the first available one, same cabin;
  - Out of the 7 days range from the date of the cancelled flight: in the award classes provided only.
- **Prime di Partner SkyTeam e altri Partner Frequent Flyer**
  - Before/after 7 days from the date of the cancelled flight: in the award classes provided only;
  - Out of the 7 days range from the date of the cancelled flight: with MMG miles integration.

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

**Expected Award classes:**

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

Passengers not willing to travel can ask for miles credit back and taxes refund

Law-decree of March 17<sup>th</sup> 2020, no. 18, coordinated with the conversion law of April 24<sup>th</sup> 2020, no. 27, containing: «Measures to strengthen the National Health Service and economic support for families, workers and businesses connected to the epidemiological emergency caused by COVID-19. Extension of deadlines for the adoption of legislative decrees. »

**Art. 88 bis**

**Reimbursement of travel, residence and tourist packages**

**1. Pursuant to and for the purposes of article 1463 of the civil code, the impossibility of the performance due in relation to air, rail, sea, inland or inland water transport contracts, residence contracts and tourist package is applicable when contract is stipulated by:**

**a) passengers in quarantine with active surveillance or fiduciary home stay with active surveillance by the competent health authority, based on measures adopted pursuant to article 3 of the Law Decree of February 23<sup>rd</sup> 2020, n. 6, converted, with modifications, by law 5 March 2020, n. 13, and article 2 of the decree-law 25 March 2020, n. 19, with regard to transport contracts to be executed in the same period of quarantine or home stay;**

**b) residents, domiciled or recipients of a mobility restriction order and/or of measures that prescribe to avoid any movement in and out the areas affected by the contagion (\*), as identified by the Prime Minister's Decree, pursuant to article 3 of the Law Decree of February 23<sup>rd</sup> 2020, n. 6, converted, with modifications, by law 5 March 2020, n. 13, and article 2 of the decree-law 25 March 2020, n. 19, with regard to transport contracts to be performed during the period of effectiveness of the aforementioned Decrees;**

**c) passengers tested positive for the COVID-19 virus for which the quarantine with active surveillance or the fiduciary home stay with active surveillance by the competent health authority and subject to an absolute ban on mobility from their home or hospitalization at health facilities, with regard to transport contracts to be performed in the same period of stay, quarantine or hospitalization;**

**d) passengers who have planned stays or trips with departure or arrival in the areas affected by the contagion as identified by the Prime Minister's Decree, pursuant to article 3 of the Law Decree of February 23<sup>rd</sup> 2020, n. 6, converted, with modifications, by law 5 March 2020, n. 13, and article 2 of the decree-law 25 March 2020, n. 19, with regard to transport contracts to be performed during the period of effectiveness of the aforementioned decrees;**

**e) passengers who have planned to participate in:**

- **public competitions or public selection procedures,**
- **events or initiatives of any kind,**
- **events and any form of meeting in a public or private place, including those of a cultural, recreational, sporting and religious nature, even if held in closed places open to the public, canceled, suspended or postponed by the competent Authorities in implementation of the measures adopted pursuant to article 3 of the Law Decree of February 23<sup>rd</sup> 2020, n. 6, converted, with modifications, by law 5 March 2020, n. 13, and article 2 of the decree-law 25 March 2020, n. 19, with regard to transport contracts to be performed during the period of effectiveness of the aforementioned decrees (from March 11<sup>th</sup> to September 30<sup>th</sup> 2020);**

**f) passengers holding travel documents, purchased in Italy, having as destination foreign States, where disembarkation, landing or arrival is prevented or prohibited due to the epidemiological emergency situation from COVID-19.**

## **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



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

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

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

