



# POLICY VOLUNTARY CANCELLATIONS WORLDWIDE



Important information regarding the procedures for managing Alitalia reservations and tickets in case of voluntary cancellation in the current phase of gradual relaxation of restrictions to internal mobility and entry/transit in Italy and foreign countries, connected to the epidemic caused by Coronavirus (COVID-19), is provided below.

**Version # 5**  
**24/07/2020**

This REPRO POLICY cancels and replaces:

POLICY HEALTH EMERGENCY COVID 19 WW v 4 issued on 16/06/2020

# POLICY (VOLUNTARY WW - 5)

## PASSENGERS HOLDING ALITALIA TICKETS (055) PURCHASED IN INTERNATIONAL MARKETS OR ITALY FORCED TO MODIFY OR CANCEL THEIR FLIGHT

Following the entry into force of **Law n. 27 of April 24<sup>th</sup> 2020** ([Legge n. 27 del 24 aprile 2020](#)), as amended by the provisions of the **Law Decree n. 34 of May the 19<sup>th</sup> 2020, converted with modifications into Law n. 77 of July 17<sup>th</sup>** and and the gradual relaxation of the restrictions to **mobility throughout Italy** and **entry and transit in Italy** provided for by of several **Italian Prime Minister's Decrees**, most recently the ones [dated June 11<sup>th</sup> 2020](#) and [July 14<sup>th</sup> 2020](#), Alitalia has set up the following measures.

Passengers holding **Alitalia ticket (055) issued Worldwide**, with exception of Brazil (dedicated policies)

- **from/to all destinations served by Alitalia;**
- **purchased no later than April 30<sup>th</sup>2020;**
- **with travel date between March 11<sup>th</sup>, 2020 and September 30<sup>th</sup>, 2020.**

who are obliged to modify or renounce to journey, **are entitled to require:**

**1. USE THE TICKET FOR ONE (1) CHANGE OF RESERVATION (REBOOKING), WITHOUT PENALTY, WITH REPRICING (if required), BEFORE THE DEPARTURE OF THE ORIGINAL FLIGHT, to travel within one year from the date of the original flight .**

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

**The new booking** must be performed **before the departure of the flight** that the passenger intends to renounce to and will be used **to travel within 1 year from the date of the modified flight**.

In case of **RE-BOOKING** on direct AZ flights, **AZ prime e/o AZ marketing**:

- **one (1) rebooking without penalty, exclusively in the same booking class of the 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.**

**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 the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19 RED**.

## OR

### 2. ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING (if required), BEFORE THE DEPARTURE OF THE ORIGINAL FLIGHT, to travel within one year from the date of the original flight

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

The new booking must be performed before the departure of the flight that the passenger intends to renounce to and will be used to travel within 1 year from the date of the modified flight.

**ONE (1) BOOKING CHANGE (change of destination)** 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 RED.**

## OR

### 3. VOUCHER (TCV)

Passengers holding Alitalia tickets (055), will be entitled to ask for a **voucher (TCV), for an amount equal to the value of the ticket purchased or its residual value**, valid to purchase other tickets to any destination operated by Alitalia with following features:

#### 1. Voucher (TCV) for tickets issued on INTERNATIONAL MARKETS:

- valid to travel within one (1) year from voucher (TCV) date of issue, flying within such term at least the first leg of the itinerary of the new ticket purchased with TCV;
- issued to the same name present in ticket;
- to be requested before the departure date of flight passenger intends to renounce to.

#### 2. Voucher (TCV) for tickets issued in ITALY (conditions applicable to all vouchers requested and also already issued, for flights scheduled from March 11<sup>th</sup> to September 30<sup>th</sup> 2020)

- valid for 18 months from the date of issue;
- issued to original passenger's name, but usable for issuing tickets to third parties;
- can be used to fly to any destination served by Alitalia even, beyond the validity period, provided that the relative booking is made within the 18 months from the date of issue deadline;

- if the voucher is not used within 18 months of validity, the original value of the purchased ticket will be refunded, or the residual value of the ticket in case of partial use of the voucher. The refund may also be requested, at the option of the passenger, after 12 months from the date of issue;
- must be requested no later than August 31<sup>st</sup> 2020.

Passengers holding **NOSHOW** Alitalia tickets (055) with travel date before May 15<sup>th</sup> 2020, may request the voucher (TCV) **no later than 31<sup>st</sup> August 2020**.

Passengers asking for the **Voucher (TCV)** may contact **Alitalia Contact Centers**. Passengers who purchased the ticket at the Travel Agency will be able to contact their **travel agent directly**.

## OR

### 4. REFUND ACCORDING TO FARE RULES

In case rebooking options are not available or of unavailability of passenger to accept the proposal of re-booking, re-routing, change of destination, or voucher (TCV), passengers will be entitled to ask for **REFUND**, for an amount equal to the value of the ticket purchased or its residual value, **only if refund allowed by fare rules**.

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 through RAA (refund application/authority)** entering in the **NOTES** field the code: **SKCHG COVID-19 RED**.

### MILLEMIGLIA AWARD TICKETS

Passengers holding **MilleMiglia AWARD TICKETS** with place/date of issue and travel date included in this Policy, may contact **Alitalia Contact Center**, **before date of departure of original flight**, to ask for change of reservation, 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
<b>SkyTeam</b>	<b>All SkyTeam carriers</b> <i>(DL and OK excluded)</i>	<b>X</b>	<b>O</b>
	<b>Delta (DL)</b>	<b>N</b>	<b>O</b> <i>(Business for International, "Domestic First Class" for Domesti)</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 (Comfort Class)</b>
	<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.