



# **POLICY VOLUNTARY CANCELLATIONS WORLDWIDE NEW AUGUST 2020**



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 VOLUNTARY WW NEW AUGUST 2020 – 1  
31/07/2020**

# POLICY (VOLUNTARY WW AUG – 1)

## 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> 2020](#) 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)

- A. **purchased within April 30<sup>th</sup>2020**, with flight cancelled **before the departure of the flight** that the passenger intends to renounce to, with travel date **between March 11<sup>th</sup>, 2020 and September 30<sup>th</sup>, 2020** are entitled to apply conditions of **POLICY VOLUNTARY CANCELLATIONS Worldwide v 5 bis issued on July 28<sup>th</sup> 2020.**
- B. **purchased** between **May 1<sup>st</sup>** and **July 31<sup>st</sup>, 2020**, with flight cancelled **before the departure of the flight** that the passenger intends to renounce to, **with travel dates within July 31<sup>st</sup>, 2021**, are entitled to apply conditions of **POLICY VOLUNTARY CANCELLATION Worldwide New v 4 bis (VOLUNTARY NEW – 4 bis) issued on July 28<sup>th</sup> 2020.**
- C. **purchased** between **August 1<sup>st</sup>** and **September 30<sup>th</sup>, 2020**, with flight cancelled **before the departure of the flight** that the passenger intends to renounce to, **with travel dates within July 31<sup>st</sup>, 2021**, are entitled to apply conditions of **current POLICY VOLUNTARY CANCELLATION Worldwide New Aug 2020 v 1 (VOLUNTARY NEW AUG 2020 - 1) issued on July 31<sup>st</sup> 2020.**



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

- **from/to all destinations served by Alitalia;**
- **purchased between August 1<sup>st</sup>, 2020 and September 30<sup>th</sup>, 2020;**
- **with travel date within July 31<sup>st</sup>, 2021.**

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 **or also after flight departure date if booking cancelled by passenger before departure (no-show not entitled to require rebooking)** 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 **or also after flight departure date if booking cancelled by passenger before departure (no-show not entitled to require rebooking)** 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. 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), for **Alitalia tickets (055) and only if refund allowed by fare rules**, passengers will be entitled to ask for **refund according to fare rules** for an amount equal to the value of the ticket purchased or its residual value.

Passengers with ticket issued by Travel Agency may contact directly their Travel Agents or Alitalia Contact Center.

Refunds of electronic tickets with refund allowed by fare rules executed by Travel Agencies can be processed through GDS auto-refund feature.

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

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