



**REPRO POLICY
INVOLUNTARY
WORLDWIDE NEW
TRAVEL DATE AS OF NOVEMBER 1st 2020**



Repro policy for Alitalia flights cancellation

Worldwide (exception of Brazil) travel date as of November 1st 2020

INVOLUNTARY WW NEW with travel date as of November 1st 2020 v 1

18/09/2020

INVOLUNTARY WW NEW travel dates as of November 1st 2020 – v 1

PASSENGERS HOLDING ALITALIA TICKETS (055), PURCHASED WORLDWIDE
WITH TRAVEL DATES AS OF NOVEMBER 1st 2020,
BOOKED ON CANCELLED FLIGHTS and/or DELAYED FOR AT LEAST 5 HOURS.

In view of the relaxation of restrictions on mobility with effect from June 3rd 2020, established with Legislative Decree n. 33 of May 16th 2020 and with Italian Prime Minister's Decree of May 17th 2020, as well as of the provisions of Legislative Decree 34/2020, as modified during the process of conversion into Law, Alitalia, **regardless of the persistence of travel restrictions to / from some third countries linked to the Covid-19 emergency**, offers passengers holding Alitalia tickets (055) for flights that are canceled the following measures.

Passengers holding **Alitalia tickets (055)**, purchased Worldwide, with exception of Brazil (dedicated Policy) and booked on **Alitalia (AZ) flights**:

- **cancelled;**
 - **delayed for at least 5 hours;**
- A. **purchased in ITALY within June 02nd 2020**, with travel date **between March 11th, 2020 and June 02nd, 2020** are entitled to apply conditions of **REPRO POLICY CANCELLATIONS FOR EXCEPTIONAL CIRCUMSTANCES (COVID 19) ITALY MARKET v 6** issued on July 23th 2020.
- B. **purchased on INTERNATIONAL MARKET**, with exception of Brazil (dedicated Policy) and **ITALY MARKET within October 31st, 2020** with travel dates for **INTERNATIONAL MARKET** between **March 11th, 2020** and **October 31st, 2020**, and for **ITALY MARKET, with travel dates within June 3rd, 2020** and **October 31st, 2020, to/from any destination worldwide** are entitled to apply conditions of **REPRO POLICY CANCELLATIONS INTERNATIONAL MARKET AND ITALY MARKET travel date as of June 3rd, 2020 v 3** issued on September 18th, 2020.
- C. **purchased WORLDWIDE** within **December 31st, 2020** with travel dates from **November 1st, 2020 to March 31st 2021**, are entitled to apply conditions of current **POLICY INVOLUNTARY Worldwide New Nov 2020 v 1 (INVOLUNTARY WW NEW NOV 2020 - 1)** issued on September 18th, 2020.

(This Policy is valid also for passengers with tickets booked on flight not yet cancelled but for destination closed due to entry restrictions (in case passengers ask not to use the ticket before cancellation by Alitalia)).



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

- **from/to all destinations served by Alitalia;**
- **purchased within December 31st, 2020;**
- **with travel dates from November 1st, 2020 to March 31st 2021.**

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 and/or with flight delayed for at least 5 hours.**

Passengers holding Alitalia tickets (055) with a reservation on a **cancelled AZ Prime flight and/or with flight delayed for at least 5 hours** 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: **SKCH WW 1NOV**

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 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 4).
- to ask by **December 31st 2020** for a **nominative voucher (TCV), transferable to third parties, 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 operated by Alitalia, to be converted into a new ticket within eighteen (18) months from the issue date of the voucher, not refundable** (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: **SKCH WW 1NOV**

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: **SKCH WW 1NOV**

OR

4. 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 who purchased the ticket on the direct channel can **click on the link in the cancellation notification message** or, in the absence of the link, **call the Contact Center**. Passengers who purchased the ticket at the Travel Agency can contact their **travel agent** directly.

Refunds of electronic tickets executed by **Travel Agencies** can be processed **through GDS auto-refund feature**.

OR

5.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 extravalore (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 amount will have the following **characteristics**:

- 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**;
- **not refundable**

The fixed extravalore **will not be applied to passengers under the age of two (2) years**.

To request the voucher (TCV), passengers can **click on the link in the cancellation notification message** or, in the absence of the link, **call Alitalia Contact Center**. Passengers who purchased the ticket at the Travel Agency will be able to contact their **travel agent directly**.

Voucher (TCV) increased of a fixed extravalore must be requested no later than **December 31st2020**.

OR

MILLEMIGLIA AWARD TICKETS

Passengers holding **MilleMiglia AWARD TICKETS** with place/date of issue and travel date included in this Policy, booked on cancelled flight **and/or with flight delayed for at least 5 hours** 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:

| | | Economy | Business |
|--------------------------|---|----------------|--|
| SkyTeam | All SkyTeam carriers <i>(DL and OK excluded)</i> | 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**

OPTION 1 : "RE-ROUTING ATTACHMENT"

Passengers holding Alitalia tickets (055) with a reservation on a **cancelled AZ Prime flight and/or with flight delayed for at least 5 hours** 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**
 - **AZ Marketing flights operated by DL (Delta) carrier: on the same Reservation Booking Class (RBD) as original RBD.**
 - or**
 - **DL (Delta) Prime flights: on the Reservation Booking Class (RBD) corresponding to original RBD as for following class mapping:**

All Sectors:

| | | | | | | | | | | | | | | | | | | | |
|-----------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AZ Marketed RBD | J | C | E | D | I | Y | B | M | H | K | V | T | N | S | X | W | L | O | F |
| DL Operated RBD | C | D | I | Z | Z | B | M | H | Q | Q | K | L | U | T | X | X | V | V | V |

providing with ticket reissue after rebooking.

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

AUTHORIZED ALTERNATE AIRPORT

In the event that Alitalia does not operate temporarily on a specific origin / destination airport, the following airports may be used as alternate:

Medium Haul (INT)

| DEPT/ARRIVAL APT INT | | ALTERNATE APT INT |
|-------------------------|---|----------------------|
| CGN | → | DUS/FRA |
| DUS | → | MUC/FRA |
| HAM | → | MUC/FRA |
| LCY | → | LHR |
| ORY | → | CDG |
| STR | → | FRA |
| TXL | → | FRA |

Domestic Italy (DOM)

| DEPT/ARRIVAL APT DOM | | ALTERNATE APT DOM |
|-------------------------|---|----------------------|
| BDS | → | BRI |
| BGY | → | MLA |
| FLR | → | PSA |
| LIN | → | MLA |
| REG | → | SUF |
| TPS | → | PMO |
| TRS | → | VCE |
| VRN | → | VCE |

