



APPLICATION OF REPRO POLICY INVOLUNTARY or VOLUNTARY IN CONSIDERATION OF NEW ITALIAN AND INTERNATIONAL RESTRICTIONS TO MOBILITY AND ACTIVITIES



Below instructions on the applicability of the Repro Policy INVOLUNTARY and Change VOLUNTARY in the event of cancellation by the tied passenger due to the imposition of restrictions on internal mobility or to the entry/transit in Italy or in foreign countries, or to the failure of the motivation of the journey by regulatory provisions, linked to the outbreak caused by Coronavirus (COVID-19) pandemic.

INSTRUCTIONS for POLICIES APPLICATION in CASES of RESTRICTIONS to MOBILITY and ACTIVITIES - v 2 06/11/2020

Following INDICATIONS integrate:

POLICY REPRO INVOLUNTARY INTERNATIONAL AND ITALY MKT with TRAVEL DATE from June 3rd 2020 – v 3
POLICY REPRO INVOLUNTARY WW with TRAVEL DATE from November 1st, 2020 – v 1
and
CHANGE POLICY WW VOLUNTARY NEW - v 4 bis
CHANGE POLICY WW VOLUNTARY NEW AUG - v 3

INVOLUNTARY AND VOLUNTARY POLICY APPLICATION IN CASES OF NEW RESTRICTIONS ON MOBILITY AND ACTIVITIES (v 2)

PASSENGERS HOLDING ALITALIA (055) TICKETS PURCHASED IN INTERNATIONAL OR ITALIAN MARKET WHO INTEND TO MODIFY OR CANCEL THEIR FLIGHT

Following the significant increase in COVID-19 infections recorded in October 2020, Governments of various Countries, both in the EU and in the rest of the world, have adopted restrictive measures to contain the further spread of the infection; with reference to Italy, lastly, the Decrees of the President of the Council of Ministers dated October 24th, 2020 and November 3rd, 2020 (DPCMs). These measures refer both to production activities and to the entry and transit in Italy of natural persons identified by the measures themselves.

In consideration of above mentioned situation, Alitalia decided following measures.

Passengers holding Alitalia tickets (055) issued all over the world, except Brazil (dedicated policy), who intend to modify or cancel their trip as a result:

A. of the IMPOSSIBILITY OCCURRED for CAUSES OF FORCE MAJEURE;

B. of the FAILURE OF THE REASON FOR THE TRIP;

related to regulatory provisions or other acts of the Central or Regional Government or of International Authorities, determined and within the time limits established by the following sources and cases:

A.1 REGULATORY PROVISIONS or OTHER ACTS OF CENTRAL OR REGIONAL GOVERNMENT which impose restrictions on mobility in and from/to identified territorial areas (eg. RED / ORANGE ZONES) which make it impossible for reasons of force majeure to use the travel ticket of the individual passenger;

A.2 REGULATORY PROVISIONS or OTHER ACTS OF NATIONAL and INTERNATIONAL AUTHORITIES, which establish absolute prohibitions to operate air transport services or to access / transit a specific Country to:

- passengers residents or transiting in Italy directed to / in transit in foreign countries;
- passengers residents or transiting in foreign Countries directed to / in transit in Italy;

resulting in restrictions on mobility that make it impossible for the individual passenger to use the ticket;

B. DPCMs (or other subsequent and similar provisions), containing new measures to manage the Covid-19 epidemiological emergency, in the event that they determine the drop of the reasons for the trip and consequently for the use of the ticket, due to the suspension of activities or events falling into the following categories:

- participation in fairs and congresses;
- participation in educational trips, exchange or twinning initiatives, guided tours and educational outings;
- participation in entertainment events, cultural (cinema, concerts, theaters, museums, etc.), sports and gambling;

- stay for visits to theme and amusement parks;
- stay in wellness centers and spas on the Italian territory, with the exception of the SPA considered a health center;
- stays for the use of lifts in ski areas.

1. limited to the cases referred to in:

- points A.1 (AREAS IMPACTED BY TRAFFIC BAN) and A.2 (AIR TRANSPORT or ACCESS BANS);
- point B (DPCMs or other subsequent and similar provisions), in the event of the purchase of Alitalia airline tickets together with tickets for participation in one of the canceled events listed above, as part of a TOURIST PACKAGE sold by a travel agency or a tour operator or other authorized intermediaries (for the definition of Tourist Package see Art 33 c 1 letter c) Legislative Decree 62/2018 reported in NOTE 2 of this document);

will benefit of the conditions set out in the then applicable REPRO POLICY INVOLUNTARY:

- INVOLUNTARY REPRO POLICY, MARKETS INT and ITALY with TRAVEL DATE from 03 June 2020 - v 3;
- INVOLUNTARY REPRO POLICY, WW with TRAVEL DATE from 01 November 2020 - v 1;
- INVOLUNTARY REPRO POLICY future updates;

according to the eligibility relating to ISSUE date and TRAVEL date, excluding rerouting in the 7 days before or after the date of the flight and including the offer of TCV or REFUND WITHOUT PENALTY, with the following processes' modifications to what already defined in the Involuntary Repro Policies:

A.1 REGULATORY PROVISIONS or OTHER ACTS OF CENTRAL OR REGIONAL GOVERNMENT which impose restrictions on mobility in and from/to identified territorial areas (eg. RED / ORANGE ZONES) which make it impossible for reasons of force majeure to use the travel ticket of the individual passenger;

- Impacted passengers will be required to provide documentary evidence (*)
 - of the personal residence or temporary presence (through self-certification) in the interested areas (e.g. Red or Orange Areas) on dates coinciding with the flights of the ticket itinerary they intend to renounce to;
 - of the fact that the destination of the ticket itinerary is an airport included in the geographical limits of the interested Area.
In the event that the travel destination is in a different area but the area served by the destination airport, the passenger will have to produce adequate documentation to demonstrate the purpose of the trip in the impacted area (eg. Medical visits; Court hearings;)
 - of the acts of the competent Authority, establishing the specific Red Zones;
- Travel Agents and the Alitalia Contact Center staff involved by the passengers will evaluate and keep, in accordance with current legislation, such documentary evidence, to be shown in the event of any audits by the Alitalia departments in charge.
- Electronic tickets must be reissued by Travel Agencies and/or Alitalia Contact Centers, by entering in the box "endorsement / restriction" box, the code: **FM 2020/21**.

- d. **Vouchers (TCV)** must be **issued** by the **Alitalia Contact Center**, inserting in the box "endorsement / restriction" box, the code: **FM 2020/21**

(*) Check documentation:

- Impacted area Ordinance: reference **Ordinance establishing the impacted Area;**
- Period: **travel date itinerary consistent with enforcing period of impacted Area;**
- Destination: **ticket itinerary destination airport inside geographical limits of impacted Area or adequate documentation of the purpose of the trip in the impacted Areas, other than the one served by the airport;**
- Residence / Passenger domicile: **identity document with residence or self-certification domicile temporary consistent with the borders of the impacted Area;**

A.2 REGULATORY PROVISIONS or OTHER ACTS OF NATIONAL and INTERNATIONAL AUTHORITIES, within the limits of time contained in the act of their formalization.

- a. **Affected passengers** will be required to **provide documentary evidence (#)**
- i. of the personal correspondence of the **destination and the dates of the itinerary of the ticket** they intend to renounce with the **country that has established total access restrictions** (excluding cases of "discouragement" and temporary restrictions on the mobility of passengers arriving / passing through the country of destination / transit).
 - ii. **the acts of the competent Authority, establishing specific entry / transit restrictions;**
- b. **The Travel Agents and the Alitalia Contact Center staff** involved by the passengers will be required to **evaluate and keep, in accordance with current legislation, such documentary evidences** to be shown in the event of any audits by the Alitalia Departments in charge.
- c. **Electronic tickets** must be **reissued** by **Alitalia Travel Agencies and / or Contact Centers**, by entering in the box "endorsement / restriction" box, the code: **FM 2020/21**
- d. **The Vouchers (TCV)** must be **issued by the Alitalia Contact Center**, inserting in the "endorsement / restriction" box, the code: **FM 2020/21**

(#) Verification of documentation:

- <http://www.viaggiasesicuri.it/find-country> check: check of the **effective absolute ban on entry/transit to/from the country of destination/origin;**
- Period: **travel date itinerary consistent with the access restriction period;**
- Destination: **ticket itinerary consistent with closed destination;**

B. DPCMs (or other subsequent and similar provisions), within the time limits contained therein (valid for Travel October 26th, 2020 / December 3rd, 2020).

- a. **Passengers** concerned will be required **to provide documentary evidence (@)** of their personal and expected:
- i. participation in **fairs and congresses;**
 - ii. participation in **educational trips**, exchange or **twinning initiatives, guided tours** and **educational outings;**
 - iii. participation in **entertainment events**, from culture to gambling;
 - iv. stay for **visits to theme and amusement parks;**
 - v. stay in **wellness centers and SPA on the Italian territory, with the exception of SPA considered a health center;**

vi. stays for the use of lifts in ski areas;

certified through the related TOURIST PACKAGE bought in a travel agency or a tour operator or other authorized intermediaries, for travel on dates coinciding with the flights of the ticket itinerary they intend to renounce to.

- b. Travel Agents and the Alitalia Contact Center staff involved by the passengers will be required to evaluate and keep, in accordance with current legislation, such documentary evidence, to be shown in the event of any audits by the Alitalia departments in charge.
- c. Electronic tickets must be reissued by Alitalia Travel Agencies and / or Contact Centers, by entering in the box "endorsement / restriction" box, the code: **FM 2020/21**
- d. The Vouchers (TCV) must be **issued** by the **Alitalia Contact Center**, inserting in the "endorsement / restriction" box, the code: **FM 2020/21**

(@) Verification of documentation:

- Tourist package: **tourist package (air ticket + services) issued by an agency of travel, a tour operator or other authorized intermediaries;**
- Period: **travel date in accordance with the period of applicability of the DPCM ;**
- Destination: **ticket itinerary that conforms to the place of event**

2. with reference to the case referred to in point B (Prime Ministerial Decree October 24th 2020), in the case of purchase of Alitalia tickets separately from that of tickets for participation in one of the canceled events listed above, NOT INCLUDED in a TOURIST PACKAGE, passengers will be able to benefit from the conditions set out in the CHANGE POLICY VOLUNTARY:

- **CHANGE POLICY WW VOLUNTARY NEW - v 4 bis;**
- **CHANGE POLICY WW VOLUNTARY NEW AUG - v 3;**
- **Future updates of the same;**

according to the eligibility relating to ISSUE date and TRAVEL date.

NOTE 1: INDIVIDUAL QUARANTINE

In the case of INDIVIDUAL QUARANTINE (excluding the voluntary one, for which only Change Policy Voluntary applies), is equivalent to the case of ILLNESS and must be managed according to the provisions of the ALITALIA GENERAL CONDITIONS OF TRANSPORT, for cases of renunciation of the use of ticket. The quarantine must be certified by a document from the health authority, hospital or competent doctor or equivalent.

NOTE 2: DEFINITION OF TOURIST PACKAGE

Legislative Decree 62/2018 Art. 33 (Definitions). - 1. For the purposes of this Chapter, c) "package" means: the combination of at least two different types of tourist services for the purpose of the same trip or vacation, if at least one of the following conditions occurs:

- 1) these services are combined by a single professional, even at the request of the traveler or in accordance with his / her selection, before a single contract is concluded for all services;
- 2) these services, even if concluded with separate contracts with individual tourism service providers, are:
 - 2.1) purchased at a single point of sale and selected before the traveler agrees to payment;

2.2) offered, sold or billed at a overall rate or global price;

2.3) advertised or sold under the name "package" or similar name;

2.4) combined after the conclusion of a contract with which the trader allows the traveler to choose from a selection of different types of tourist services, or purchased from professionals distinguished through connected online booking processes where the traveler's name, the payment details and e-mail address are sent by the professional with whom he is concluded the first contract with one or more professionals and the contract with the latter or the latter professionals is concluded at the latest 24 hours after confirming the booking of the first service tourist.

Alitalia does not offer tourist packages through its direct channels.

Passengers who believe they have purchased a flight as part of a tourist package should contact the agency or intermediary where they purchased it.