



# CONDITIONS TO APPLY IN CASE OF TRIP CANCELLATION OR OF FAILURE TO CARRY OUT THE TRIP BY PASSENGERS WITH ALITALIA TICKETS BOOKED ON COVID TESTED FCO / JFK / FCO FLIGHTS



Below is an indication of the different cases and conditions to be applied in case of renunciation or failure to travel by passengers holding Alitalia tickets booked on the flights and in the period identified by the Ordinance of Ministry of Health, Ministry of Infrastructure and Transport and Ministry of Foreign Affairs of November 23<sup>rd</sup> 2020, published in the Official Gazette at n° 294 of 26/11/2020 - "Urgent measures for the experimentation of Covid-tested flights".

**NOTE USA COVID TESTED FLIGHTS v 1\_ENG**  
**04/12/2020**

# NOTE COVID TESTED FLIGHTS USA

## PASSENGERS HOLDING ALITALIA (055) TICKETS PURCHASED WORLDWIDE

In light of Ordinance of Ministry of Health, Ministry of Infrastructure and Transport and Ministry of Foreign Affairs of November 23<sup>rd</sup>, 2020, published in the Official Gazette at n° 294 of 26/11/2020 - "Urgent measures for the experimentation of Covid-tested flights", flights:

- AZ 609 JFK/FCO 08/Dec/2020 – 14/Feb/2021;
- AZ 608 FCO/JFK 10/Dec/2020 – 15/Feb/2021;;

will only be allowed to board passengers tested negative for Covid-19 as documented by:

1. certification of a molecular swab (RT PCR) or antigenic carried out within 48 hours prior to boarding the flight;
2. rapid antigen test to be carried out on the day of travel at New York Jfk or Rome Fiumicino airport

Below an indication of the different cases and conditions to be applied in case of renunciation or failure to travel by passengers holding Alitalia tickets (055) booked on the flights and in the period identified by the referred Ordinance "Misure urgenti per la sperimentazione di voli Covid-tested"

### 1. WAIVER before FLIGHT or at DEPARTURE, because they are POSITIVE to the COVID test

In this case it will be possible to offer the passenger the conditions foreseen by the Involuntary Policy: flight change, voucher (TCV) or refund (\*).

### 2. RENOUNCE BEFORE FLIGHT DATE

In this case it will be possible to offer the passenger the following conditions based on different cases:

- a. Passengers holding Alitalia tickets purchased **before** the notification of the new process (5 December 2020): conditions provided by the **Involuntary Policy: flight change, voucher (TCV) or refund (\*)**
- b. Passengers holding Alitalia tickets purchased **after** the notification of the new process (5 December 2020): conditions provided by the **Voluntary Policy: change of booking**.

### 3. REFUSAL to EXECUTE COVID TEST UPON DEPARTURE

In this case it will be possible to offer the passenger the following conditions based on different cases:

- a. Passengers holding Alitalia tickets purchased **before** the notification of the new process (5 December 2020) who cannot receive Covid test due to **certified medical reasons**: conditions provided by the **Involuntary Policy: flight change, voucher (TCV) or refund (\*)**
- b. Passengers holding Alitalia tickets purchased **before** the notification of the new process (5 December 2020) who **claim that they have not been informed** of the obligation to carry out the test and for which **we are NOT able to demonstrate that we have informed them** (Remarks / SSR in PNR): conditions provided by the **Involuntary Policy: flight change, voucher (TCV) or refund (\*)**
- c. Passengers holding Alitalia tickets purchased **before** the notification of the new process (5 December 2020) who **claim that they have not been informed** of the obligation to carry out the test and for which **we are ABLE to demonstrate that we have informed them** (Remarks / SSR in PNR): conditions provided by the **Voluntary Policy: flight change**.
- d. Passengers holding Alitalia tickets purchased **after** the notification of the new process (5 December 2020): conditions provided by **Fare Rules**.

(\*) Voucher/TCV (18 months, transferable, refundable) issuance or refund to be made within **14 days of the request**.

#### **4. LATE ARRIVAL FOR BOARDING AT GATE**

Conditions foresees for **No Show (Fare RuleS)** will be applied.

In the event of the passenger's good faith ascertained by the Alitalia airport organization, **re-booking on the first available flight** can be offered (no Hotel Accommodation or other assistance)