

# INSTRUCTIONS ON THE APPLICATION OF THE ORDINANCE OF MINISTRY OF HEALTH DATED APRIL 16<sup>th</sup>, 2021 WORLDWIDE



Following references for the management of possible rebooking without penalty on the first Alitalia flight that enables to fulfill the obligation to produce a molecular or antigenic **COVID-19** swab carried out in the 48 hrs prior to entry in Italy, for passengers that, in the period from April 19<sup>th</sup> to April 25<sup>th</sup>, 2021, were not accepted for boarding on Alitalia flights to Italy due to lack of certification through molecular or antigenic swab required by the obligations introduced by the\_

**Ordinance of the Minister of Health issued on April 16<sup>th</sup>, 2021**

**- Additional urgent measures regarding the containment and management of the epidemiological emergency from COVID-19. (21A02379) (GU General Series n.92 of 17-04-2021) –**

This measure is introduced to mitigate, exceptionally and limited to the first week of application of the Ordinance of the Minister of Health of April 16, 2021, possible effects on the use of the ticket in case of first denied boarding of passengers who, due to short notice, were not able to get informed on the mandatory COVID-19 molecular or antigenic negative swab as an additional condition for acceptance to board on flights to Italy.

**Rebooking instructions - v1  
20/04/2021**

# REBOOKING v 1

## INSTRUCTIONS FOR THE MANAGEMENT OF ANY REBOOKING ON THE FIRST ALITALIA FLIGHT THAT ALLOWS TO PROVIDE A COVID 19 MOLECULAR OR ANTIGENIC SWAB

With reference to the provisions of the **Ordinance of the Minister of Health of April 16<sup>th</sup>, 2021 - Additional urgent measures regarding the containment and management of the epidemiological emergency from COVID-19. (21A02379) (GU General Series n.92 of 17-04-2021)** - which introduced the obligation to present at the boarding of direct flights to Italy a negative molecular or antigenic COVID-19 swab carried out in the 48 hours prior to entry to Italy and its almost immediate effectiveness, as of April 19<sup>th</sup>, 2021, Alitalia, exceptionally and limited to impacted flights with departures from April 19<sup>th</sup> to April 25<sup>th</sup>, 2021, has defined the following measures to mitigate any effects on the use of the ticket in the event of denied boarding of passengers who, due to short notice, were not able to get informed on the mandatory COVID-19 molecular or antigenic negative swab as an additional condition for acceptance to board on flights to Italy.

**Passengers holding Alitalia (055) tickets issued worldwide and booked on Alitalia (AZ) flights:**

1. **purchased on or before April 19<sup>th</sup>, 2021;**
1. **with Alitalia itinerary originating from country included in C, D and E of the D.P.R. March 2<sup>nd</sup>, 2021 (Appendix 20) or from Brazil;**
2. **with final destination Italy;**
3. **with travel dates from April 19<sup>th</sup> to April 25<sup>th</sup>, 2021;**
4. **not boarded due to lack of Covid-19 molecular or antigenic swab, carried out in the 48 hrs prior to the arrival in Italy or with cancelled reservation by the passengers before the flight departure;**

are entitled to require:

**USE THE TICKET FOR ONE (1) CHANGE OF RESERVATION (REBOOKING), WITHOUT PENALTY, WITH REPRICING (if required), TO TRAVEL ON THE FIRST USEFUL ALITALIA FLIGHT THAT ALLOWS THE MOLECULAR OR ANTIGENIC SWAB.**

**To request a new booking**, passengers may contact **Alitalia Contact Center** or the **Travel Agency** where they purchased their ticket or, in case denied boarding due to lack of Covid-19 molecular or antigenic swab certification, may also require new booking at **Airport**.

**The new booking** will be performed **if booking cancelled by passenger before departure.**

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: **SWAB 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, 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>Etihad 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