



**REPRO POLICY  
AIR TRANSPORT STRIKES  
15<sup>th</sup> May 2021**



**Air transport strike**

**May 15<sup>th</sup> , 2021**

**From 10:00 am to 17:00 pm (local time)**

Sales systems updated accordingly

# PASSENGERS REPRO POLICY

## PASSENGERS WITH AZ TICKETS ISSUED ON CANCELLED FLIGHTS

Passengers holding **Alitalia tickets (055)** booked on flights affected by the strike, are entitled to select one of the following options, according to **REG EU261/2004**.

Travel Agencies are requested to timely inform their clients.

### REBOOKING

Without any penalty, on flights:

- **AZ operating**, in the same booking class or in the first available one, within the same cabin;
- **AZ marketing** of all other carriers, in the same booking class only, within the same cabin.

Rebooking / Reissue must be completed not later than **May 29<sup>th</sup>,2021**.

The original duration of stay to be preserved.

### REROUTING VIA INTERMEDIATE POINT

Without any penalty, as follows:

- **AZ operating**, in the same booking class or in the first available one, within the same cabin;
- **AZ marketing** of all other carriers, in the same booking class, within the same cabin.

Travel must be done **via intermediate point on the same origin and destination**.

Passengers will also be able to renounce the domestic flight if in connection with an international or intercontinental flight.

Rebooking / Reissue must be completed not later than **May 29<sup>th</sup>,2021**.

The original duration of stay to be preserved.

## **CHANGE OF ORIGIN AND/OR DESTINATION**

The full or partial value of the original ticket may be used to buy new Alitalia tickets.

The new fare must be recalculated using the applicable fare for the new origin/destination.

Reservation must be done within **May 29<sup>th</sup>, 2021** without change fee.

## **REFUND**

Passengers holding **Alitalia tickets (055)** and booked on flights cancelled are entitled to ask for **full refund** without any penalty, of completely/partially unused ticket.

Refund will be processed **in the original form of payment.**

Passengers with “open” ticket, without reservation, will have the refund of not used ticket.

## **GENERAL RULES**

### **Schedule Changes of more than 5 hours:**

In the case the re-scheduled departure time is such that the passenger is no longer interested in the flight, he may request to be re-booked/re-routed (via intermediate point on same O&D) without any penalty. In case the Carrier cannot offer any alternate acceptable flight, passenger may renounce to the flight and may request the Carrier to refund the amount paid, without any penalty, of completely/partially unused ticket in the original form of payment.

### **P.O.S USA**

In case the re-scheduled departure time is such that the passenger is no longer interested in the flight, he may request to be re-booked/re-routed (via intermediate point on same origin and destination) without any penalty and without any additional cost.

In case the Carrier cannot offer any alternate acceptable flight, passenger may renounce to the flight and may request the Carrier to refund the amount paid, without any penalty, of completely/partially unused ticket, in the original form of payment.

## MILLEMIGLIA AWARD TICKETS

Passengers holding **MilleMiglia AWARD TICKETS** can be re-booked on flights:

- **AZ operating**, in the award classes provided, or in the first available ones, within the same cabin.
- **Skyteam and Frequent Flyer partners pure flights**, in the award classes provided only.

**Partners Skyteam:** SU, AR,AM,UX,CI,MU,GA,KQ,KE,ME,SV,RO,VN,MF, OK, DL,AF,KL.

**Frequent Flyer Airlines award booking classes:**

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

Rebooking / Reissue must be completed within **May 29<sup>th</sup>,2021** without charging any penalty.

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

## GROUPS POLICY

### GROUPS WITH DOWN PAYMENT DEPOSIT

Refund of the down payment deposit without any penalty.

Rebooking and/or Change of origin/destination:

- Total value of the down payment could be utilized as deposit to purchase new group.
- The new fare should be re-negotiated.
- The reservation has to be made within **May 29<sup>th</sup>,2021** without charging any penalty.
- Travel must end within **6 months** from the original departure date.

### GROUPS WITH TICKET ISSUED

Ticket refund without any penalty:

- The refund will be provided through the same form of original payment and for the total amount paid or for the amount correspondent to the unused portion of travel/route.

Rebooking and/or Change of origin/destination without penalty on AZ operating flights:

- Rebooking / Reissue must be completed by **May 29<sup>th</sup>,2021** without charging any penalty.
- Travel must end within **6 months** from the original departure date.
- The new fare could be negotiated.

## TICKET REISSUE and/or REVALIDATION

E-ticket must be reissued/revalidated free of charge by Alitalia, inserting in the 'Endorsement and Restriction' box the note "**SKCHG: AIR TRANSPORT STRIKES 15 MAY 2021**".

