



# REPRO POLICY CANCELLATIONS FOR EXCEPTIONAL CIRCUMSTANCES (COVID-19) ITALY MARKET



**Repro policy for Alitalia flights cancellation  
due to persisting of exceptional circumstances related to  
coronavirus emergency (COVID-19) Italy Market**

**INVOLUNTARY ITA COVID – v 6 bis  
27/07/2021**

This REPRO POLICY cancels and replaces:

REPRO POLICY CANCELLATIONS FOR EXCEPTIONAL CIRCUMSTANCES (COVID 19) ITALY MARKET v 6 issued on 23/07/2020

# POLICY (INVOLUNTARY ITA COVID – v 6 bis)

## PASSENGERS HOLDING ALITALIA TICKET (055), BOOKED ON CANCELLED FLIGHTS, PURCHASED ON ITALY MARKET

Following the entry into force of **Law Decree nr. 27 of April 24<sup>th</sup> 2020** ([Legge n. 27 del 24 aprile 2020](#)), as modified by the provisions of the conversion law of **Legislative Decree 34/2020** being published in the Official Journal and of several **Italian Prime Minister's Decrees**, which imposed restrictions to **mobility throughout Italy** and **entry and transit in Italy** of natural persons identified by the decrees themselves, which are being gradually relaxed, as well as the **restrictions and/or recommendations adopted by numerous foreign countries** with respect to flights and/or passengers **entering, in transit and leaving Italy**, as described by the [Viaggiare Sicuri](#) service of the Crisis Unit of the Italian Ministry of Foreign Affairs and international cooperation Alitalia has set up the following measures.

Passengers holding **Alitalia tickets (055)** issued in Italy, booked on **Alitalia (AZ) flights cancelled due to the continuation of exceptional circumstances** related to coronavirus emergency (COVID-19):

- **purchased on Italian Market;**
- **on or before June 2<sup>nd</sup>2020;**
- **travel date between March 11<sup>th</sup>, 2020 and June 2<sup>nd</sup>2020;**

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.**

Passengers holding Alitalia tickets (055) with a reservation on a **cancelled AZ Prime flight**, 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**.
- **AZ marketing** (for passengers who have already made half of the journey with an Alitalia ticket -055- and must return to the point of origin)  
**rebooking without penalty**, in the same **booking class** or in the **first available one**, 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: **SKCHG COVID-19 ITA**.

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 **within December 31<sup>st</sup>2020 for a voucher (TCV)**, with characteristics described in Option 4.
- 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, **for tickets issued at rates which provide, in the fare conditions, for the possibility of reimbursement** (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: **SKCHG COVID-19 ITA**.

**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: **SKCHG COVID-19 ITA**.

**OR**

#### **4. VOUCHER (TCV)**

Passengers holding Alitalia tickets (055) with cancelled flight, in case of unavailability to accept the proposal of re-booking, re-routing or change of destination, or if no possible rebooking options available will be entitled to ask for a voucher (TCV), for an amount equal to the value of the ticket purchased or its residual value, valid to purchase other tickets to any destination operated by Alitalia with the following characteristics, **applicable to all vouchers requested and also already issued for flights scheduled from March 11<sup>th</sup> to June 2<sup>nd</sup> 2020, canceled by June 2<sup>nd</sup> 2020:**

- 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**;

If the voucher is not used within 18 months of validity, **the original value of the purchased ticket will be refunded**, or the **residual value of the ticket** in case of partial use of the voucher.

The refund may also be requested, **at the option of the passenger, after 12 months from the date of issue**.

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**.

The voucher (TCV) must be requested no later than **December 31<sup>st</sup> 2020**.

**OR**

## 5. REFUND ACCORDING TO FARE RULES

In case **rebooking options are not available** or of **unavailability of passenger to accept the proposal of re-booking, re-routing, change of destination, or voucher (TCV)**, **only** for **Alitalia tickets (055) WITH REFUND ALLOWED BY FARE RULES**, passengers will be entitled to ask for **REFUND WITH NO PENALTY** 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 **with refund allowed by fare rules** executed by **Travel Agencies** can be processed **through GDS auto-refund feature**.

## MILLEMIGLIA AWARD TICKETS

Passengers holding **MilleMiglia AWARD TICKETS** with place/date of issue and travel date included in this Policy, booked on cancelled flight 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:**

		<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>

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**, 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)**:

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 / H / B / Y
- 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 / H / B / Y
- 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		DEPT/ARRIVAL 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		DEPT/ARRIVAL APT DOM
BDS	↔	BRI
BGY	↔	MXP
CIY	↔	CTA
FLR	↔	PSA
LIN	↔	MXP
REG	↔	SUF
TPS	↔	PMO
TRS	↔	VCE
VRN	↔	VCE

