



**REPRO POLICY
ALITALIA
FLIGHTS CANCELLATION
TRAVEL DATE AS OF OCTOBER 15th, 2021**



Repro policy for Alitalia flights cancellation

travel date as of October 15th, 2021

ALITALIA (AZ) FLIGHT CANCELLATION AS OF OCTOBER 15th, 2021

PASSENGERS HOLDING ALITALIA TICKETS (055), PURCHASED WORLDWIDE WITH TRAVEL DATES AS OF OCTOBER 15th, 2021

Following the procedure for the sale of the "Aviation" Branch of "Alitalia - Società Aerea Italiana Spa" in extraordinary administration to the fully public owned company Italia Trasporto Aereo S.p.A., the Ministry of Economic Development has authorized Alitalia to stop ticket sales and, as a consequence, to interrupt flight activities starting from **15 October 2021**, being the initial date of the new flagship carrier operations.

Alitalia will provide to the passengers holding **Alitalia tickets (055)**, for the cancellation of flights operated by Alitalia with travel date as of **October 15th, 2021** the following measures:

Passengers holding **Alitalia tickets (055)**, booked on **Alitalia (AZ) cancelled flights**, purchased **Worldwide**:

- **purchased on or before August 24th, 2021;**
- **with travel dates as of October 15th, 2021**
- **from/to all destinations served by Alitalia.**

may choose one of the following options:

- 1. RE-BOOKING ON AVAILABLE FLIGHT (REBOOKING or REROUTING, SAME DESTINATION)**
within October 14th, 2021 (last return date).

Passengers holding **Alitalia tickets (055)** with a reservation on a **cancelled AZ operating flights** can be rebooked **without penalty**, to reach the original destination or return to the point of origin of the trip, **on a flight suitable for the passenger, within October 14th, 2021 (last return date).**

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 operating**
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.**

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **"SKCH 25 AUG"**

OR

**2. ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING (if required),
to travel within October 14th, 2021 (last return date).**

To request a **new booking with change of the destination**, 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 October 14th, 2021 (last return date).

The one (1) **booking change (change of destination)** will be permitted only on AZ operating flights 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: **SKCH 25 AUG**

OR

3. REFUND

Passengers, holding Alitalia tickets (055) booked on cancelled AZ operating flights in case of unavailability to travel within October 14th, 2021 (last return date), 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 for PARTIAL REFUND passengers can call the Contact Center.

Passengers who purchased the ticket at the Travel Agency can contact their travel agent directly.

Refunds of electronic tickets executed by **Travel Agencies** can be processed through GDS auto-refund feature.

Due to interrupt flight activities starting from **15 October 2021**, passengers holding GIFT CARD valid and not used in whole or in part, in case of unavailability to travel within **October 14th, 2021** (last return date), will be entitled to ask for REFUND for an amount equal to the value of the gift purchased or its residual value, calling **Alitalia Call Center**.

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 operating flights**
 - **within October 14th, 2021 (last return date): in the original award classes provided or in the first available one, same cabin;**
- **Partner SkyTeam and other Partner Frequent Flyer operating flights**
 - **within October 14th, 2021 (last return date): in the award classes provided only;**

Furthermore passengers holding **MilleMiglia AWARD TICKETS** can ask for **booking change (change of destination) with MMG miles integration, if required, in the award classes provided only, on AZ operating flights or Partner SkyTeam and other Partner Frequent Flyer operating flights.**

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

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

To ask for miles credit back, taxes refund and surcharges passengers can click on the link in the cancellation notification message.

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 can be used for the purchase of new Alitalia tickets to travel within **October 14th, 2021** (last return date).
 - The new fare should be re-negotiated.
 - The travel must be completed within **October 14th, 2021** (last return date) without charging any penalty.

GROUPS WITH TICKET ISSUED

- Ticket refund without any penalty:
 - The refund will be provided through the same form of original payment;
 - for the total amount paid , no penalty, or for the amount equal to the value of the unused portion of travel/route.

- Rebooking and/or Change of origin/destination without any penalty on **AZ operating flights** (last return date **October 14th, 2021**):
 - The new fare could be negotiated;
 - The travel must be completed within **October 14th, 2021** (last return date).

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 (last return date **October 14th, 2021**):

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	↔	MLA
CIY	↔	CTA
FLR	↔	PSA
LIN	↔	MLA
REG	↔	SUF
TPS	↔	PMO
TRS	↔	VCE
VRN	↔	VCE

**PASSENGERS HOLDING ALITALIA TRAVELPASS TICKETS (055), PURCHASED WORLDWIDE
WITH TRAVEL DATES AS OF OCTOBER 15th, 2021**

Passengers holding **Alitalia TravelPass tickets (055)**, booked on **Alitalia (AZ) cancelled flights**, purchased **Worldwide**:

- purchased on or before August 24th, 2021;
- with travel dates as of October 15th, 2021
- from/to all destinations served by Alitalia.

may choose one of the following options:

**1. RE-BOOKING ON AVAILABLE FLIGHT (REBOOKING or REROUTING, SAME DESTINATION)
within October 14th, 2021 (last return date).**

Passengers holding **Alitalia TravelPass tickets (055)** with a reservation on a cancelled AZ operating flights can be rebooked **without penalty**, to reach the original destination, on a flight suitable for the passenger, within October 14th, 2021 (last return date).

To request a new booking, passengers may contact Alitalia Contact Center.

In case of **RE-BOOKING** on flights:

- **AZ operating**
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.

Electronic tickets must be **reissued** by **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **"SKCH 25 AUG"**

OR

2. REFUND

Passengers holding Alitalia TravelPass tickets (055) booked on cancelled AZ operating flights in case of **unavailability to travel within October 14th, 2021 (last return date)**, will be entitled to ask for **REFUND WITH NO PENALTY** for an amount equal to the value of the ticket.

Refund will be processed in the original form of payment

To request the refund, passengers can call Alitalia Contact Center.

**PASSENGERS HOLDING ALITALIA TRAVELPASS PACKAGES TOTALLY UNUSED OR PARTIALLY USED,
PURCHASED WORLDWIDE, WITH VALIDITY LATER THAN OCTOBER 14th 2021**

Passengers holding Alitalia TravelPass packages, purchased worldwide:

- purchased on or before August 24th, 2021;
- with validity later than October 14th 2021

may choose one of the following options:

**1. USE OF PACKAGE TOTALLY UNUSED OR PARTIALLY USED:
RESERVATIONS AND TICKETS ISSUE WITHIN OCTOBER 14th 2021 (LAST RETURN DATE) .**

The parameters chosen during the package purchase (Destination/Travel zone, Passengers, Number of flights, Travel period, Advance booking, Black-out dates) cannot be changed.

OR

2. REFUND

In case passengers can't use Alitalia TravelPass package within October 14th 2021 will be entitled to ask for package refund, with no penalty, for an amount equal to the value of the package if totally unused or its residual value if partially unused

Refund will be processed in the original form of payment

To request the refund, passengers can call Alitalia Contact Center.

