

Commercial & Customer Control

ITA Airways – Rebook Policy –

ENAV Strike 11 April 2022



N.	Issue Date
001/2022 English Version	10 April 2022

ITA AIRWAYS OPERATIONAL UPDATE

Due to ENAV Strike called on 11 April 2022 from 13:00 to 17:00 local time, ITA Airways flights might be cancelled.

Passengers holding ITA Airways tickets (055) booked on flights affected by the strike have the right to select one of the following options, according to REG. EU261/2004.

Travel Agencies are requested to timely inform their clients.

ITA AIRWAYS RE-BOOK POLICY

Rebooking (Change of Travel Dates) without penalty on:

- ITA AIRWAYS operating flights, in the same booking class or in the first available one, within the same cabin of travel.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin
 - Re-booking/Re-issue must be completed by the end of the day on **14 April 2022**
 - The departure date of the segment replacing the original flight must occur no later than **14 April 2022**
 - The original duration of stay will be preserved.

Re-routing without penalty on:

- ITA AIRWAYS operating flights in the same booking class or in the first available one, within the same cabin of travel.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin
 - The travel must be done **via intermediate point** on the same origin and destination.
 - Passengers might also renounce to fly the domestic flight if in connection with an international or intercontinental flight.
 - The reservation must be changed not later than **14 April 2022**
 - The departure date of the segment replacing the original flight must occur no later than **14 April 2022**
 - The original duration of stay will be preserved.

Change of Origin/Destination

In lieu of refund the full or partial value of the original ticket may be used to buy new ITA Airways tickets.

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

The departure date of the segment replacing the original flight must occur no later than **14 April 2022**

Reservation must be done by the end of the day on **14 April 2022**, without change fee.

Refund

Full Refund without any penalty of completely/partially unused ticket in the original form of payment **only if flight is cancelled or flight is delayed more than 5 hours.**

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

GENERAL RULES

Schedule change of more than 5 hours (flight scheduled delayed on departure):

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.

Travel must be completed within **14 April 2022**, without change fee.

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.

Schedule change P.O.S. USA:

In case the re-scheduled departure time are 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. Travel must be completed within **14 April 2022**, without change fee.

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.

GROUPS REPRO POLICY

Groups with down payment deposit

- Refund of the down payment deposit without any penalty.
- Re-booking and/or change of origin/destination:
 - Total value of the down payment could be utilized for the purchase of new ITA Airways tickets.
 - The new fare could be re-negotiated.
 - The reservation must be completed not later than **14 April 2022**, without charging any penalty.
 - Travel must end within **6 months** from the original date of departure.

Groups with tickets 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.
- Re-booking and/or change of origin/destination without penalty on ITA AIRWAYS operating flights in the same booking class or in the first available one, within the same cabin of travel.
 - Rebooking and ticket reissue must be completed not later than **14 April 2022**, without charging any penalty.
 - Travel must end within **6 months** from the original date of departure.
 - The new fare could be re-negotiated.

TICKETS RE-ISSUE AND/OR REVALIDATION

E-tkts must be reissued/revalidated free of charge by ITA Airways, inserting in the "Endorsement and Restriction" box the note: "ENAV Strike 11 April 2022".

Passenger's care will be guaranteed as stated in the REG. EU261/2004