

with reference to the operational issues for flights departing from **Amsterdam Airport Schiphol** occurring during the security check, queues are much longer than usual and could impact the waiting time.

To passengers holding **ITA Airways tickets (055)** with booking flight **from Amsterdam Schiphol Airport, issued before or on 9 June 2022, who wants to modify or renounce to their trip, ITA Airways** offers the possibility to use the conditions of this **Amsterdam Airport Schiphol Policy Actual Operational Issue # 1 of 22/06/2022 as follows:**

RE-BOOKING on the same origin/destination:

- to travel on **ITA Airways** flight before or on June 29th, 2022, without penalty or fare difference, in the **same booking class** of original booking, **within the same cabin**.
- to travel on **ITA Airways** flight after June 29th, 2022, without penalty. A fare difference will be applied **based on the booking class or cabin change**.

- rebook of the flight must be at the latest on June 29th, 2022.

REFUND:

Passengers holding **ITA Airways** tickets on a **cancelled flight from Amsterdam (AMS) and/or delayed by more than 3 hours** can request the **full refund of** the ticket or **the residual value of the ticket**, for the journey not yet made.
Refund will be processed **in the original form of payment**.

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

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

REISSUE

Electronic tickets must be reissued by the **Travel Agencies or Customer Center ITA Airways**, inserting in the "endorsement / restriction" box: **AMS APT SCHIPHOL ACTUAL OPERATIONAL ISSUE WW 22**