



## REPRO POLICY

Air traffic controllers strike

from 2 pm to 6 pm

**JULY 17<sup>th</sup>, 2022**

Sales systems updated accordingly

*Issued on July 13<sup>th</sup>, 2022*

## POLICY AIR TRAFFIC CONTROLLERS STRIKE JULY 17<sup>th</sup> 2022

PASSENGERS HOLDING ITA AIRWAYS TICKETS (055) PURCHASED WORLDWIDE  
WITH BOOKING ON CANCELLED and/or RE-SCHEDULED FLIGHTS

Passengers holding ITA Airways tickets (055) with booking on cancelled flight and/or with schedule change over 5 hours, have the right to select one of the following options, according to **REG EU261/2004**

Travel Agencies are requested to timely inform their client.

### REBOOKING

Without any penalty, on flights:

- ITA Airways operating and/or AZ marketing **DL, AF, KL**, in the same booking class or in the first available one, same cabin;
- ITA Airways marketing of all other carriers, **exclusively in the same booking class**, same cabin.

Rebooking / Reissue must be completed not later than **July 24<sup>th</sup>, 2022**.

The original duration of stay to be preserved

### REROUTING

Without any penalty, on flights:

- ITA Airways operating and/or AZ marketing **DL, AF, KL**, in the same booking class or in the first available one, same cabin;

- ITA Airways marketing of all other carriers, **exclusively in the same booking class**, same cabin.

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

Passengers will also be able to renounce the domestic cancelled and/or re-scheduled flight if in connection with an international or intercontinental flight.

Rebooking / Reissue must be completed not later than **July 24<sup>th</sup>, 2022**.

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 ITA Airways tickets. The new fare must be recalculated using the applicable fare for the new origin/destination. The new reservation must be done not later than **July 24<sup>th</sup>, 2022**, without any change penalty.

## **GENERAL RULES**

### **Schedule change 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.

## **REFUND**

Full Refund, 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.

Rebooking 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 should be re-negotiated.
- The reservation has to be made within **July 24<sup>th</sup>, 2022**, 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 ITA Airways operating flights:

- Rebooking / Reissue must be completed by July 24<sup>th</sup>, 2022, without charging any penalty.
- Travel must end within **6 months** from the original departure date.
- The new fare could be negotiated.

## TICKET REISSUE / REVALIDATION

E-tickets must be reissued/revalidated by the **Travel Agencies and/or ITA Airways Contact Center**, without penalty, inserting in the 'Endorsement and Restriction' box the note "**AIR TRAFFIC CONTROLLERS STRIKE 17JULY2022**".

