

due to a French NATIONAL INDUSTRIAL ACTION affecting all DSNA AIR TRAFFIC SERVICES called from 06:00 CEST on 16 September till 06:00 CEST on 17 September, following ITA Airways flights have been cancelled:

Departure Date	Flt Number	From	To
16-sep-22	AZ316	FCO Rome	CDG Paris
16-sep-22	AZ319	CDG Paris	FCO Rome
16-sep-22	AZ350	LIN Milan	ORY Paris-Orly
16-sep-22	AZ351	ORY Paris-Orly	LIN Milan
16-sep-22	AZ358	LIN Milan	CDG Paris
16-sep-22	AZ311	CDG Paris	LIN Milan
16-sep-22	AZ300	LIN Milan	CDG Paris
16-sep-22	AZ305	CDG Paris	LIN Milan
16-sep-22	AZ356	LIN Milan	ORY Paris-Orly
17-sep-22	AZ357	ORY Paris-Orly	LIN Milan
16-sep-22	AZ348	FCO Rome	NCE Nice
16-sep-22	AZ343	NCE Nice	FCO Rome

According to REG. EU261/2004, passengers holding ITA Airways tickets (055) booked on flights affected by the strike have the right to select one of the following options. Travel Agencies are requested to timely inform their clients.

## ITA AIRWAYS RE-BOOK POLICY

### Re-booking (Change of Travel Dates) without penalty on:

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- 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 23 September 2022.

The departure date of the segment replacing the original flight must occur no later than **23 September 2022**.

The initial duration of stay will be preserved.

### Re-routing without penalty on:

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin.

The travel might be made via an intermediate point on the same origin and destination.

Passengers might also renounce flying the domestic flight if in connection with an international or intercontinental flight.

The new reservation and the ticket reissue must be completed not later than 23 September 2022.

The departure date of the segment replacing the original flight must occur no later than **23 September 2022**.

The initial duration of stay will be preserved.

### Re-routing without penalty on:

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin.

The travel might be made via an intermediate point on the same origin and destination.

Passengers might also renounce flying the domestic flight if in connection with an international or intercontinental flight.

The new reservation and the ticket reissue must be completed not later than 23 September 2022.

The departure date of the segment replacing the original flight must occur no later than **23 September 2022**.

The initial duration of stay will be preserved.

### Change of Origin/Destination

In lieu of refund, the total 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 23 September 2022.

Reservation must be made by **23 September 2022**, without a change fee.

### Refund

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

Passengers with open tickets, without reservation, will have a refund of not used tickets.

### GENERAL RULES

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

If 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 an intermediate point on the same origin and destination) without any penalty.

Travel must be completed within 23 September 2022, without a change fee.

If the Carrier cannot offer any acceptable alternate flight, the passenger may renounce the flight and request the Carrier to refund the amount paid, without any penalty, of an entirely/partially unused ticket in the original form of payment.

#### Schedule change POS USA

If 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 an intermediate point on the same origin and destination) without any penalty.

Travel must be completed within 23 September 2022, without a change fee.

If the Carrier cannot offer any acceptable alternate flight, the passenger may renounce the flight and request the Carrier to refund the amount paid, without any penalty, of an entirely/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:
  - The total value of the down payment could be utilized to purchase new ITA Airways tickets.
  - The new fare could be re-negotiated.
  - The reservation must be completed no later than **23 September 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 the amount corresponding 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 the first available one, within the same travel cabin.
  - Re-booking and ticket re-issue must be completed no later than 23 September 2022, without 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-tickets must be re-issued/revalidated free of charge by ITA Airways, inserting in the "Endorsement and Restriction" box the note: "French Air Traffic Strike 16/17 September 2022".

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

We remind that on [ITA Airways Connect](#) it's available [Flight Status](#).

We apologize for the inconvenience.