

Dear Agent,  
thank you for contacting us.

Electronic tickets must be reissued by the Travel Agencies by inserting in the "endorsement / restriction" box: ITA FARE / SKCH WW 22-23

You can proceed with the reissue following our involuntary policy guidelines.

Here's a quick reference for you:

We invite you to subscribe at ITA connect(<https://www.ita-airways-connect.com/s/?language=en>) where you can find all the Repro Policy of ITA airways

#### RE-BOOKING or RE-ROUTING, SAME DESTINATION WITHOUT PENALTY PROCEDURE

Passengers may be re-booked without penalty, to travel to the original destination or return to the point of origin of travel, no later than two weeks before or after the date of the cancelled flight and/or delay of more than 3 hours, on a useful flight for the passenger.

Rebooking / Reissue must be completed not later than one month from the flight schedule update. The original duration of the trip will be guaranteed.

In case of RE-BOOKING and/or REROUTING via intermediate point, on the same origin and destination on flights:

- ITA Airways flights:

rebooking without penalty, in the same booking class of original booking, or in the first available one, within the same cabin.

- ITA Airways MARKETING flights:

- o exclusively for DL, AF, KL marketing flights, in the same booking class of original booking, or in the first available class, within the same cabin.

- o ITA Airways marketing of all other carriers, rebooking without penalty, exclusively in the same booking class of original booking, within the same cabin.