

POS INT AD HOC GROUP POLICY (published 25 MAY 2020)

Gruppi Ad hoc/Incentive

- 1. Groups booked until 5 March 2020. Travel from 6 March to 31 July 2020**
 - Change date allowed within 1 year from the original date of booking
 - The date change must be requested within 30 April 2020
 - Fare re-evaluation, if applicable
 - In case of cancellation made within 30 April 2020, no penalties apply
- 2. Groups booked until 5 March 2020. Travel 01 August – 30 September 2020**
 - Change date allowed within 1 year from the original date of booking
 - The date change must be requested within 31 May 2020
 - Fare re-evaluation, if applicable
 - In case of cancellation made within 31 May 2020, no penalties apply
- 3. “BOOK & CHANGE” NEW groups booked from 6 March to 31 August 2020. Travel open**
 - Suspension of the change date restriction (15 days after the original booking)
 - Change date allowed within 1 year of the original date of booking
 - The date change can be requested up to 21 days before departure
 - Fare re-evaluation, if applicable
 - For any cancelled seats, standard Terms and Conditions still apply

EXCEPTIONS

- 1. Group passengers booked by Point of Sale Brazil, as of publication date (March, 19th 2020 are entitled to ask until December 31st, 2020 for:**

- Rebooking without penalty to travel until December 31st 2020
- Full refund with no penalty of tickets issued (tickets must be: issued in Brazil, to any destination served by Alitalia, with travel dates from February 23rd 2020 to December 31st 2020)
- Waiver of cancellation penalties

- 2. Group passengers who planned to travel to attend sport events which have been postponed, cancelled or interdicted to spectators.**

- Change to the new date allowed based on the flights availability and fare re-evaluation (travel agencies must send to AZ Sales Offices an official communication with the new date planned for the event)
- Refund of tickets issued in case the event has been either cancelled or interdicted to spectators (passengers have to send to AZ Sales Offices proof that they were expected to attend the event, e.g. event ticket)
- Waiver of cancellation penalties if tickets are not issued in case the event has been either cancelled or interdicted to spectators (passengers have to send to AZ Sales Offices proof that they were expected to attend the event, e.g. event ticket)

- 3. In case of flights cancelled by Alitalia (as per standard repro policy)**

- Repro by AZ to the same destination on AZ operating flights
- Change of origin/destination and fare re-evaluation on AZ operating flights

4. Groups booked on routes cancelled by Alitalia

- Re-booking to different destination operated by AZ and fare re-evaluation
- Refund of tickets issued
- Waiver of cancellation penalties