

WORLDWIDE AD HOC GROUP POLICY

(published on **07 OCT 2020**)

Gruppi Ad hoc/Incentive

1. Groups booked until 5 March 2020. Travel 01 October – 31 December 2020

- Change date allowed within 1 year from the original date of booking if the date change has been requested within 15 Sep 2020 (fare re-evaluation, if applicable)
- In case of cancellation made within 15 Sep 2020, no penalties 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 flight's 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 must 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 must send to AZ Sales Offices proof that they were expected to attend the event, e.g. event ticket)

FLEXIBLE GROUPS

“FLEXIBLE GROUPS” NEW ADHOC GROUPS

- **New groups booked from 1 October to 30 November 2020 travelling up to 15 December 2020 (last outbound date)**
 - Up to **15** days before departure:
 - Option Fee waived
 - Total group cancellation free of charge
 - Deposit refund allowed for groups booked by Non Iata Travel Agents and Direct Customers

- **New groups booked from 1 October to 30 November 2020 travelling from 16 December 2020 to 31 March 2021 (last outbound date)**
 - Up to **30** days before departure:
 - Option Fee waived
 - Total group cancellation free of charge
 - Deposit refund allowed for groups booked by Non Iata Travel Agents and Direct Customers

- **New groups booked from 1 October to 30 November 2020 travelling from 1 April to 31 May 2021 (last outbound date)**
 - Up to **60** days before departure:
 - Option Fee waived
 - Total group cancellation free of charge
 - Deposit refund allowed for groups booked by Non Iata Travel Agents and Direct Customers

Notes related to the “Flexible Groups” policy

The “Flexible Groups” Terms and Conditions will not be displayed in the GSO contracts; however, they will be taken into account for the post sale audit control.

In case above mentioned deadlines and rules are not respected, the GSO Terms and Conditions will apply

The “Flexible Groups policy” does not apply to Special Events. Specific terms and condition will be defined and agreed each time for each single event.

REPRO POLICY

for groups booked on Alitalia operating flights cancelled or **delayed for at least 5 hours**

A. Travel from 6 March to 2 June 2020

1. In case of flights cancelled by Alitalia

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

2. Groups booked on routes cancelled by Alitalia

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

B. Travel between 11 March and 31 October 2020

INTERNATIONAL Points of Sale (except Brazil)

Groups booked not later than **31 October 2020** and travelling between 11 March and 31 October 2020
or

Groups booked not later than **31 December 2020** and travelling between **1 November 2020** and **31 March 2021**

may take advantage of the following options:

- Repro by AZ without penalty, to reach the original destination or return to the point of origin of the trip, on the first available date, on a AZ operating flight suitable for the passenger, in the previous/following 7 days of the date of the cancelled/delayed flight
- Change date allowed to the same destination with fare re-evaluation if needed. The new booking will be used to travel within 1 year from the date of the cancelled flight
- Change origin/destination with fare re-evaluation. The new booking will be used to travel within 1 year from the date of the cancelled flight
- Waiver of cancellation penalties
- Refund of tickets if issued
- Refund of deposit paid for groups booked by Non Iata Travel Agents and Direct Customers