

AD HOC GROUPS POLICY

International Markets

(14 APRIL 2021)

This policy applies to all group passengers booked from INTERNATIONAL Markets (except Brazil dedicated policy), with or without issued tickets, **who intend to modify or cancel their trip** due to the following reasons:

Booking Date	Travel	Cancellation reason	POLICY to be applied
Until 30 June 2021	01nov20-31dec21	A. CAUSES OF FORCE MAJEURE B. FAILURE OF THE REASON FOR THE TRIP (Tour Packages)	Involuntary
Until 30 June 2021	01nov20-31dec21	C. CERTIFIED INDIVIDUAL QUARANTINE (excl. the voluntary one)	Involuntary (see Alitalia General Conditions of Transport in case of illness)
Until 30 June 2021	01nov20-31dec21	D. VOLUNTARY INDIVIDUAL QUARANTINE	Voluntary
Until 30 June 2021	01nov20-31dec21	E. CANCELLED FLIGHT OR DELAYED FLIGHTS (more than 5 ore) BY AZ	See repro policy for cancelled flights by AZ

<u>POLICY VOLUNTARY</u>	<u>POLICY INVOLUNTARY</u>
<ul style="list-style-type: none"> ➤ Change date allowed to the same destination within 1 year from the original date of booking; fare re-evaluation may be required. ➤ Change origin/destination allowed within 1 year from the original date of booking; fare re-negotiation required. 	<ul style="list-style-type: none"> ➤ Change date allowed to the same destination within 1 year from the original date of booking; fare re-evaluation may be required. ➤ Change origin/destination allowed within 1 year from the original date of booking; fare re-negotiation required. ➤ Waiver of cancellation penalties if tickets are not issued ➤ Refund of tickets issued ➤ Refund of deposit for groups booked by Non Iata Travel Agents and Direct Sales

A. CAUSES OF FORCE MAJEURE

A1. REGULATORY PROVISIONS or OTHER ACTS OF CENTRAL OR REGIONAL GOVERNMENT establishing RED ZONES that involve restrictions on mobility that make it impossible for the single passenger to use the ticket due to force majeure.

Impacted passengers will be required to provide documentary evidence

- i. of the personal residence or temporary presence (through self-certification) in the Red zones on dates coinciding with the flights of the ticket itinerary they intend to renounce;
- ii. of the fact that the destination of the ticket itinerary is an airport included in the geographical limits of the Red Zone.

In the event that the travel destination is in a different red zone but the zone served by the destination airport, the passenger will have to produce adequate documentation to demonstrate the purpose of the trip in the red zone (eg. Medical visits; Court hearings; iii. of the acts of the competent Authority, establishing the specific Red Zones

A.2 REGULATORY PROVISIONS or OTHER ACTS OF NATIONAL and INTERNATIONAL AUTHORITIES, which establish absolute prohibitions to operate air transport services or to access / transit a specific Country to:

- passengers residents or transiting in Italy directed to / in transit in foreign countries; o passengers residents or transiting in foreign Countries directed to / in transit in Italy;
- resulting in restrictions on mobility that make it impossible for the individual passenger to use the ticket

Affected passengers will be required to provide documentary evidence (#)

- ✓ of the personal correspondence of the destination and the dates of the itinerary of the ticket they intend to renounce with the country that has established total access restrictions (excluding cases of "discouragement" and temporary restrictions on the mobility of passengers arriving / passing through the country of destination / transit).
- ✓ the acts of **the competent Authority, establishing specific entry / transit restrictions**

B. FAILURE OF THE REASON FOR THE TRIP

October 24th, 2020 DPCM (or other subsequent and similar provisions), containing new measures to manage the Covid-19 epidemiological emergency, in the event that they determine the drop of the reasons for the trip and consequently for the use of the ticket, due to the suspension of activities or events falling into the following categories: o participation in fairs and congresses; o participation in educational trips, exchange or twinning initiatives, guided tours and educational outings;

- participation in entertainment events, from culture to gambling; o stay for visits to theme and amusement parks; o stay in wellness centers and spas on the Italian territory, with the exception of the SPA considered a health center;
- stays for the use of lifts in ski areas

Passengers concerned will be required to provide documentary evidence of their personal and expected:

- i. participation in fairs and congresses;
- ii. participation in educational trips, exchange or twinning initiatives, guided tours and educational outings;
- iii. participation in entertainment events, from culture to gambling; iv. stay for visits to theme and amusement parks;
- v. stay in wellness centers and SPA on the Italian territory, with the exception of SPA considered a health center; vi. stays for the use of lifts in ski areas;

certified through the related TOURIST PACKAGE bought in a travel agency or a tour operator or other authorized intermediaries, for travel on dates coinciding with the flights of the ticket itinerary they intend to renounce to.

In the case of purchase of Alitalia tickets separately from that of tickets for participation in one of the canceled events listed above, NOT INCLUDED in a TOURIST PACKAGE, passengers will be able to benefit from the conditions set out in the CHANGE POLICY VOLUNTARY

C. CERTIFIED INDIVIDUAL QUARANTINE (excl. the voluntary one)

In the case of INDIVIDUAL QUARANTINE (excluding the voluntary one, for which only Change Policy Voluntary applies), is equivalent to the case of ILLNESS and must be managed according to the provisions of the ALITALIA GENERAL CONDITIONS OF TRANSPORT, for cases of renunciation of the use of ticket.

The quarantine must be certified by a document from the health authority, hospital or competent doctor or equivalent.

D. VOLUNTARY INDIVIDUAL QUARANTINE

Only Change Policy Voluntary applies

E. CANCELLED FLIGHT OR DELAYED FLIGHT (more than 5 hours) BY AZ INTERNATIONAL Points of Sale (except Brazil)

TRAVEL FROM 11 MARCH 2020 TO 31 DECEMBER 2021

- Re-pro 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 an 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

EXCEPTION POS BRAZIL

Group Passengers holding Alitalia tickets (055) booked on Alitalia (AZ) flights NOT IMPACTED BY AZ FLIGHTS CANCELLATIONS:

- issued in Brazil;
- purchased up to October 31st, 2021;
- to any destination served by Alitalia;
- with travel dates from March 19th, 2020 to **December 31st, 2021;**

are entitled to require, on or before October 31st, 2021, especially what follows:

1. Rebooking without penalty to travel within twelve (12) months from the date of original flight
2. Refund according to the rules described in the the Groups Terms and Conditions

Passengers holding Alitalia tickets (055) booked on Alitalia (AZ) flights CANCELLED, INTERRUPTED OR DELAYED for more than 4 (four) hours by Alitalia:

- issued in Brazil;
- purchased up to October 31st, 2021;
- to any destination served by Alitalia;
- with travel dates from March 19th, 2020 to **December 31st, 2021;**

are entitled to require, on or before October 31st, 2021, especially what follows:

1. Rebooking without penalty to travel within twelve (12) months from the date of original flight
2. Full Refund of issued tickets / deposit with no penalty
3. Waiver of cancellation penalties

FLEXIBLE GROUPS

"FLEXIBLE GROUPS" NEW ADHOC GROUPS

New AdHoc groups booked from 01 March to 30 April 2021 travelling until 30 June 2021 (last outbound date)

- Up to **45** 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 AdHoc groups booked from 14 April to 31 July 2021 travelling from 01 July to 30 November 2021 (last inbound 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.

Groups booked after the free of charge cancellation deadline (in the 60/45 days prior to departure) are not part of this promotion, standard Groups Terms & Conditions apply.