

**POLICY
VOLUNTARY
and
INVOLUNTARY
WITH TRAVEL DATE UNTIL OCTOBER 14th, 2021**



VOLUNTARY AND INVOLUNTARY POLICY WITH TRAVEL DATE UNTIL OCTOBER 14th 2021

PASSENGERS HOLDING ALITALIA TICKETS (055), PURCHASED WORLDWIDE

(exception of Brazil) WITH TRAVEL DATE UNTIL OCTOBER 14th 2021

Following the procedure for the sale of the "Aviation" Branch of "Alitalia - Società Aerea Italiana Spa" in extraordinary administration to the fully public owned company Italia Trasporto Aereo S.p.A., the Ministry of Economic Development has authorized Alitalia to stop ticket sales and, as a consequence, to interrupt flight activities starting from 15 October 2021, being the initial date of the new flagship carrier operations.

Alitalia will provide to the passengers holding **Alitalia tickets (055)**, for planned flights operated by Alitalia **until October 14th, 2021** the following measures:

INVOLUNTARY (PASSENGERS BOOKED ON CANCELLED FLIGHTS)

Passengers holding **Alitalia tickets (055)**, booked on **Alitalia (AZ) cancelled flights purchased Worldwide**, with exception of Brazil (dedicated policy)

- with travel date until October 14th, 2021
- to/from any destination/origin worldwide

may choose one of the following options:

1. RE-BOOKING ON AVAILABLE FLIGHT (REBOOKING or REROUTING, SAME DESTINATION) within October 14th, 2021 (last return date).

Passengers holding **Alitalia tickets (055)** with a reservation on a cancelled AZ operating flights can be rebooked **without penalty**, to reach the original destination or return to the point of origin of the trip, on a flight suitable for the passenger, within October 14th, 2021 (last return date).

To request a new booking, passengers may contact Alitalia Contact Center or the Travel Agency where they purchased their ticket.

In case of RE-BOOKING on flights:

- **AZ operating**
rebooking without penalty, in the same booking class or in the first available one, within the same cabin.
- **AZ marketing**
rebooking without penalty, exclusively in the same booking class, within the same cabin.

- **AZ marketing** (for passengers who have already made half of the journey with an Alitalia ticket - 055- and must return to the point of origin)
rebooking without penalty, in the same **booking class or in the first available one, within the same cabin.**

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **"SKCH AUG AZ"**

OR

2. ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING (if required), to travel within October 14th, 2021 (last return date).

To request a **new booking with change of the destination**, passengers may contact the **Alitalia Contact Center or the Travel Agency** where they purchased the ticket.

The new booking will be used **to travel within October 14th, 2021 (last return date).**

The one (1) **booking change (change of destination)** will be permitted **only on AZ operating flights** and the **change of booking without penalty will be allowed** in the **same booking class within the same cabin, applying repricing of the fare, based on the new destination and/or class/cabin change.** Fare difference refund (if any) is not applicable.

Change of destination will only be possible:

- for **DOMESTIC** tickets, on **DOMESTIC** destinations;
- for **INTERNATIONAL** tickets, on **INTERNATIONAL** destinations.

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **SKCH AZ"**

OR

3. REFUND OF THE TICKET (INVOLUNTARY)

Passengers, holding Alitalia tickets (055) booked on cancelled AZ operating flights in case of unavailability to travel within October 14th, 2021 (last return date), will be entitled to ask for REFUND WITH NO PENALTY for an amount equal to the value of the ticket purchased or its residual value.

Refund will be processed **in the original form of payment**

To request a refund, passengers who purchased the ticket on the direct channel can **click on the link in the cancellation notification message** or for **PARTIAL REFUND** passengers can **call the Contact Center.**

Passengers who purchased the ticket at the Travel Agency can contact their **travel agent** directly.

Refunds of electronic tickets executed by **Travel Agencies** can be processed **through GDS auto-refund feature.**

MILLEMIGLIA AWARD TICKETS

Passengers holding **MilleMiglia AWARD TICKETS** with place/date of issue and travel date included in this Policy, booked on cancelled flight can be rebooked by **Alitalia Contact Center** without penalty on flights:

- **AZ operating flights**
 - **within October 14th, 2021 (last return date): in the original award classes provided or in the first available one, same cabin;**

- **Partner SkyTeam and other Partner Frequent Flyer operating flights**
 - **within October 14th, 2021 (last return date): in the award classes provided only;**

Furthermore passengers holding **MilleMiglia AWARD TICKETS** can ask for **booking change (change of destination) with MMG miles integration, if required, in the award classes provided only, on AZ operating flights or Partner SkyTeam and other Partner Frequent Flyer operating flights.**

Partners SkyTeam: SU, AR, AM, UX, CI, MU, GA, KQ, KE, ME, SV, RO, VN, MF, OK, DL, AF, KL.

Expected Award classes:

		Economy	Business
SkyTeam	All SkyTeam carriers (DL and OK excluded)	X	O
	Delta (DL)	N	O <i>(Business for International, "Domestic First Class" for Domestic)</i>
	CSA (OK)	E	Z
Other FFP partner	Etihad Airways (EY)	N	I
	Air Serbia (JU)	N	I
	Virgin Australia (VA)	X	Z
	GOL (G3)	X	I (Comfort Class)
	All Nippon (NH)	X	I

Passengers not willing to travel can ask for miles credit back, taxes refund and surcharges.

To ask for miles credit back, taxes refund and surcharges passengers can click on the link in the cancellation notification message.

**VOLUNTARY
(PASSENGERS WHO NO LONGER WANT TO FLY AS PER
SCHEDULE INDICATED ON TICKET)**

Passengers holding **Alitalia tickets (055)**, booked on **Alitalia (AZ) cancelled flights purchased Worldwide**, with exception of Brazil (dedicated policy)

- **with travel date within October 14th, 2021**
- **to/from any destination/origin worldwide**

may choose one of the following options:

USE TICKET FOR ONE (1) REBOOKING with repricing (if necessary), BEFORE DEPARTURE OF ORIGINAL TRAVEL DATE, to travel within October 14th, 2021 (last return date).

To request a **new booking** , passengers may contact the **Alitalia Contact Center or the Travel Agency** where they purchased the ticket.

New itinerary can be booked **before the departure of the flight which passenger intend to renounce, or even later as long as the flight has been canceled before departure (no show not allowed) and in any case to travel within October 14th , 2021 (last return date).**

For **RE-BOOKING** on Alitalia direct flights, AZ operating and/or AZ marketing

- **n (1) rebooking without penalty, exclusively on same original booking class, the same cabin.**
- **repricing fare to be applied according to the new booking class/cabin if not available**

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **"SKCHG COVID-19 RED**

2. ONE (1) REBOOKING (Change of destination))WITHOUT PENALTY, WITH REPRICING (if necessary) to travel within October 14th, 2021 (last return date).

To request a **new booking with change of the destination**, passengers may contact the **Alitalia Contact Center** or the **Travel Agency** where they purchased the ticket.

Last travel date of new itinerary can be booked **within October 14th, 2021**

ONE (1) BOOKING CHANGE (change of destination) will be permitted **only on AZ prime flight** and the **change of booking without penalty will be allowed** in the **same booking class within the same cabin, applying repricing of the fare, based on the new destination and/or class/cabin change.** Fare difference refund (if any) is not applicable.

Change of destination will only be possible:

- for DOMESTIC tickets, **on DOMESTIC destinations;**
- for INTERNATIONAL tickets, **on INTERNATIONAL destinations.**

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19 RED.**

3. REFUND OF THE TICKET (VOLUNTARY)

In case rebooking options are not available or of unavailability of passenger to accept the proposal of re-booking, re-routing, change of destination, for **Alitalia tickets (055)** and **only if refund allowed by fare rules**, passengers will be entitled to ask for **refund according to the fare rules.**

Passengers with ticket issued by **Travel Agency** may contact directly **their Travel Agents or Alitalia Contact Center.**

Electronic tickets with possibility of reimbursement in the fare conditions, reimbursed by the Agencies of Travel, can be processed with **self-refund via GDS.**

For all cases of flight cancellation not covered by above conditions, please refer Alitalia General Conditions of Carriage are on https://www.alitalia.com/it_it/volare-alitalia/mondo-alitalia/diritti-dei-passeggeri/condizioni-general-di-Trasporti.html.

MILLEMIGLIA AWARD TICKET WHO RENOUNCE TO TRAVEL AS SHOWN ON TICKET

All passengers who have a MilleMiglia award ticket to fly by 14 October 2021, can request, before the flight departure date:

- **to change the booking or the schedule**, with payment of any additional mileage difference, to travel by 14 October 2021;
- **or the reimbursement of miles, taxes refund and surcharges.**

To ask for rebooking or refund passengers can contact Millemiglia Customer Service dedicated numbers.

AUTHORIZED ALTERNATE AIRPORT

In the event that Alitalia does not operate temporarily on a specific origin / destination airport, the following airports may be used as alternate (**last return date October 14th, 2021**),:

Medium Haul (INT)

DEPT/ARRIVAL APT INT		DEPT/ARRIVAL APT INT
CGN	↔	DUS/FRA
DUS	↔	MUC/FRA
HAM	↔	MUC/FRA
LCY	↔	LHR
ORY	↔	CDG
STR	↔	FRA
TXL	↔	FRA

Domestic Italy (DOM)

DEPT/ARRIVAL APT DOM		DEPT/ARRIVAL APT DOM
BDS	↔	BRI
BGY	↔	MLA
CIY	↔	CTA
FLR	↔	PSA
LIN	↔	MLA
REG	↔	SUF
TPS	↔	PMO
TRS	↔	VCE
VRN	↔	VCE

PASSENGERS HOLDING TRAVELPASS
TICKETS

Passengers in possession of Alitalia TravelPass tickets who intend to modify or cancel their trip can contact the dedicated number +39 06 65859966 *, active 7 days a week from 7 am to 11 pm.

In the case of a Travelpass ticket already issued for a flight then canceled, the measures described above for cancellations apply.

PROVISIONS THAT LIMIT THE MOBILITY AND THE SUSPENSION OF ACTIVITIES AND EVENTS DUE TO COVID

With reference to restrictive provisions issued or that may be issued to contain the spread of the COVID 19 infection that prevent passengers from making the flight/flights as indicated on the ticket purchased, Alitalia offers the following forms of assistance and reimbursement:

Passengers holding Alitalia tickets (055) issued in ITALY, **to fly until October 14, 2021**, who intend to modify their trip or not to travel for the following reasons:

A. UNABLE TO use the flight ticket due to force majeure caused by:

A.1 REGULATORY PROVISIONS OR OTHER ACTS OF THE CENTRAL OR REGIONAL GOVERNMENT which impose restrictions on mobility by prohibiting entry or exit from identified regions or localities (e.g.Red/Orange/Yellow Zones), or inability to use the ticket due to being positive with Covid-19, imposed quarantine (meaning quarantine with active surveillance or fiduciary home stay with active surveillance by the competent health authority) or hospitalization.

A.2 REGULATORY PROVISIONS OR OTHER ACTS OF NATIONAL AND INTERNATIONAL AUTHORITIES, which establish absolute prohibitions to operate air transport services or access/transit services of i) residents or transitors in Italy direct/transiting in foreign countries, ii) residents or transitors in foreign countries direct/transiting in Italy.

A.3 REGULATORY PROVISIONS OR OTHER ACTS OF NATIONAL AND INTERNATIONAL AUTHORITIES, which impose restrictions on mobility in and from / to territorial areas identified in the international countries impacted by them, which make it impossible for reasons of force majeure to use the single passenger's ticket.

B. REASON FOR TRIP NO LONGER APPLIES.

B1. **limited to holders of Alitalia tickets (055) purchased as part of a Tourist Package**, who intend to modify their trip or not travel due to the suspension - imposed by the DPCM or other regulatory provisions - of activities or events provided for under the same Tourist Package, which fall into the following categories: participation in fairs and congresses; participation in educational trips, exchange or twinning initiatives; guided tours and educational outings; participation in entertainment events, from culture to gambling; stay for visits to theme and amusement parks; stays in wellness and spas on the Italian territory, excluding spas considered to be a healthcare facility; stays for the use of facilities in ski areas.

B.2. **for holders of Alitalia tickets (055) also purchased outside a Tourist Package**, who intend to modify or cancel the trip due to the suspension imposed by the DPCM or other regulatory provisions of activities or events falling into the following categories: participation in pre-selection tests and written documents of public and private insolvency procedures; participation in pre-selection and written tests for qualification to practice the profession.

can request, as long as they have canceled their flight booking before departure by calling the Call Center, from Italy to 06/65640 (option 4), from abroad to the local numbers that can be consulted [here](#) (no show not allowed):

- **Change of booking** (*rebooking or rerouting* - or modification of the itinerary to reach the original destination or return to the point of origin of the trip), without fare integration, on a flight that can be used by the passenger, **by 14 October 2021** (final date of return). Only one change is permitted.
- **Change of destination** with possible fare integration, to **travel by 14 October 2021 (last date of return)**. There is no refund for differences in the fare.

The change of destination will only be possible:

- for tickets that are **IN ITALY**, for destinations that are **IN ITALY**;

- for tickets that are **INTERNATIONAL**, for destinations that are **INTERNATIONAL**.

- **Refund of the ticket** purchased or its residual value.

To request a refund:

For tickets purchased on Alitalia sales channels, passengers can call the Call Center from Italy at 06/65640 (option 4), from abroad to the local numbers available [here](#)

For tickets purchased at the travel agency, and for tickets that are part of a Tourist Package, passengers can contact their travel agent, tour operator or intermediary who sold the package directly.

C.REASON FOR TRIP NO LONGER APPLIES. Passengers in possession of Alitalia tickets (055) who intend to modify or cancel their trip **as a result of the** suspension of activities or events **not** purchased as part of the same Tourist Package or also purchased outside a Tourist Package and **not referring** to activities or events falling within the categories participation in pre-selection and written tests of public and private competition procedures or qualification to practice the profession, they can take advantage of the forms of assistance described in the previous paragraph "Passengers who no longer want to fly as indicated on the ticket" .

