



POLICY REPRO INVOLUNTARY

WORLDWIDE

ITA Airways

Repro Policy Involuntary Worldwide # 5

Issued on June 28TH, 2023

INVOLUNTARY Worldwide # 5

Passengers holding ITA Airways (055) tickets:

- **purchased WORLDWIDE;**
- **booked on ITA Airways flights operating and az marketing;**
- **from/to all destinations served by ITA Airways;**

Object of:

- **cancellation;**
- **delayed for at least 3 hours;**

ITA Airways is offering the forms of assistance of this **Repro policy Involuntary Worldwide #5 issued on June 28th 2023 choosing from one of the following options:**



1. RE-BOOKING ON THE FIRST AVAILABLE FLIGHT RE-BOOKING or RE-ROUTING, SAME DESTINATION WITHOUT PENALTY

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 7 days before or after the date of the cancelled flight** and/or delay of more than 3 hours, on a useful flight for the passenger.

Reissue must be completed not later than one month from the flight schedule update.

The original duration of stay to be preserved.

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:

- **exclusively for DL** marketing flights, in the same booking class or in the first available class, same cabin
- **AZ marketing of all other carriers, rebooking without penalty**, only in the **same booking class** of original booking, within the **same cabin**.

2. ONE (1) CHANGE OF RESERVATION (REBOOKING or REROUTING same destination) WITHOUT PENALTY, WITH REPRICING (if required).

Passengers can request a **new booking, in the period following the one described in the previous paragraph 1 (not later than 7 days before or after the date of the cancelled flight).**

Reissue must be completed not later than one month from the flight schedule update.

The original duration of stay to be preserved.

For **RE-BOOKING on ITA Airways direct flights** or **RE-ROUTING via ITA Airways Gateway** (ex: LIN/BRI rebooked on LIN/FCO/BRI) on **ITA Airways flights**, or **ITA Airways MARKETING flights**:

- **one (1) rebooking/rerouting** can be requested **without penalty**, in the **same booking class** of original booking, **within the same cabin**.
- If the same class is not available, **fare repricing will be applied, based on the new booking class or cabin change.**

3. ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION) WITHOUT PENALTY, WITH REPRICING

Passengers can request a **new booking with change of destination, in the period following the one described in the previous paragraph 1 (new booking no later than 7 days before or after the date of the cancelled flight).**

Reissue must be completed not later than one month from the flight schedule update.

The original duration of stay to be preserved.

The **one (1) booking change (change of destination) without penalty will be permitted only on ITA Airways 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.

4. REFUND

In case of impossibility of rescheduling or unavailability to **accept rebooking, re-routing or change of destination**, passengers holding **ITA Airways tickets** on a cancelled flight and/or delay of more than 3 hours can **request the full refund of** the price at which the ticket was purchased **or the residual value of the ticket**, for the journey not yet made.

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

Passengers who have purchased tickets through the direct channel can request the **refund** at the **link provided in the cancellation notification message** or, in the absence of the link, using the **link on the ITA Airways website** at the page: https://www.ita-airways.com/en_it/support/utilities/buy-online.html , or **calling the ITA Airways Contact Center**.

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

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

Refunds of electronic tickets executed by **Travel Agencies** (mixed itineraries with other carriers) **must be processed through RAA.**

P.O.S. BRASILE

- The carrier must offer alternative repro or full refund in the event of cancellation and/or retiming over 30 minutes on domestic flight and over 1hour on international flight, if the new timetable does not correspond to the passenger's needs.
- Passengers may be re-booked without penalty , to travel to the original destination or return to the point of origin of travel , **within 1 year by the date of the schedule flight within validity ticket** .

CONTACTS

To modify tickets according to the options set out in points 1,2, 3, passengers can call:

- from Italy, the **ITA Airways Contact Center** at the toll-free number 800 936090 (every day 06: 00-24: 00 CET);
- from abroad, the **ITA Airways Contact Center** at +39 06 85960020 (every day 06: 00-24: 00 CET)

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

REISSUE

Electronic tickets must be reissued by the **Travel Agencies or Contact Center ITA Airways**, inserting in the "endorsement / restriction" box: **ITA FARE / SKCH 22-23**

I passeggeri che hanno **acquistato il biglietto in Agenzia di Viaggio** potranno **rivolgersi direttamente al proprio agente di viaggio.**

I biglietti elettronici **rimborsati dalle Agenzie di Viaggio**, potranno essere processati con **auto-refund via GDS.**

I biglietti elettronici **rimborsati dalle Agenzie di Viaggio**, con itinerari misti con altri vettori, devono essere **processati con obbligo di RAA.**

AUTHORIZED ALTERNATE AIRPORT

In the event that **ITA Airways** is not temporarily operating on a specific origin/destination airport, in case of change of origin/destination the following airports may be used as alternates:

Medium Haul (INT)

DEPT/ARRIVAL APT INT		DEPT/ARRIVAL APT INT
DUS	↔	FRA
MUC	↔	FRA
ORY	↔	CDG
AGP	↔	MAD
VLC	↔	BCN
VLC	↔	MAD
VLC	↔	AGP
STR	↔	MUC
STR	↔	FRA

Domestic Italy (DOM)

DEPT/ARRIVAL APT DOM		DEPT/ARRIVAL APT DOM
REG	↔	SUF
TRS	↔	VCE
BDS	↔	BRI
VCE	↔	VRN
VCE	↔	TRS
VRN	↔	LIN
PSR	↔	LIN BLQ FCO

