



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

