

Compensation Form TCV

Dear Customer,

We apologize for the inconvenience you experienced and kindly ask you to fill the form below. As agreed, you will receive via email an electronic voucher for the purchase of future ITA Airways tickets based on the information provided. Please do not hesitate to contact our Contact Center (contact available at www.ita-airways.com) for any further information

Last name*	Name*	Doc. Type and number*	Exp*
City*	Country*	E-mail*	
Mobile phone*			

*mandatory field

I hereby accept to receive by ITA Airways a TCV (Transportation credit voucher), for an amount of

Eur

 Amount in letter. EUR _____

As compensation for the inconvenience experienced, and i confirm i am fully satisfied with the related amount and accept such voucher as compensation.

Reason: Voluntary offloading Damaged baggage (PIR: _____) Other reason (specify) _____

TERMS AND CONDITIONS

The following terms used for the purposes of this document have the specified meaning listed below:

- TCV: voucher for the purchase of air transport documents
- Owner or holder indicates the person to whom the TCV is issued and who can legitimately use it

1. No agent, manager, employee or representative of ITA Airways, is authorized to replace, modify or otherwise derogate from the terms and conditions set out in this document.
2. This TCV can only be used for the purchase of tickets for transport on flights operated by ITA Airways up to the value indicated on the TCV itself. If the value of the TCV:
 - a. is expressed in a currency other than that in which the ticket is purchased, the exchange rate applied will be the one in force in the place and at the time of purchase.
 - b. is exceeding the cost of the ticket to be purchased, during selling, a new TCV will be issued in favor of the holder for the remaining amount.
3. The TCV is not comparable to a credit title and, therefore, cannot be turned over or refunded but can still be used for the issue of tickets in favor of a person other than the holder
4. The holder of the TCV is the only person authorized to use it by requesting the issuance of tickets, which can only be done through the ITA Airways contact center, for him/herself or for third parties indicated by the same. ITA Airways reserves the right to verify that the person presenting the TCV corresponds to its actual holder.
5. The TCV is valid for one year from the date of its first issuance and can be used in multiple tranches. No extension of its validity is allowed.

As Data Controller, ITA Airways informs that your data will be processed in compliance with Reg. 679/2016 and Legislative Decree 30 June 2003, n. 196 and subsequent amendments for reasons connected with and consequent to the transport contract, for more information regarding the processing of your personal data go to the privacy section of the site ITA Airways www.ita-airways.com

Date: _____ Passenger Sign: _____

Agent Sign: _____ Supervisor Sign: _____

Flight	Date	Itinerary	Ticket nr.			
_____	_____	/	_____			
New flight	Date					
/	_____	HOTAC	PNR #	Classe: Y	<input type="checkbox"/>	Y/C/J