

OCC Commercial & Customer Control
ITA Airways Rebook Policy

Fire at Catania Fontanarossa Airport – 17 July 2023



N.	Issue Date
009/2023 English Version	18 July 2023

OPERATIONAL UPDATE

Due to a Fire occurred at Catania Fontanarossa Airport on 17 July 2023 the airport will be **closed until 20 July 14.00 LT** and all ITA Airways flights to/from Catania will be cancelled.

According to REG. EU261/2004, passengers holding ITA Airways tickets (055) booked on flights affected by the event have the right to select one of the following options.

Travel Agencies are requested to timely inform their clients.

ITA AIRWAYS RE-BOOK POLICY

Re-booking (Change of Travel Dates) without penalty on:

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin.
 - Re-booking/Re-issue must be completed by **31 July 2023**.
 - The departure date of the segment replacing the original flight must occur no later than **31 July 2023**.
 - The initial duration of stay will be preserved.

Re-routing without penalty on:

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin.
 - The travel might be made **via an intermediate point on the same origin and destination or to/from Comiso, Palermo or Reggio Calabria airports**.
 - Passengers might also renounce flying the domestic flight if in connection with an international or intercontinental flight.
 - The new reservation and the ticket reissue must be completed not later than **31 July 2023**.
 - The departure date of the segment replacing the original flight must occur no later than **31 July 2023**.
 - The initial duration of stay will be preserved.

Change of Origin/Destination

In *lieu* of refund, the total or partial value of the original ticket may be used to buy new ITA Airways tickets.

The new fare must be recalculated using the applicable fare for the new origin/destination.

The departure date of the segment replacing the original flight must occur no later than **31 July 2023**.

The original duration of stay will be preserved.

Refund

Total refund without penalty of completely/partially unused ticket in the original form of payment **only if the flight is cancelled or delayed more than 5 hours**.

Passengers with open tickets, without reservation, will have a refund of not used tickets.

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

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

Refunds of electronic tickets refunded by Travel Agencies (mixed itineraries with other carriers) must be processed through RAA (not applicable to US market).

GENERAL RULES

Schedule change of more than 5 hours (flight scheduled delayed on departure)

If the re-scheduled departure time is such that the passenger is no longer interested in the flight, he may request to be re-booked/re-routed (via an intermediate point on the same origin and destination) without any penalty.

Travel must be completed within **31 July 2023**, without a change fee. The original duration of stay will be preserved.

If the Carrier cannot offer any acceptable alternate flight, the passenger may renounce the flight and request the Carrier to refund the amount paid, without any penalty, of an entirely/partially unused ticket in the original form of payment.

Schedule change POS USA

If the re-scheduled departure time is such that the passenger is no longer interested in the flight, he may request to be re-booked/re-routed (via an intermediate point on the same origin and destination) without any penalty.

Travel must be completed within **31 July 2023**, without a change fee. The original duration of stay will be preserved.

If the Carrier cannot offer any acceptable alternate flight, the passenger may renounce the flight and request the Carrier to refund the amount paid, without any penalty, of an entirely/partially unused ticket, in the original form of payment.

GROUPS REPRO POLICY

Groups with down payment deposit

- Refund of the down payment deposit without any penalty.
- Re-booking and/or change of origin/destination:
 - The total value of the down payment could be utilized to purchase new ITA Airways tickets.
 - The new fare could be re-negotiated.
 - The reservation must be completed no later than **31 July 2023**, without charging any penalty.
 - Travel must end within **6 months** from the original date of departure.

Groups with tickets issued

- Ticket refund without any penalty
 - The refund will be provided through the same form of original payment and for the total amount paid or the amount corresponding to the unused portion of travel/route.
- Re-booking and/or change of origin/destination without penalty on ITA AIRWAYS operating flights.
 - Re-booking and ticket re-issue must be completed no later than **31 July 2023**, without penalty.
 - Travel must end within 6 months from the original date of departure.
 - The new fare could be re-negotiated.

TICKETS RE-ISSUE AND/OR REVALIDATION

E-tickets must be re-issued/revalidated free of charge by ITA Airways and/or by Travel Agencies, inserting in the "Endorsement and Restriction" box the note: **"Fire at Catania Airport July 2023"**

Passenger's care will be guaranteed as stated in the REG. EU261/2004