



# HEALTH EMERGENCY POLICY CORONAVIRUS (COVID-19) WORLDWIDE



**FOR RESTRICTIONS DUE TO  
MEASURES THAT LIMIT THE MOBILITY OF PASSENGERS TRAVELING  
TO ITALY AND FROM / TO FOREIGN COUNTRIES  
RELATED TO THE CORONAVIRUS EPIDEMIC (COVID-19)**

Important information regarding the procedures for managing Alitalia reservations and tickets in the current phase of restrictions on internal mobility and entry/transit in Italy and foreign countries, connected to the epidemic caused by Coronavirus (COVID-19), is provided below.

**Version # 2  
April 3<sup>rd</sup> 2020**

# POLICY (New)

## PASSENGERS HOLDING ALITALIA (055) TICKETS

### PASSENGERS WITH MOBILITY RESTRICTIONS OR INTERESTED BY SUPERVENING IMPOSSIBILITIES TO USE THE AIR TRANSPORT SERVICE DUE TO THE CURRENT EPIDEMIOLOGICAL EMERGENCY.

Following the entry into force of [Law Decree no. 9 of March 2<sup>nd</sup> 2020](#), of several Italian Prime Minister's Decrees, most recently the ones dated [March 22<sup>nd</sup>](#) and [April 1<sup>st</sup> 2020](#), which imposed restrictions on the movement **throughout Italy** of natural persons identified by the decrees themselves as well as the growing number of restrictions and/or recommendations adopted by numerous foreign countries with respect to flights and/or passengers **entering, in transit and leaving Italy**, as described by the [Viaggiare Sicuri](#) service of the Crisis Unit of the Italian Ministry of Foreign Affairs and International cooperation.

**Passengers holding unused Alitalia tickets (even if "no show" due to impossibility of cancellation before the travel start date) issued worldwide:**

- **from/to all destinations served by Alitalia;**
- **purchased within April 30<sup>th</sup>2020;**
- **with a travel dates between February 23<sup>rd</sup> and June 30<sup>th</sup>2020;**

who are obliged to modify or renounce to journey, **can ask for:**

1. **CHANGE OF RESERVATION WITH NO PENALTY** performed by **Travel Agents**, for tickets previously issued or by **Contact Centre Alitalia** for tickets issued in Alitalia direct sales channel, changing booking date with **new travel dates** not later than **March 31<sup>st</sup>2021**

In case of original flight reservations on:

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

Rebooking will be performed by **Travel Agents**, for tickets previously issued by Travel Agents or by **Contact Centre Alitalia** and must be made not later than **August 31<sup>st</sup>2020**.

For all other conditions, fare rules of purchased ticket will be applied.

Electronic tickets must be **reissued without penalty** by **Travel Agencies** and/or **Contact Centers**, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19 RED**

2. **VOUCHER (TCV) for an amount equal to the value of the ticket purchased or its residual value, valid for the purchase of other tickets to any destination operated by Alitalia, which can be used to travel within one year from voucher (TCV) date of issue.**

The request to issue the voucher (TCV) can be finalized by **Alitalia Contact Center within August 31<sup>st</sup> 2020.**

3. **AWARD TICKETS: CHANGE OF RESERVATION OR MILES CREDIT BACK AND TAXES REFUND, in case of renouncing to award tickets, through Alitalia Contact Center.**

Rebooking and revalidation of the award ticket will have to be performed within **March 31<sup>st</sup>2021.**

In case of original flight reservations on:

- **AZ operating**

MilleMiglia passengers can be re-protected by **Contact Center Alitalia**, using **same award classes** or the **first higher available class, same cabin.**

- **AZ marketing**

MilleMiglia passengers can be re-protected by **Contact Center Alitalia**, using **following matrix AWARD dedicated classes.**

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

**AWARD dedicated classes:**

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

