



REPRO POLICY FOR EXCEPTIONAL CIRCUMSTANCES EVENTS



**Repro policy for Alitalia flights cancellation
due to persisting of exceptional circumstances related to
coronavirus emergency (COVID-19)**

**Version # 4
April 3rd, 2020**

REPRO POLICY

PASSENGERS HOLDING ALITALIA TICKET (055) BOOKED ON CANCELLED FLIGHTS

Passengers holding Alitalia tickets (055) booked on Alitalia (AZ) flights issued within April 30th and cancelled for persisting of exceptional circumstances related to coronavirus emergency (COVID-19), are entitled to ask for:

REBOOKING or RE-ROUTING

Passengers willing to change travel date may submit the request, including a copy of the ticket and indicating the preferred new travel dates, to following e-mail address:

cambiovolocancellato@alitalia.com

Passengers with ticket issued by Travel Agency may contact directly their Travel Agents.

Booking procedure: REBOOKING without penalties

Passengers holding Alitalia tickets (055) for AZ cancelled flights can be **re-booked without penalties**, as follows.

In case of original flight reservations:

- **AZ operating**

rebooking without penalty, in the same booking class as original booking or in the first available class, same cabin.

- **AZ marketing - Other Airlines operating**

rebooking without penalty, exclusively in the same booking class as original booking, same cabin.

Booking procedure: RE-ROUTING without penalties

Passengers holding Alitalia tickets **for temporarily suspended flights, with at least one AZ flight segment impacted by cancellation**, can be **reprotected without penalties** on the flights included in the "RE-ROUTING Section" according to relevant procedure.

Change of reservation and re-issuance of tickets must be issued not later than **August 31st2020**. **The ticket validity must be respected.**

The new travel date must be not later than March 31st 2021

Reservation change and reissue of tickets will be performed by Travel Agents for tickets previously issued by Travel Agencies or by Contact Centre Alitalia.

Electronic tickets must be **rebooked or rerouted** according to instructions described above and **reissued without penalty** by Travel Agencies and/or Contact Center, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19**

VOUCHER (TCV) WITH EXTRA VALUE

In case passenger does not accept rebooking without penalty or no possible rebooking options are available, he will be entitled to ask for a **voucher (TCV) for an amount equal to the value of the ticket purchased or its residual value**, increased of a fixed amount as follows:

Fixed extravalore	
DOMESTIC ITALY (DOM) cancelled flight	€15,00
MEDIUM HAUL (INZ) cancelled flight	€15,00
LONG HAUL (INC) cancelled flight	€60,00

Voucher (TCV) increased of a fixed extravalore will be valid for the purchase of other Alitalia tickets to any destination served by Alitalia to be used **within one year from the date of issue**.

Passengers asking for the **Voucher (TCV) increased of a fixed extravalore** valid for one year on any Alitalia flight may submit the request, **including a copy of the electronic ticket**, to the email address:

richiestaTCV2@alitalia.com

Voucher (TCV) increased of a fixed extravalore must be requested not later than **August 31st2020**.

REFUND

In case passenger does not accept rebooking without penalty or no possible rebooking options are available and/or voucher (TCV) is not accepted, then **Travel Agencies** for their own tickets, or **Alitalia Customer Center** will proceed with **ticket refund**, **for an amount equal to the value of the ticket purchased or its residual value**.

Passengers asking for **refund** of the price of the ticket, or of the remaining value of the unused part of the trip may submit the request, **including a copy of the electronic ticket**, to the email address:

rimborsovolocancellato@alitalia.com

Refund must be requested **within August 31st2020** and will be processed in the original form of payment.

AWARD MILLEMIGLIA TICKET

Rebooking and revalidation of the award ticket will have to be performed within **August 31st2020**.

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.

- ~~**Prime Partner SkyTeam and other Frequent flyer Partners**~~

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

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

AWARD dedicated classes:

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

Passengers not willing to travel can ask for **Miles credit back** and **taxes refund**.

RE-ROUTING SECTION

Rebooking Option: RE-ROUTING without penalty

Passengers holding Alitalia ticket with itinerary on a **temporarily suspended route, with at least one AZ flight affected by cancellation**, can be **re-protected without penalty**:

- **on Alitalia**, in the period following the suspension end (see RE-BOOKING).
- **on Other Airlines**, according to instructions described in this (RE-ROUTING);

NORTH AMERICA AND MEXICO

Booking Option:

Passengers holding **Alitalia ticket (055)** on canceled flights: **FCO/BOS, FCO/LAX, FCO/MIA, WAS/FCO, IAD/FCO, YYZ/FCO, MEX/FCO** and vice versa, can be rebooked on following flights:

- **AZ via JFK: FCO/JFK** and vice versa
- **connecting onto DL carrier (Delta)**, booking as follow:
 - **AZ* marketing on DL operated flights:** on the **same class of original booking** or on the **first available class, same cabin;**
 - **DL operated flights:** on the **same class of original booking** as for following class mapping

Booking Class	
DL	AZ
P	**
F	**
J	J
C	C
D	E
I	D
Z	I
P	P
A	P
G	A
Y	Y
B	B
M	M
	H
H	K
Q	V
K	T
L	N
U	S
T	X
**	W
X	L
V	O

Promo class not available on TATL routes

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on DL (Delta) flights:**

- **Business Cabin :** O
- **Economy Cabin:** N

ARGENTINA

Booking Option:

Passengers holding **Alitalia ticket (055)** on canceled flights: **FCO/EZE and vice versa**, can be rebooked on following flights:

- **AZ via SAO: FCO/GRU and vice versa**
- **connecting on following carriers, with priority order as follows:**
 - **AR** (Aerolineas Argentinas)
 - **G3** (Gol)
 - **LA/JJ** (Latam)

Connecting with **AR (Aerolineas Argentinas)** as follows:

- **AZ* marketing on AR operated flights:** on the **same class of original booking** or on the **first available class, same cabin;**
- **AR operated flights:** on the **same class of original booking** as following class mapping:

*South American Sectors
and Domestic Argentina*

AR OPT	AZ* MKT	
W	J/C/D/E	BUSI NES
AZ	I	
Y	Y	ECONOMY
B	B	
M	M	
U	H	
K	K	
H	V	
L	T	
Q	N	
T	S	
E	X	
N	W	
V	L	
A	O	
R	F	

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on AR** (Aerolineas Argentinas):

- **Business Cabin :** O
- **Economy Cabin:** X

Connecting with **G3 (Gol) on following classes** (only selected RBDs) **from lowest to highest class, same cabin:**

- **Premium Economy/Business:** D / F / L / C (international sectors only)
- **Economy cabin :** O / B / N / U / A / P / W / J / T / Y

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on G3** (GOL):

- **Business Cabin :** I (Confort Class)
- **Economy Cabin:** X

Connecting with **LA/JJ (Latam) on following classes** (only selected RBDs) **from lowest to highest class, same cabin:**

- **Business:** D
- **Premium Economy** W
- **Economy Cabin** O / Q / N / S / X / V / L / M / K / B / Y

Passengers holding **MilleMiglia award tickets with original reservations on AZ operating**, can be rebooked on **dedicated award classes on AZ flight and the following classes on LA/JJ** (Latam):

- **Business:** D
- **Premium Economy** W
- **Economy Cabin** O / Q / N / S / X / V / L / M / K / B / Y

SOUTH AFRICA

Booking Option:

Passengers holding **Alitalia ticket (055)** on canceled flights: **FCO/JNB and vice versa**, can be rebooked **with priority order as follows:**

- **EY** (Etihad Airways)
- **SA** (South African)

booking on **EY (Etihad)** carrier:

- **via AUH to FCO, if flight is available**
- **via AUH to CDG / FRA / MUC / LHR / GVA**, as an alternative option

as follows:

- on **Long Haul** leg:
 - **AZ* marketing on EY operating**, where available, on the same **class of original booking class, same cabin;**
 - **EY prime, on following classes** (only selected RBDs) from lowest to highest:
 - **Business cabin:** any class
 - **Economy cabin:** T / E / U / V / L / Q / M / K
- on **European connection**, where available, **AZ or AZ*marketing flights**

Passengers holding **MilleMiglia award tickets with original reservations** on **AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on EY (Etihad):**

- **Business Cabin** I
- **Economy Cabin** N

On **SA** (South African Airway) carrier, to **LHR / FRA / CDG**, as follows:

- on **Long Haul** leg: **SA prime**, (only RBDs selected) **from lowest to highest:**
 - **EY prime, on following classes** (only selected RBDs) from lowest to highest:
 - **Business cabin:** Z
 - **Economy cabin:** W / L / T / Q
- on **European connection**, where available, **AZ or AZ*marketing flights**

Passengers holding **MilleMiglia award tickets with original reservations** on **AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on SA (South African):**

- **Business cabin:** Z
- **Economy cabin:** W / L / T / Q

INDIA

Booking Option:

Passengers holding **Alitalia ticket (055)** on cancelled flights: **FCO/DEL and vice versa**, can be rebooked on **EY** (Etihad Airways) as follow:

- **via AUH to FCO, if flight is available**
- **via AUH to CDG / FRA / MUC / LHR / GVA**, as an alternative option.

as follows:

- on **Long Haul** leg:
 - **AZ* marketing on EY operating**, where available, on the same **class of original booking class, same cabin**;
 - **EY prime, on following classes** (only selected RBDs) from lowest to highest:
 - **Business cabin:** any class
 - **Economy cabin:** T / E / U / V / L / Q / M / K
- on **European connection**, where available, **AZ or AZ*marketing flights**

Passengers holding **MilleMiglia award tickets with original reservations on AZ prime flight**, can be rebooked on **dedicated award classes on AZ flight and the following classes on EY** (Etihad Airways):

- **Business Cabin** I
- **Economy Cabin** N