



ROC

# POLICY REPRO INVOLUNTARY WORLDWIDE #9



Issued on January 24, 2025

# INVOLUNTARY WORLDWIDE #9

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**
- **Delay of three hours or more**
- **Departure time brought forward more than 1 hour within 14 days from departure date**

**ITA Airways** is offering the forms of assistance of this **Repro policy Involuntary Worldwide #9** issued **on January 24, 2025**.

- 1- Re-booking on the first available flight re-booking or re-routing, same destination without penalty
- 2- One (1) change of reservation (rebooking or rerouting same destination) without penalty, with repricing (if required)
- 3- One (1) booking change (change of destination) without penalty, with repricing
- 4- Refund
- 5- U.S. DOT Department of Transportation Rules for Refund
- 6- ANAC Resolution No. 400 POS BRASIL
- 7- Contacts
- 8- Reissue
- 9- Authorized alternate airport

## 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 reach the original destination or return to the point of origin of travel as follows:

<b>CANCELLATION</b>	<b>ITA Airways</b> operating flights	<b>rebooking without penalty, in the same class of the original booking, or in the first available one, within the same cabin</b> , not later than 7 days before or after the date of the cancelled flight
	<b>ITA Airways</b> marketing	AZ marketing flights, <b>rebooking without penalty, only in the same class of the original booking, within the same cabin</b> , not later than 7 days before or after the date of the cancelled flight
<b>DELAY OF THREE HOURS OR MORE</b>		<b>rebooking without penalty, in the same class of the original booking, or in the first available one, within the same cabin</b> , not later than 7 days before or after the date of the schedule flight.
<b>DEPARTURE TIME BROUGHT FORWARD MORE THAN 1 HOUR WITHIN 14 DAYS OF DEPARTURE</b>		<b>rebooking without penalty, in the same class of the original booking, or in the first available one, within the same cabin</b> , not later than 3 days before or after the date of the schedule flight.

**Reissue** must be completed not later than **one month** from the flight schedule update.

The original duration of stay to be preserved.

## 2 - ONE (1) CHANGE OF RESERVATION (REBOOKING OR REROUTING SAME DESTINATION) WITHOUT PENALTY, WITH REPRICING (IF REQUIRED)

Passengers can request a new booking, **before or after the period described in the previous paragraph 1.**

**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.

**Reissue** must be completed not later than **one month** from the flight schedule update.

The original duration of stay to be preserved.

## 3- ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION) WITHOUT PENALTY, WITH REPRICING

Passengers can request a new booking with change of destination, **before or after the period described in the previous paragraph 1.**

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

**Reissue** must be completed not later than **one month** from the flight schedule update.

The original duration of stay to be preserved.

## 4 - REFUND

In case of impossibility of rescheduling or unavailability to **accept rebooking, re-routing or change of destination**, passengers holding **ITA Airways tickets** can request the refund as follows:

<b>CANCELLATION</b>	<b>Can request the full refund</b> of the price at which the ticket was purchased or <b>the residual value</b> of the ticket, for the journey not yet made
<b>DELAY OF THREE HOURS OR MORE</b>	<b>Can request the full refund</b> of the price at which the ticket was purchased or <b>the residual value</b> of the ticket, for the journey not yet made
<b>DEPARTURE TIME BROUGHT FORWARD MORE THAN 1 HOUR WITHIN 14 DAYS OF DEPARTURE</b>	<b>Can request the full refund</b> of the price at which the ticket was purchased or <b>the residual value</b> of the ticket, for the journey not yet made

Refund will be processed **in the original form of payment**.

Passengers who purchased tickets through the **direct channel** can request the refund calling the ITA Airways **Customer Information Assistance Office**.

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

In case of **UN/TK on ITA flights**, electronic tickets issued by Travel Agencies can be refunded **through GDS auto-refund feature** (even if in **connection with other carriers or AZ marketing flights**).

In case of **UN/TK on other carriers or AZ marketing flights**, electronic tickets issued by Travel Agencies must be refunded **through RAA**.

## 5 – U.S. DOT Department of Transportation

### Rules for Refund

From October 28, 2024, for all passengers travelling to/from USA, including domestic flight and regardless of the point of sales, the refund regulation established by the US DOT, Department of Transportation, may also be applicable. They are entitled to a ticket refund when a flight has been cancelled or significantly changed by the airline and in each one of the following cases:

- flight cancellation, including flights that are rescheduled to be earlier or later with a different flight number;
- departure from the original airport three hours or more for domestic itineraries and six hours or more for international itineraries earlier than the original scheduled departure time;
- arrive at the destination airport three hours or more for domestic itineraries or six hours or more for international itineraries later than the original scheduled arrival time;
- departure from a different origination airport or arrive at a different destination airport (even if the changed airport is in the same metropolitan area, ex. EWR iso JFK);
- downgrade to a lower class of service;
- itinerary change with more connection points than that of the original itinerary;
- customer who is an individual with a disability scheduled to travel on substitute aircraft on which one or more accessibility features needed are unavailable.

Airline must notify passengers of their right to a refund in the event of cancellation or significant change (via email and/or SMS).

Refund can be processed automatically by passenger via the “Manage my booking” function on ITA Airways website, in case passenger rejects the significantly changed flight or any rebooking on an alternative one.

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

## 6 - ANAC Resolution No. 400

### POS BRASILE

ANAC Resolution No. 400 is Brazil's flight compensation regulation (December 13, 2016) is a set of laws and regulations which are created to protect air passenger's rights in Brazil, and when traveling to and from Brazil in case of flight delays, cancellations.

According to ANAC Resolution No. 40, carrier must offer alternative **rerouting or full refund** in the event of cancellation and/or retiming over 30 minutes on domestic flight and over 1 hour on international flight if the new timetables 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 ticket validity**.

## 7 - CONTACTS

To modify tickets according to the options set out in points 1, 2, 3, passengers may call:

from Italy and abroad, ITA Airways **Customer Information Assistance Office** at the phone number +39 06 85960020 (daily 07: 00-22: 00 CET).

Passengers with a **ticket issued by a Travel Agency** may directly contact their travel agent.

## 8 - REISSUE

Electronic tickets must be reissued by the **Travel Agencies or Contact Center ITA Airways**, inserting in the "endorsement / restriction" box: **ITA FARE / SKCH WW 24-25**.



## 9 - AUTHORIZED ALTERNATE AIRPORT

If **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 INT	APT		DEPT/ARRIVAL INT	APT
DUS		↔	FRA	
MUC		↔	FRA	
ORY		↔	CDG	
STR		↔	MUC	
STR		↔	FRA	

### Domestic Italy (DOM)

DEPT/ARRIVAL DOM	APT		DEPT/ARRIVAL DOM	APT
REG		↔	SUF	
TRS		↔	VCE	
BDS		↔	BRI	
VCE		↔	TRS	
FLR-BLQ-NAP		↔	FCO	
TRN		↔	LIN	

All tables may be subject to revision/update, due to the constantly evolving scenario.