



# **POLICY HEALTH EMERGENCY (COVID-19) WORLDWIDE NEW**



**FOR RESTRICTIONS DUE TO  
MEASURES THAT LIMIT THE MOBILITY OF PASSENGERS TRAVELING  
IN 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 to internal mobility and entry/transit in Italy and foreign countries, connected to the epidemic caused by Coronavirus (COVID-19), is provided below.

**Version VOLUNTARY WW NEW - 2  
May 29<sup>th</sup>2020**

# POLICY (VOLUNTARY WW - 2)

## PASSENGERS HOLDING ALITALIA TICKET (055)

**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 nr. 27 of April 24<sup>th</sup> 2020** ([Legge n. 27 del 24 aprile 2020](#)) and of several **Italian Prime Minister's Decrees**, most recently the ones [April 26<sup>th</sup> 2020](#) and [May 17<sup>th</sup> 2020](#) which imposed restrictions to **mobility throughout Italy** and **entry and transit in 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 Alitalia has set up the following measures.

Passengers holding **Alitalia ticket (055) issued Worldwide**, with exception of Brazil (dedicated policies)

- A. **purchased within April 30<sup>th</sup>2020** and flight cancelled **before the departure of the flight** that the passenger intends to renounce to, with travel date **between March 11<sup>th</sup>, 2020 and September 30<sup>th</sup>, 2020** are entitled to apply conditions of **POLICY Health Emergency (COVID 19) Worldwide v 3 issued on May 14<sup>th</sup> 2020.**
- B. **purchased** between **May 1<sup>st</sup>** and **June 30<sup>th</sup>, 2020**, with travel dates within **June 30<sup>th</sup>, 2021**, are entitled to follow **current POLICY Health Emergency (Covid- 19) Worldwide New v2 (VOLUNTARY NEW - 2) issued on May 29<sup>th</sup> 2020.**



Passengers booked on **Alitalia flights with ticket (055) issued Worldwide**, with exception of Brazil (dedicated policies)

- **from/to all destinations served by Alitalia;**
- **purchased between May 1<sup>st</sup>, 2020 and June 30<sup>th</sup>, 2020**
- **with travel date within June 30<sup>th</sup>, 2021.**

who are obliged to modify or renounce to journey, **are entitled to require:**

**1. USE THE TICKET FOR ONE (1) CHANGE OF RESERVATION (REBOOKING), WITHOUT PENALTY, WITH REPRICING (if required), BEFORE THE DEPARTURE OF THE ORIGINAL FLIGHT, to travel within one year from the date of the original flight .**

To request a new booking, passengers may contact **Alitalia Contact Center** or the **Travel Agency** where they purchased their ticket.

**The new booking** must be performed **before the departure of the flight** that the passenger intends to renounce to **or also after flight departure date if booking cancelled by passenger before departure (no-show not entitled to require rebooking)** and will be used **to travel within 1 year from the date of the modified flight.**

In case of **RE-BOOKING** on direct AZ flights, **AZ prime e/o AZ marketing**:

- **one (1) rebooking without penalty, exclusively in the same booking class of the 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.**

**Rebooking and reissue** will be performed by **Travel Agents**, for tickets previously issued by Travel Agents or by **Contact Centre Alitalia**.

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19 RED.**

**OR**

**2. ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING (if required), BEFORE THE DEPARTURE OF THE ORIGINAL FLIGHT, to travel within one year from the date of the original flight**

To request a **new booking with change of the destination**, passengers may contact the **Alitalia Contact Center or the Travel Agency** where they purchased the ticket.

**The new booking** must be performed **before the departure of the flight** that the passenger intends to renounce to or also **after flight departure date if booking cancelled by passenger before departure (no-show not entitled to require rebooking)** and will be used to travel **within 1 year from the date of the modified flight.**

**ONE (1) BOOKING CHANGE (change of destination)** will be permitted **only on AZ prime flight** and the **change of booking without penalty will be allowed** in the **same booking class within the same cabin, 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.**

Electronic tickets must be **reissued** by the **Travel Agencies** and/or **Alitalia Contact Center**, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19 RED.**

**OR**

### **3. VOUCHER (TCV)**

**Passengers** holding Alitalia tickets (055) will be entitled to ask for a **voucher (TCV), for an amount equal to the value of the ticket purchased or its residual value**, valid to purchase other **Alitalia tickets** to any destination operated by Alitalia to be used **to travel within one (1) year from voucher (TCV) date of issue, at least the first leg of the itinerary of the new ticket purchased with TCV.**

**Alitalia tickets (055) with travel date by 30 September 2020, issued on the Italian market** which provide for the possibility of **reimbursement under the fare rules**, will be **refunded with the TCV described above.**

The voucher (TCV) must be requested **before the departure date of flight** passenger intends to renounce to. Passengers asking for the **Voucher (TCV)** may submit the request, **including a copy of the electronic ticket**, to the email address: [richiestaTCV@alitalia.com](mailto:richiestaTCV@alitalia.com)

**OR**

#### 4. REFUND ACCORDING TO FARE RULES

In case rebooking options are not available or of unavailability of passenger to accept the proposal of re-booking, re-routing, change of destination, or voucher (TCV), for **Alitalia tickets (055) and only if refund allowed by fare rules**, passengers will be entitled to ask for **REFUND ACCORDING TO FARE RULES** as follows: passengers, for an amount equal to the value of the ticket purchased or its residual value, **only if were purchased on International Markets.**

- tickets with travel date **within September 30<sup>th</sup>2020, exclusively if issued on International Markets;**
- tickets with travel date **after September 30<sup>th</sup>2020, if issued on International Markets or on Italian Market.**

Passengers with ticket issued by **Travel Agency** may contact directly their **Travel Agents or Alitalia Contact Center.**

**Refunds** of electronic tickets executed by **Agencies located in BSP countries**, must be processed in **BSP Link trough RAA (refund application/authority)** entering in **NOTES** field the code: **SKCHG COVID-19 RED.**

#### MILLEMIGLIA AWARD TICKETS

Passengers holding **MilleMiglia AWARD TICKETS** with place/date of issue and travel date included in this Policy, may contact **Alitalia Contact Center, before date of departure of original flight**, to ask for change of reservation, without penalty, on flights:

- **AZ prime**  
in the **original award classes provided, same cabin;**
- **SkyTeam Partners Prime flights and other Frequent Flyer Partners flights**  
in the **award classes provided;**

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

**Expected Award classes:**

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

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