



# **POLICY VOLUNTARY**

# **WORLDWIDE**

Policy VOLUNTARY WORLDWIDE

**ITA Airways**

**Policy Voluntary Worldwide # 9**

**of 28/04/2022**

# POLICY VOLUNTARY Worldwide # 9

PASSENGERS holding ITA Airways TICKETS (055), PURCHASED WORLDWIDE  
WHO WANT TO MODIFY OR RENOUNCE TO THEIR FLIGHT

With reference to the provisions of national and international regulations aimed at preventing and mitigating the effects of the Covid-19 pandemic, issued during 2021, to passengers holding ITA Airways (055) tickets:

- purchased worldwide;
- from August 25<sup>th</sup>, 2021 to May 31<sup>st</sup>, 2022;
- booked on ITA Airways flights;
- to/from all destinations reached by ITA Airways flights;

who wants to modify or renounce to their trip, ITA Airways offers the possibility to use the conditions of this Policy Voluntary Worldwide #9 of 28/04/2022 according to the ticket purchased as follows:

- for tickets issued by November 1<sup>st</sup>, 2021 to travel within March 31<sup>st</sup>, 2022, one change free of charge is allowed in case of purchase of Brand Light and Brand Classic fare (Economy, Premium Economy and Business).
- for tickets issued in the period between November 2<sup>nd</sup> and December 1<sup>st</sup>, 2021, (travel within March 31<sup>st</sup>, 2022) one change free of charge is allowed only in case of purchase of Brand Classic fare (Economy, Premium Economy e Business).
- for tickets issued in the period between December 2<sup>nd</sup>, 2021 and February 28<sup>th</sup>, 2022 (travel date open), changes free of charge are allowed in case of purchase of Brand Light and Brand Classic fare (Economy, Premium Economy and Business).
- for tickets issued in the period between 01<sup>st</sup> March to 31<sup>st</sup> May ,2022 (travel date open), changes free of charge are allowed in case of purchase of Brand Classic fare (Economy, Premium Economy and Business).

**1. REBOOKING, WITHOUT PENALTY, WITH REPRICING, BEFORE THE DEPARTURE OF THE ORIGINAL FLIGHT, to travel within one year from the date of the flight to which passenger intend to renounce**

The change will be allowed free of charge:

- for tickets issued by November 1<sup>st</sup>, 2021 to travel within March 31<sup>st</sup>, 2022, one change free of charge is allowed in case of purchase of Brand Light and Brand Classic fare (Economy, Premium Economy and Business).
- for tickets issued in the period between November 2<sup>nd</sup> and December 1<sup>st</sup>, 2021, (travel within March 31<sup>st</sup>, 2022) one change free of charge is allowed only in case of purchase of Brand Classic fare (Economy, Premium Economy and Business).
- for tickets issued in the period between December 2<sup>nd</sup>, 2021 and February 28<sup>th</sup>, 2022 (travel date open), changes free of charge are allowed in case of purchase of Brand Light and Brand Classic fare (Economy, Premium Economy and Business).

- **for tickets issued in the period between 01<sup>st</sup> March to 31<sup>st</sup> May ,2022 (travel date open), changes free of charge are allowed in case of purchase of Brand Classic fare (Economy, Premium Economy and Business).**

The new booking can be made, **before the departure of the flight to which passenger intend to renounce, or even afterwards provided that the flight has been cancelled before departure (no-show not allowed) and in any case within one (1) year from the date of the original flight, to travel within 1 year from the date of the flight subject to modification.**

Passengers can request the change of reservation, by calling the **ITA Airways Contact Center** toll-free number 800 936090 from Italy (daily 06:00-24:00 CET) or by reaching **ITA Airways Contact Center** at [bookingschangesrefunds@ita-airways.com](mailto:bookingschangesrefunds@ita-airways.com) and/or calling + 39 06 85960020 (daily 06:00-24:00 CET) from abroad.

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

**RE-BOOKING** is permitted on:

**ITA Airways flights:**

- **rebooking/rerouting without penalty**, in the **same booking class** as the original booking or in the first available one, with repricing, **within the same cabin/compartment.**

**ITA Airways MARKETING flights:**

- **rebooking without penalty**, in the **same booking class** as the original booking or in the first available one, with repricing, **within the same cabin/compartment.**

The rebooking and reissue activities **will be carried out by Travel Agencies** for the tickets they issue or by the **ITA Airways Contact Center.**

Electronic tickets must be **reissued by Travel Agencies and/or ITA Airways Contact Center**, by inserting in the box "endorsement/restriction": **VOL SKCHG WW 21-22**

**OR**

**2. BOOKING CHANGE (CHANGE OF DESTINATION), WITHOUT PENALTY, WITH REPRICING, to travel within one year from the date of the flight to which passenger intend to renounce**

The change will be allowed free of charge:

- **for tickets issued by November 1<sup>st</sup>, 2021 to travel within March 31<sup>st</sup>, 2022, one change free of charge is allowed in case of purchase of Brand Light and Brand Classic fare (Economy, Premium Economy and Business).**
- **for tickets issued in the period between November 2<sup>nd</sup> and December 1<sup>st</sup>, 2021, (travel within March 31<sup>st</sup>, 2022) one change free of charge is allowed only in case of purchase of Brand Classic fare (Economy, Premium Economy and Business).**
- **for tickets issued in the period between December 2<sup>nd</sup>, 2021 and February 28<sup>th</sup>, 2022 (travel date open), changes free of charge are allowed in case of purchase of Brand Light and Brand Classic fare (Economy, Premium Economy and Business).**

- **for tickets issued in the period between 01<sup>st</sup> March to 31<sup>st</sup> May ,2022 (travel date open), changes free of charge are allowed in case of purchase of Brand Classic fare (Economy, Premium Economy and Business).**

Passengers can request a new booking with change of destination, by calling the **ITA Airways Contact Center** toll-free number 800 936090 from Italy (daily 06:00-24:00 CET) or by reaching **ITA Airways Contact Center** at [bookingschangesrefunds@ita-airways.com](mailto:bookingschangesrefunds@ita-airways.com) and/or calling + 39 06 85960020 (daily 06:00-24:00 CET) from abroad.

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

The new booking can be made **before the departure of the flight you intend to renounce, or even afterwards on condition that the flight has been cancelled before departure (no-show not allowed)** and in any case within one **(1) year from the date of the original flight, to travel within 1 year from the date of the flight subject to modification.**

**Change of reservation (change of destination) without penalty must be made exclusively on ITA Airways flights with application of repricing of the fare according to the new destination, available class and/or change of cabin. Fare difference refund (if any) is not applicable.**

**Change of destination will only be possible:**

- for **DOMESTIC** tickets, on **DOMESTIC** destinations;
- for **INTERNATIONAL** (Europe, North Africa, Middle East) tickets, on **INTERNATIONAL** (Europe, North Africa, Middle East) destinations.

Electronic tickets must be **reissued** by **Travel Agencies** or **ITA Airways Contact Center**, by inserting in the box "endorsement/restriction": **VOL SKCHG WW 21-22**

**OR**

### **3. REFUND ACCORDING TO FARE RULES**

In case of impossibility of rescheduling, unavailability to accept re-booking or change of destination, **passengers holding ITA Airways tickets, that provide in the fare conditions the possibility of refund**, may request **the refund according to the fare rules.**

The refund will be paid in the **original form of payment.**

To request a **refund**, passengers may contact the **ITA Airways Contact Center.**

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

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

For all cases of flight cancellation not covered by the present provisions, the **ITA Airways** General Conditions of carriage at the following link are fully applicable: [https://www.italyairways.com/en\\_it/fly-ita/ita-world/passenger-rights/general-conditions-carriage.html](https://www.italyairways.com/en_it/fly-ita/ita-world/passenger-rights/general-conditions-carriage.html) concerning refunds.

