



Dear Trade Partner,

Let's start together!

In order to allow your customer the maximum flexibility on planning vacation for next summer, Alitalia's **changing booking free initiative** continues.

On all destinations served by Alitalia, all tickets, **purchased between 1 May and 30 June 2020**, with **travel dates by 30 June 2021**, can be modified before departure,

To travel in the next months, your customer can buy now and have **free booking change up to the departure date**, to travel **within an year** from the original flight's departure date.

Terms and Conditions

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 1st, 2020 and June 30th, 2020
- with travel date within June 30th, 2021.

who want 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 .

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

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: richiestaTCVTrade@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 30th2020, exclusively if issued on International Markets;
- tickets with travel date after September 30th2020, if issued on International Markets or on Italian Market.

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