



08/04/2020

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 No. 9 of March 2nd 2020, of several Italian Prime Minister's Decrees, most recently the ones dated March 22nd and April 1st 2020, which imposed restrictions on the movement throughout 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.

Passengers holding unused Alitalia tickets (**even if "no show"** due to impossibility of cancellation before the travel starts date) issued worldwide:

- From/to all destinations served by Alitalia
- **Purchased within April 30th 2020**
- With a travel dates between **February 23rd and June 30th 2020**

Who are obliged to modify or renounce to journey, can ask for:

1) Change of reservation without penalty:

Change of reservation with **no penalty** can be performed by Travel Agents, for the tickets previously issued. Agent can change the booking date with new travel dates not later than **March 31st 2021**

In case of original flight reservations on:

- **AZ operating**

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

- **AZ marketing**

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

Rebooking will be performed by Travel Agents, for tickets previously issued by Travel Agents and **must be made not later than August 31st 2020**.

For all other conditions, fare rules of purchased ticket will be applied.

Electronic tickets must be reissued without penalty by Travel Agencies inserting in the "**endorsement / restriction**" box the indication: **SKCHG COVID-19 RED**

2) Voucher (TCV)

- Voucher for an amount **equal to the value of the ticket purchased** or its residual value.
- Valid for the purchase of other **tickets to any destination operated by Alitalia**.
- Can be used to travel **within one year from voucher (TCV) date of issue**.
- The request to issue the voucher (TCV) can be finalized by **Alitalia Contact Center within August 31st 2020**. (Call center: UAE +971 2 4444228 or Italy 800 650059 (toll-free number from Italy) and +39 0665649 (number from abroad).

3) Award tickets:

Change of reservation or miles credit back and taxes refund, in case of renouncing to award tickets, through Alitalia Contact Center.

Rebooking and revalidation of the award ticket will have to be performed **within March 31st 2021**.

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.

- **AZ marketing**

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

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

For further information, please contact Alitalia on: +971 4 2214455/ 2 4444228 (Call Center)