

**OCC Commercial & Customer Control
ITA Airways Rebook Policy**

Repro Policy Security Events in Israel - October 2023



N.	Issue Date
18/2023 English Version – UPDATE #10	02 February 2024

OPERATIONAL UPDATE

Due to security events in Israel the following ITA Airways re-book options may be offered to customers travelling to/from **Tel Aviv (TLV)**.

ELIGIBILITY

Customers with ITA Airways ticket (055) booked on an **ITA Airways flight cancelled to/from Tel Aviv (TLV)** with travel dates from 1 February 2024 to 26 October 2024, might select one of the following options:

ITA AIRWAYS RE-BOOK POLICY

Re-booking (Change of Travel Dates) without penalty on flights to/from Tel Aviv (TLV):

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin.
 - Re-booking/Re-issue must be completed by **26 October 2024**.
 - The departure date of the segment replacing the original flight must occur no later than **26 October 2024**.
 - The initial duration of stay will be preserved.

Re-routing without penalty on flights to/from Tel Aviv (TLV) or to/from Athens (ATH):

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.
- ITA AIRWAYS marketing flights of all other carriers, in the same booking class only, within the same cabin.
 - The travel might be made **via an intermediate point** on the **same origin and destination**.
 - **Alternatively, the travel might be made to/from Athens (ATH)**.
 - Passengers might also renounce flying the domestic flight if in connection with an international or intercontinental flight.
 - Passengers in **connection from/to TLV booked on any AZ Intercontinental flights** can choose to start/end their journey from/to their original intercontinental origin/destination. Ticket must be reissued on the new origin/destination without penalty or additional supplement.
 - The new reservation and the ticket reissue must be completed not later than **26 October 2024**.
 - The departure date of the segment replacing the original flight must occur no later than **26 October 2024**.
 - The initial duration of stay will be preserved.

Change of Origin/Destination

In *lieu* of refund, the total or partial value of the original ticket may be used to buy new ITA Airways tickets. The new fare must be recalculated using the applicable fare for the new origin/destination. The departure date of the segment replacing the original flight must occur no later than **26 October 2024**. The original duration of stay will be preserved.

Refund

Total refund without penalty of completely/partially unused ticket in the original form of payment **only if the flight is cancelled or delayed more than 5 hours.**

Passengers with open tickets, without reservation, will have a refund of not used tickets.

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

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

Refunds of electronic tickets refunded by Travel Agencies (mixed itineraries with other carriers) must be processed through RAA (not applicable for USA market).

GENERAL RULES

Schedule change of more than 5 hours (flight scheduled delayed on departure)

If the re-scheduled departure time is such that the passenger is no longer interested in the flight, he may request to be re-booked/re-routed (via an intermediate point on the same origin and destination) without any penalty.

Travel must be completed within **26 October 2024**, without a change fee. The original duration of stay will be preserved.

If the Carrier cannot offer any acceptable alternate flight, the passenger may renounce the flight and request the Carrier to refund the amount paid, without any penalty, of an entirely/partially unused ticket in the original form of payment.

Schedule change POS USA

If the re-scheduled departure time is such that the passenger is no longer interested in the flight, he may request to be re-booked/re-routed (via an intermediate point on the same origin and destination) without any penalty.

Travel must be completed within **26 October 2024**, without a change fee. The original duration of stay will be preserved.

If the Carrier cannot offer any acceptable alternate flight, the passenger may renounce the flight and request the Carrier to refund the amount paid, without any penalty, of an entirely/partially unused ticket, in the original form of payment.

REPRO POLICY FOR GROUPS BOOKED UP TO OCTOBER 7th 2023 AND TRAVELLING FROM OCTOBER 7th 2023 TO OCTOBER 26th 2024

Groups with down payment deposit

- Refund of the down payment deposit, no penalty.
- Re-booking and/or change of origin/destination:
 - The total value of the down payment could be utilized to purchase new ITA Airways tickets.
 - The new fare could be re-negotiated.
 - The new reservation must be completed no later than **16 February 2024**, without charging any penalty.
 - Travel must end within 6 months from the original date of departure.

Groups with tickets issued

- Ticket refund, no penalty
 - The refund will be provided through the same form of original payment and for the total amount paid or the amount corresponding to the unused portion of travel/route.
- Re-booking and/or change of origin/destination without penalty on ITA AIRWAYS operating flights.
 - Re-booking and ticket re-issue must be completed no later than **16 February 2024**, without penalty.
 - Travel must end within 6 months from the original date of departure.
 - The new fare could be re-negotiated.

TICKETS RE-ISSUE AND/OR REVALIDATION

E-tickets must be re-issued/revalidated free of charge by ITA Airways and/or by Travel Agencies, inserting in the “Endorsement and Restriction” box the note: **“Israel October 2023”**.