

POLICY

ROME FIUMICINO (FCO) – RIYAD (RUH) and vv

Flights cancellation AZ838-AZ839 from May 5th to June 1st

ROME FIUMICINO (FCO) – KUWAIT CITY (KWI) and vv

Flights cancellation AZ846-AZ847 from June 7th to July 1st

#1



FCO-RUH / FCO-KWI FLIGHTS CANCELLATION POLICY #1

With reference to the cancellation of the flights **AZ838/AZ839** – Rome Fiumicino (FCO) – Riyadh (RUH) and vv from 5th May to June 1st and **AZ846/AZ847** – Rome Fiumicino (FCO) – Kuwait City (KWI) and vv from June 7th to July 1st 2024, ITA Airways offers the possibility to use the conditions as follows in this Policy.

The following repro Policy can be applied to passengers holding ITA Airways tickets (055), booked on flights from Rome Fiumicino to Riyadh and vv and from Rome Fiumicino to Kuwait City and vv as above, who needs to modify or cancel their trip.

REBOOKING

Rebooking without penalty on operative ITA Airways flights from/to **Riyad (RUH) within August 31st, 2024** or from/to **Kuwait City (KWI) within September 30th, 2024**, in the same class of the original booking or first one available, within the same cabin.

Ticket must be reissued not later than one month from the date of cancellation.

The original duration of stay must be preserved.

REFUND

In case of impossibility of rescheduling or unavailability to accept rebooking, passengers holding ITA Airways tickets booked on a cancelled flight (AZ838/AZ839 and AZ846/AZ847) can request the full refund of the ticket or the residual value for the journey not yet made.

Refund will be processed in the original form of payment.

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

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

Refunds of electronic tickets issued by Travel Agencies (mixed itineraries with other carriers) must be processed through RAA.

CONTACTS

To modify tickets passengers can call:

- from Italy, the **ITA Airways Contact Center** at the toll-free number 800 936090
(daily 06:00-24:00 CET)
- from abroad, the **ITA Airways Contact Center** at +39 06 85960020
(daily 06:00-24:00 CET)

Passengers with a ticket issued by a travel agency can directly contact their travel agent.

REISSUE

Electronic tickets must be **reissued by the Travel Agencies or ITA Airways Contact Center**, inserting in the "endorsement / restriction" box: **SKCHG RUH CNLD S2024** or **SKCHG KWI CNLD S2024**.