

# OCC Commercial & Customer Control ITA Airways Rebook Policy

Israel – Tel Aviv - UPDATE #7



N. 012/2024 English Version

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## OPERATIONAL UPDATE

Due to the security situation in Israel, ITA Airways flights to/from Tel Aviv might be cancelled.

According to REG. EU261/2004, passengers holding ITA Airways tickets (055) booked on those flights have the right to select one of the following options.

Travel Agencies are requested to timely inform their clients.

## ITA AIRWAYS RE-BOOK POLICY

**Re-booking (Change of Travel Dates)** without penalty on ITA Airways 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 **31 August 2025**.
  - The departure date of the segment replacing the original flight must occur no later than **31 August 2025**.
  - The initial duration of stay will be preserved.

**Re-routing without penalty on ITA Airways flights to/from Athens (ATH):**

- ITA AIRWAYS operating flights in the same booking class or the first available one, within the same travel cabin.

**Re-routing without penalty on ITA Airways flights with new origin/destination Rome (FCO):**

- Passengers in connection from/to TLV booked on any AZ Intercontinental/International flights can choose to start/end their journey from/to their original intercontinental/international origin/destination. (Eg: JFK-FCO-TLV-FCO-JFK can be revalidated as JFK-FCO-JFK).

In the above Re-routing option:

- Customers or travel agencies must cancel the flight segment to/from TLV before the original departure date to avoid a no-show.
- Tickets 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 **31 August 2025**.
- The departure date of the segment replacing the original flight must occur no later than **31 August 2025**.
- The initial duration of the 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 **31 August 2025**.

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 on departure by 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).

Refunds of electronic tickets refunded by Travel Agencies (that cannot be done via GDS due to partial refund or already reissued by ITA Airways) 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 by **31 August 2025**, 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 by **31 August 2025**, 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

### 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 **31 August 2025**, without charging any penalty.
  - Travel must end within 6 months from the original date of departure.
- Refund of electronic tickets refunded by Travel Agencies can be processed through GDS auto-refund feature.
- Travel Agencies should delete the booking in case of active segments that will not be used, due to the cancelation of flights or partial cancellation of any flight within the original itinerary of the group.

### 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 **31 August 2025**, without penalty.
  - Travel must end within 6 months from the original date of departure.
  - The new fare could be re-negotiated.
- Refund of electronic tickets refunded by Travel Agencies can be processed through GDS auto-refund feature.
- Travel Agencies should delete the booking in case of active segments that will not be used, due to the cancelation of flights or partial cancellation of any flight within the original itinerary of the group.

## TICKETS RE-ISSUE AND/OR REVALIDATION AND/OR REFUND

E-tickets must be re-issued/revalidated/refunded free of charge by ITA Airways and/or by Travel Agencies, inserting in the "Endorsement and Restriction" box the note: **"Israel Conflict 2024-2025"**.