

POLICY

Flight cancellation

AZ618-AZ619

From October 31st 2024 to January 7th 2025

Rome Fiumicino (FCO) – Washington-Dulles (IAD) v.v.

#1



Issued on August 12th 2024

AZ618/AZ619 FCO-IAD v.v. FLIGHTS CANCELLATION POLICY #1

With reference to the cancellation of the flights AZ618/AZ619 Rome-Fiumicino (FCO) - Washington Dulles (IAD) v.v. from October 31st 2024 to January 7th 2025, ITA Airways offers the possibility to use the conditions in this Policy as follows.

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

REBOOKING

Rebooking without penalty, same compartment, not more than **14 days before or after** the date of the canceled flight, as follows:

- ✓ Direct ITA Airways operating flight **FCO – JFK v.v.** in the **same class of the original booking or the first one available**, same compartment, connecting with Delta operating flights **JFK – WAS v.v.** bookable either as **AZ Marketing in the same class as the original booking or the first lowest available**, same compartment, or as **Delta prime** respecting the **class mapping** shown below.
- ✓ Direct ITA Airways operating flight **FCO – BOS v.v.** in the **same class of the original booking or the first one available**, same compartment, connecting with Delta operating flights **BOS – WAS v.v.** bookable either as **AZ Marketing in the same class as the original booking or the first lowest available**, same compartment, or as **Delta prime** respecting the **class mapping** shown below.

CLASS MAPPING FOR “WITHIN US” FLIGHTS:

AZ Marketed RBD	J	C	E	D	I	Y	B	M	H	K	V	T	N	S	X	W	L	O	F
DL Operated RBD	C	D	I	Z	Z	B	M	H	Q	Q	K	L	U	T	X	X	V	V	V

Reissue must be completed not later than one month from the flight schedule update.

The original duration of stay to be preserved.

REROUTING

Passengers who want to renounce to the internal flight JFK – WAS v.v. or BOS – WAS v.v. can be rerouted on the AZ operating flight FCO - JFK v.v. or FCO – BOS v.v. as indicated above. No refund is allowed for the internal route.

REFUND

In case of impossibility of rescheduling or unavailability to accept rebooking, passengers holding ITA Airways tickets booked on a cancelled flight (**AZ618/AZ619**) 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 may call:

- **from Italy and abroad, ITA Airways Customer Information Assistance Office** at the phone number +39 06 85960020 (daily 07: 00-22: 00 CET)
- **from USA** the phone number +1 877-793-1717 24 hours daily, 7 days a week

Passengers with a ticket issued by a **Travel Agency** may directly contact their travel agent.

REISSUE

Electronic tickets must be reissued by the Travel Agencies or ITA Airways Customer Information Assistance Office, inserting in the "endorsement / restriction" box: **SKCHG IAD CNLD W2024**.