

## OCC Commercial & Customer Control ITA Airways Rebook Policy

Enav FCO Staff Strike 7 September 24



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### OPERATIONAL UPDATE

Due to the **Enav FCO Staff strike, called on 7 September 2024**, 18 ITA Airways flights have been cancelled.

According to REG. EU261/2004, passengers holding ITA Airways tickets (055) booked on flights affected by the strike 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 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 **11 September 2024**.
  - The departure date of the segment replacing the original flight must occur no later than **11 September 2024**.
  - The initial duration of stay will be preserved.

**Re-routing** without penalty on:

- 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**.
  - Passengers might also renounce flying the domestic flight if in connection with an international or intercontinental flight.
  - The new reservation and the ticket reissue must be completed not later than **11 September 2024**.
  - The departure date of the segment replacing the original flight must occur no later than **11 September 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 **11 September 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 3 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 3 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 **11 September 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 **11 September 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.

## **GROUPS REPRO POLICY**

### **Groups with down payment deposit**

- Refund of the down payment deposit without any 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 reservation must be completed no later than **11 September 2024**, without charging any penalty.
  - Travel must end within **6 months** from the original date of departure.

### **Groups with tickets issued**

- Ticket refund without any 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 **11 September 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: **"ENAV FCO Staff Strike 7 September 2024"**.

**Passenger's care will be guaranteed as stated in the REG. EU261/2004**