

## Flight cancellation

### AZ640-AZ641

From October 27<sup>th</sup> 2024 to January 7<sup>th</sup> 2025

Rome Fiumicino (FCO) – San Francisco (SFO) v.v.

#### AZ640/AZ641 FCO-SFO v.v FLIGHTS CANCELLATION POLICY #1

With reference to the cancellation of the flights AZ640/AZ641 Rome Fiumicino (FCO) – San Francisco (SFO) v.v. from October 27<sup>th</sup> 2024 to January 7<sup>th</sup> 2025, 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 San Francisco and vv as above, who needs to modify or cancel their trip.

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

- ✓ Direct ITA Airways operating flight **FCO – LAX and vv** connecting with ITA Airways marketing\_Delta operating flights **LAX - SFO AND vv**

Below class mapping to be mandatory followed for re-routing on AZ Marketing flights.

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

The original duration of stay to be preserved.

#### 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

## REFUND

In case of impossibility of rescheduling or unavailability to accept rebooking, passengers holding ITA Airways tickets booked on a cancelled flight (**AZ640/AZ641**) 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.