

OCC Commercial & Customer Control ITA Airways Rebook Policy



Adverse weather condition Brazil - May 2024 – UPDATE #4

N. 007/2024 English Version

Issue Date: 7 August 2024

OPERATIONAL UPDATE

Due to adverse weather condition in South Brazil the following ITA Airways re-book policy may be applied.

ELIGIBILITY

- Customers with ITA Airways ticket (055) issued on or before 2 May 2024
- Booked to/from/via **POA (Porto Alegre)**
- On flights operated by carriers: **Latam, Azul and Gol**
- Travelling in connection with ITA Airways flights: AZ674/AZ678 FCO GRU, AZ675/AZ679 GRU FCO, AZ672 FCO GIG and AZ673 GIG FCO
- With original travel dates between 2 May 2024 and 26 October 2024

ITA AIRWAYS RE-BOOK POLICY

Re-booking (Change of Travel Dates) without penalty in the same booking class or in the first available one, within the same travel cabin.

- Re-booking/Re-issue must be completed by **26 October 2024**.
- The departure date of the segment replacing the original flight must occur no later than **26 October 2024**.
- The initial duration of stay will be preserved.

Change of Origin/Destination within Brazil

- Without penalty in the same booking class or in the first available one, within the same travel cabin.
- On flights operated by carriers: Latam, Azul and Gol.
- From/to alternate airports (within a range of 500km from the original airport) and complying with Latam, Azul and Gol Airlines' policies.
- Re-booking/Re-issue must be completed by **26 October 2024**.
- The departure date of the segment replacing the original flight must occur no later than **26 October 2024**.
- Customers may choose not to use/fly the domestic flight route operated by Latam, Azul, and Gol.

Change of Origin/Destination ITA Airways flights

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 **26 October 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 **26 October 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 **26 October 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 **26 October 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 **26 October 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: "**Flooding Brazil 2024**".

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