ITA AIRWAYS | STAR ALLIANCE

ROC

REVENUE OPERATION CENTER

# CANCELLATION POLICY

## flights AZ856-AZ857

## from 02 December 2026 to 28 March 2027

## Rome Fiumicino (FCO) – Dubai (DXB) and v.v.

## Issued on 11 November 2026

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# *AZ856/AZ857 CANCELLATION POLICY*

With reference to the cancellation of flights AZ856/AZ857 Rome Fiumicino (FCO) – Dubai (DXB) and vice versa **from 02 December 2026 to 28 March 2027**, ITA Airways offers the options set out in this Policy.

These provisions apply to passengers holding an ITA Airways (055) ticket booked on the above-mentioned flights from Rome Fiumicino to Dubai International Airport and vice versa, who wish to change or cancel their travel plans.

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# *1 – REBOOKING OR REROUTING WITH THE SAME ORIGIN / DESTINATION WITHOUT PENALTY*

Passengers may be rebooked on the following carriers in accordance with the guidelines below:

**EMIRATES (EK):**

**(EK)**

FCO-DXB (EK-operated): booking classes **Y/R/X MUST NOT** be used

| First class | | Business class | | Premium Economy class cabin | Economy class | |
|---|---|---|---|---|---|---|
| EK RBD | F/A/Z | J/C | I/O/P/H/D | W/E/N | Y/R/X/ | M/W/B/U/K/Q/L/T/V/S |
| AZ RBD | | J/C | D/Z/P | G/E/N | | Y/B/M/U/H/Q/V/W/S/T/L/K |

**LUFTHANSA GROUP (LHG):**

**(AZ/LH/LX)**

FCO-FRA (AZ-operated / AZ*Marketing – or LH-operated) / FRA-DXB (LH-operated)

FCO-MUC (AZ-operated / AZ*Marketing – or LH-operated) / MUC-DXB (LH-operated)

FCO-ZRH (AZ-operated / AZ*Marketing – or LX-operated) / ZRH-DXB (LX-operated)

**ETIHAD (EY):**

FCO-AUH (AZ*Marketing) / AUH- XNB (AZ*Marketing)

*XNB = Bus-operated service

Booking class mapping is provided below:

| EY Op | J | C | D | W | Z | Y | B | H | K | M | Q | L | V | U | E | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AZ Mkt | J | C | D | Z | P | Y | B | M | U | Q/H | V | W | S | T | K/L | |

| AZ Op | J | C | D | Z | P | Y | Y | U | U | H | Q | V | W | T | T | K |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EY Mkt | J | C | D | W | Z | Y | B | H | K | M | Q | L | V | U | E | T |

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- If the passenger is rebooked on **EY**, rebooking must be made **as a priority** on **AZ*Marketing** flights and only **in the original booking class** of the cancelled ITA Airways FCO-DXB-FCO flight. If that class is unavailable, **no alternative class may be used on the AZ*Marketing flight**; the passenger must instead be rebooked on the alternative carriers specified in this Policy.

- If a passenger (direct sales) requests rebooking on the first available flight, they may contact the **Customer Information Assistance Office**, which will arrange rebooking in accordance with the applicable procedures and the provisions of Regulation (EC) No 261/2004.

- Passengers holding ITA Airways (055) tickets booked through a travel agency must contact that agency, which may arrange rebooking independently in accordance with the provisions of the current Policy.

## *2 - REFUNDS*

If rescheduling is not possible or the proposed rebooking is not accepted, passengers holding ITA Airways (055) tickets for a cancelled flight (**AZ856/AZ857**) may request a **full refund** of the purchase price of the ticket or of its residual value for the unused portion of the journey.

The refund will be issued to the original form of payment.

Passengers who purchased their ticket through a travel agency may contact their agent directly.

Electronic tickets issued by travel agencies may be refunded using the auto-refund function via GDS.

Electronic tickets issued by travel agencies for mixed itineraries involving other carriers must be processed through a mandatory RAA.

Where the ticket was purchased **through online intermediaries** that are not authorised to arrange rebooking directly in ITA systems, the passenger must be advised to contact the **Customer Information Assistance Office**, which will arrange rebooking in accordance with the applicable procedures and the provisions of Regulation (EC) No 261/2004.

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# *GROUPS – CANCELLATION OF FLIGHTS AZ856/AZ857*

# *FCO-DXB-FCO 02 DECEMBER 2026 – 28 MARCH 2027*

**Groups (tickets NOT issued)**

- Refund of the deposit paid.
- Electronic tickets refunded by travel agencies may be processed using the auto-refund function via GDS by entering the following text in the "Endorsement and Restriction" box: **"SKCHG DXB CNLD W2026/2027".**
- The agency must cancel any active segments that will not be used as a result of the flight cancellations or the partial cancellation of any flight within the group's original itinerary.

**Groups (tickets issued)**

- Full ticket refund, without penalty.
- The refund will be issued to the original form of payment for the total amount paid or the amount corresponding to the unused portion of the journey/itinerary.
- Electronic tickets refunded by travel agencies may be processed using the auto-refund function via GDS by entering the following text in the "Endorsement and Restriction" box: **"SKCHG DXB CNLD W2026.**
- The agency must cancel any active segments that will not be used as a result of the flight cancellations or the partial cancellation of any flight within the group's original itinerary.

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## *3 – DOT United States Department of Transportation – Refund Rules*

All passengers holding a 055 ticket to/from the USA, including domestic sectors, are entitled to a ticket refund, regardless of the point of sale.

The refund must be issued to the original form of payment within 7 business days if the ticket was purchased by credit card, or within 20 days for other forms of payment, and is the responsibility of the ticket seller:

- airline, including codeshare flights or interline itineraries. Taxes and any booking fees must be refunded.
- travel agencies authorised to issue tickets, following notification and confirmation by the airline of the passenger's eligibility for a refund. The refund deadline runs from receipt of that notification. Any commissions may be non-refundable.

## *4 – ANAC Resolution No. 400 – Brazil Point of Sale*

Resolution No. 400 of the Brazilian National Civil Aviation Agency, dated 13 December 2016, is in force to protect passengers' rights, particularly in the event of delays and cancellations.
Under ANAC Resolution No. 400, in the event of cancellation and/or a change in departure or arrival time exceeding 30 (thirty) minutes for domestic flights or 1 (one) hour for international flights, if the new schedule does not meet the passenger's needs, the carrier must offer a choice of **rebooking or a full refund**, at the passenger's discretion.

Passengers may request a booking change, including a change of destination, for a later travel period **within 1 year of the flight change**, subject to ticket validity.

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## *5 - CONTACT DETAILS*

To make changes to their tickets, passengers may call:

**from Italy** the **Customer Information Assistance Office** on **+39 06 85960020** Monday to Sunday from 07:00 to 22:00 (Italian time).

**and from abroad** the **Customer Information Assistance Office** on the local telephone number.

Passengers who purchased their ticket through **Travel Agencies** or other third-party portals may contact them directly.

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# *6 – PROCEDURES FOR TICKET REISSUE*

Electronic tickets must be **reissued by Travel Agencies** or the **Customer Information Assistance Office,** entering the following text in the "endorsement/restriction" box: **"SKCHG DXB CNLD W2026".**

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