

**TEMPORARY
INVOLUNTARY REBOOKING POLICY
WORLDWIDE #11**
effective through December 31st, 2025



INVOLUNTARY WORLDWIDE #11

Passengers holding **ITA Airways (055)** tickets:

- purchased WORLDWIDE.
- booked on ITA Airways flights operating and AZ marketing.
- from/to all destinations served by ITA Airways.

Object of:

- **Cancellation**
- **Delay of three hours or more**
- **Departure time brought forward more than 1 hour within 14 days from departure date**

ITA Airways is offering the forms of assistance of this **Temporary Involuntary Rebooking Policy Worldwide** issued on **October 30th, 2025 effective through December 31st, 2025.**

The Repro Involuntary Worldwide Policy #10 issued on September 24th, 2025 is to be considered currently suspended.

- 1- Re-booking on the first available flight, re-booking or re-routing, same destination without penalty
- 2- One (1) change of reservation (rebooking or rerouting same destination) without penalty, with repricing (if required)
- 3- One (1) booking change (change of destination) without penalty, with repricing
- 4- Refund
- 5- U.S. DOT Department of Transportation Rules for Refund
- 6- ANAC Resolution No. 400 POS BRASIL
- 7- Contacts
- 8- Reissue
- 9- Authorized alternate airport

1 - RE-BOOKING OR RE-ROUTING

Passengers may be **re-booked without penalty**, to reach the original destination, return to the point of origin of travel or choose to fly on alternate airports as outlined in the table in paragraph 9 (for itineraries carried out entirely on Italian territory, the alternate airport must be chosen exclusively on Italian territory) respecting the following conditions:

CANCELLATION	ITA Airways operating flights	Rebooking in the same class of the original booking, or in the first available one, within the same cabin , not later than 7 days before or after the date of the cancelled flight
	ITA Airways LHG	Rebooking LHG flights is permitted only in the original booking class as indicated in Chart 2 below, within the same cabin , not later than 7 days before or after the date of the cancelled flight.
	ITA Airways marketing	AZ marketing flights only in the same class of the original booking, within the same cabin , not later than 7 days before or after the date of the cancelled flight
DELAY OF THREE HOURS OR MORE	ITA Airways operating flights	rebooking without penalty, in the same class of the original booking, or in the first available one, within the same cabin , not later than 7 days before or after the date of the scheduled flight.
	ITA Airways LHG	Rebooking LHG flights is permitted only in the original booking class as indicated in Chart 2 below, within the same cabin , not later than 7 days before or after the date of the cancelled flight.
DEPARTURE TIME BROUGHT FORWARD MORE THAN 1 HOUR WITHIN 14 DAYS OF DEPARTURE	ITA Airways operating flights	rebooking without penalty, in the same class of the original booking, or in the first available one, within the same cabin , not later than 3 days before or after the date of the scheduled flight.
	ITA Airways LHG	Rebooking LHG flights is permitted only in the original booking class as indicated in Chart 2 below, within the same cabin , not later than 3 days before or after the date of the cancelled flight.

Passengers who purchased their ticket through a **Travel Agency** may contact their travel agent directly. If the rebooking offered does not meet the passengers' needs, the agent may reach out the Customer Information Assistance Office for further support.

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

The original duration of stay to be preserved.

LH/LX/OS/SN/EN/4Y/VL Chart 2: Reservation Booking Designators for transportation on LHG:

OWN/PUB	Fare Identifier	Location/Flights	RBD	
AZ	J-type	AZ fares each LHG flight segment	J	R/OF
AZ	C-type	AZ fares each LHG flight segment	C	R/OF
AZ	E-type	AZ fares each LHG flight segment	D	R/OF
AZ	D-type	AZ fares each LHG flight segment	Z	R/OF
AZ	I-type	AZ fares each LHG flight segment	P	R/OF
AZ	* B	AZ fares each LHG flight segment	Z	R/OF
AZ	* B	AZ fares each LHG flight segment	Y	REQ
AZ	* Z	AZ fares each LHG flight segment	Y	REQ
AZ	P-type	AZ fares each LHG flight segment	G	R/OF
AZ	U-type	AZ fares each LHG flight segment	E	R/OF
AZ	A-type	AZ fares each LHG flight segment	N	R/OF
AZ	* W	AZ fares each LHG flight segment	N	R/OF
AZ	* W	AZ fares each LHG flight segment	Y	REQ
AZ	Y-type	AZ fares each LHG flight segment	Y	REQ
AZ	B-type	AZ fares each LHG flight segment	B	REQ
AZ	M-type	AZ fares each LHG flight segment	M	REQ
AZ	H-type	AZ fares each LHG flight segment	M	REQ
AZ	K-type	AZ fares each LHG flight segment	U	REQ
AZ	V-type	AZ fares each LHG flight segment	U	REQ
AZ	T-type	AZ fares each LHG flight segment	H	REQ
AZ	N-type	AZ fares each LHG flight segment	Q	REQ
AZ	S-type	AZ fares each LHG flight segment	Q	REQ
AZ	Q-type	AZ fares each LHG flight segment	V	REQ
AZ	X-type	AZ fares each LHG flight segment	W	REQ
AZ	W-type	AZ fares each LHG flight segment	S	REQ
AZ	L-type	AZ fares each LHG flight segment	T	REQ
AZ	O-type	AZ fares each LHG flight segment	L	REQ
AZ	F-type	AZ fares each LHG flight segment	K	REQ
AZ	* Y	AZ fares each LHG flight segment	K	REQ

2 - ONE (1) CHANGE OF RESERVATION (REBOOKING OR REROUTING SAME DESTINATION) WITHOUT PENALTY, WITH REPRICING (IF REQUIRED)

Passengers can request a new booking, **before or after the period described in the previous paragraph 1.**

RE-BOOKING on ITA Airways direct flights or RE-ROUTING via ITA Airways Gateway (ex: LIN/BRI rebooked on LIN/FCO/BRI) on **ITA Airways flights, LHG or ITA Airways MARKETING flights:**

- **one (1) rebooking/rerouting** can be requested **without penalty**, in the **same booking class** of original booking, **within the same cabin**.
- If the same class is not available, **fare repricing will be applied**, based on the new booking class or cabin change.

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

The original duration of stay to be preserved.

3- ONE (1) BOOKING CHANGE (CHANGE OF DESTINATION) WITHOUT PENALTY, WITH REPRICING

Passengers can request a new booking with change of destination, **before or after the period described in the previous paragraph 1.**

The one (1) booking change (change of destination) without penalty will be permitted only on ITA Airways applying repricing of the fare, based on the new destination and/or class/cabin change. Fare difference refund (if any) is not applicable.

Change of destination will only be possible:

- for **DOMESTIC** tickets, on **DOMESTIC** destinations
- for **INTERNATIONAL** tickets, on **INTERNATIONAL** destinations
- for **INTERCONTINENTAL** tickets, on **INTERCONTINENTAL** destinations

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

The original duration of stay to be preserved.

4 - REFUND

In case of impossibility of rescheduling or unavailability to **accept rebooking, re-routing or change of destination**, **passengers holding ITA Airways tickets** can request the refund as follows:

CANCELLATION	<ul style="list-style-type: none">• Can request the full refund of the price at which the ticket was purchased or the residual value of the ticket, for the journey not yet made• For travel not yet undertaken, the passenger shall have the option to retain the outbound segment and request a refund for the return segment, or alternatively, retain the return segment and request a refund for the outbound segment• "Feeder flights" with intermediate stopovers: refund of the unused segment with prorated fare calculation.
DELAY OF THREE HOURS OR MORE	<ul style="list-style-type: none">• Can request the full refund of the price at which the ticket was purchased or the residual value of the ticket, for the journey not yet made• For travel not yet undertaken, the passenger shall have the option to retain the outbound segment and request a refund for the return segment, or alternatively, retain the return segment and request a refund for the outbound segment• Feeder flights with intermediate stopovers: refund of the unused segment with prorated fare calculation.
DEPARTURE TIME BROUGHT FORWARD MORE THAN 1 HOUR WITHIN 14 DAYS OF DEPARTURE	<ul style="list-style-type: none">• Can request the full refund of the price at which the ticket was purchased or the residual value of the ticket, for the journey not yet made• For travel not yet undertaken, the passenger shall have the option to retain the outbound segment and request a refund for the return segment, or alternatively, retain the return segment and request a refund for the outbound segment• Feeder flights with intermediate stopovers: refund of the unused segment with prorated fare calculation.

Refund will be processed **in the original form of payment**.

Passengers who purchase tickets through the **direct channel** can request the refund calling the ITA Airways **Customer Information Assistance Office**.

Passengers who purchase their tickets through a **Travel Agency** can directly contact their travel agent. If the rebooking offered does not meet the passengers' needs, the agent may reach out the Customer Information Assistance Office for further support.

In case of **UN/TK on ITA flights**, electronic tickets issued by Travel Agencies can be refunded **through GDS auto-refund feature** (even if in **connection with other carriers or AZ marketing flights**).

5 – U.S. DOT Department of Transportation

Rules for Refund

In case of **UN/TK on other carriers or AZ marketing flights**, electronic tickets issued by Travel Agencies must be refunded **through RAA**.

From October 28, 2024, for all passengers travelling to/from USA, including domestic flight and regardless of the point of sales, the refund regulation established by the US DOT, Department of Transportation, may also be applicable. They are entitled to a ticket refund when a flight has been cancelled or significantly changed by the airline and in each one of the following cases:

- flight cancellation, including flights that are rescheduled to be earlier or later with a different flight number;
- departure from the original airport three hours or more for domestic itineraries and six hours or more for international itineraries earlier than the original scheduled departure time;
- arrive at the destination airport three hours or more for domestic itineraries or six hours or more for international itineraries later than the original scheduled arrival time;
- departure from a different origination airport or arrive at a different destination airport (even if the changed airport is in the same metropolitan area, ex. EWR iso JFK);
- downgrade to a lower class of service;
- itinerary change with more connection points than that of the original itinerary;
- customer who is an individual with a disability scheduled to travel on substitute aircraft on which one or more accessibility features needed are unavailable.

Airline must notify passengers of their right to a refund in the event of cancellation or significant change (via email and/or SMS).

Refund can be processed automatically by passenger via the “Manage my booking” function on ITA Airways website, in case passenger rejects the significantly changed flight or any rebooking on an alternative one.

Passengers who purchased their tickets through a Travel Agency can directly contact their travel agent.

6 - ANAC Resolution No. 400

POS BRASILE

ANAC Resolution No. 400 is Brazil’s flight compensation regulation (December 13, 2016) is a set of laws and regulations which are created to protect air passenger’s rights in Brazil, and when traveling to and from Brazil in case of flight delays, cancellations.

According to ANAC Resolution No. 40, carrier must offer alternative **rerouting or full refund** in the event of cancellation and/or retiming over 30 minutes on domestic flight and over 1 hour on international flight if the new timetables does not correspond to the passenger’s needs.

Passengers may be re-booked without penalty, to travel to the original destination or return to the point of origin of travel, within **1 year by the date of the schedule flight within ticket validity**.

7 - CONTACTS

To modify tickets according to the options set out in points 1, 2, 3, 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).

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

8 - REISSUE

Electronic tickets must be reissued by the **Travel Agencies or Contact Center ITA Airways**, inserting in the "endorsement / restriction" box: **ITA TEMPORARY POLICY/SKCH WW 25-26**

9 - AUTHORIZED ALTERNATE AIRPORT

Below is the table of alternate airports applicable under the conditions set forth in paragraph 1:

APT	ALTERNATO
NAP	FLR-OLB-BLQ-AHO-BRI-CAG-GOA-VCE-FCO-
FLR	OLB-BLQ-AHO-BRI-CAG-GOA-VCE-PMO-NAP-FCO-
OLB	BLQ-AHO-BRI-CAG-GOA-VCE-PMO-TRS-FLR-NAP-FCO-
BLQ	AHO-BRI-CAG-GOA-VCE-PMO-TRS-NCE-OLB-FLR-NAP-FCO-
AHO	BRI-CAG-GOA-VCE-PMO-TRS-NCE-LIN-BLQ-OLB-FLR-NAP-FCO-
BRI	CAG-GOA-VCE-PMO-TRS-NCE-LIN-BDS-AHO-BLQ-OLB-FLR-NAP-FCO-
CAG	GOA-VCE-PMO-TRS-NCE-LIN-BDS-SUF-BRI-AHO-BLQ-OLB-FLR-NAP-FCO-
GOA	VCE-PMO-TRS-NCE-LIN-BDS-SUF-REG-CAG-BRI-AHO-BLQ-OLB-FLR-NAP-FCO-
VCE	PMO-TRS-NCE-LIN-BDS-SUF-REG-TRN-GOA-CAG-BRI-AHO-BLQ-OLB-FLR-NAP-FCO-
PMO	TRS-NCE-LIN-BDS-SUF-REG-TRN-CTA-VCE-GOA-CAG-BRI-AHO-BLQ-OLB-FLR-NAP-
TRS	NCE-LIN-BDS-SUF-REG-TRN-CTA-PNL-PMO-VCE-GOA-CAG-BRI-AHO-BLQ-OLB-FLR-
NCE	LIN-BDS-SUF-REG-TRN-CTA-PNL-CIY-TRS-PMO-VCE-GOA-CAG-BRI-AHO-BLQ-OLB-
LIN	BDS-SUF-REG-TRN-CTA-PNL-CIY-TUN-NCE-TRS-PMO-VCE-GOA-CAG-BRI-AHO-BLQ-
BDS	SUF-REG-TRN-CTA-PNL-CIY-TUN-TIA-LIN-NCE-TRS-PMO-VCE-GOA-CAG-BRI-AHO-
SUF	REG-TRN-CTA-PNL-CIY-BDS-LIN-NCE-TRS-PMO-VCE-GOA-CAG-BRI-
REG	TRN-CTA-PNL-CIY-TUN-SUF-BDS-LIN-NCE-TRS-PMO-VCE-GOA-CAG-
TRN	CTA-PNL-CIY-TUN-TIA-REG-SUF-BDS-LIN-NCE-TRS-PMO-VCE-GOA-
CTA	PNL-CIY-TUN-TIA-MLA-TRN-REG-SUF-BDS-LIN-NCE-TRS-PMO-VCE-
PNL	CIY-TUN-TIA-MLA-CFU-CTA-TRN-REG-SUF-BDS-LIN-NCE-TRS-PMO-
CIY	TUN-TIA-MLA-CFU-ZRH-PNL-CTA-TRN-REG-SUF-BDS-LIN-NCE-TRS-
TUN	TIA-MLA-CFU-ZRH-GVA-CIY-PNL-CTA-TRN-REG-SUF-BDS-LIN-NCE-
TIA	MLA-CFU-ZRH-GVA-LMP-TUN-CIY-PNL-CTA-TRN-REG-SUF-BDS-LIN-
MLA	CFU-ZRH-GVA-LMP-MAH-TIA-TUN-CIY-PNL-CTA-TRN-REG-SUF-BDS-
CFU	ZRH-GVA-LMP-MAH-MUC-MLA-TIA-TUN-CIY-PNL-CTA-TRN-REG-SUF-
ZRH	GVA-LMP-MAH-MUC-STR-CFU-MLA-TIA-TUN-CIY-PNL-CTA-TRN-REG-
GVA	LMP-MAH-MUC-STR-EFL-ZRH-CFU-MLA-TIA-TUN-CIY-PNL-CTA-TRN-
LMP	MAH-MUC-STR-EFL-PMI-GVA-ZRH-CFU-MLA-TIA-TUN-CIY-PNL-CTA-
MAH	MUC-STR-EFL-PMI-BCN-LMP-GVA-ZRH-CFU-MLA-TIA-TUN-CIY-PNL-
MUC	STR-EFL-PMI-BCN-ZTH-MAH-LMP-GVA-ZRH-CFU-MLA-TIA-TUN-CIY-
STR	EFL-PMI-BCN-ZTH-SOF-MUC-MAH-LMP-GVA-ZRH-CFU-MLA-TIA-TUN-
EFL	PMI-BCN-ZTH-SOF-FRA-STR-MUC-MAH-LMP-GVA-ZRH-CFU-MLA-TIA-
PMI	BCN-ZTH-SOF-FRA-ALG-EFL-STR-MUC-MAH-LMP-GVA-ZRH-CFU-MLA-
BCN	ZTH-SOF-FRA-ALG-IBZ-PMI-EFL-STR-MUC-MAH-LMP-GVA-ZRH-CFU-
ZTH	SOF-FRA-ALG-IBZ-MJI-BCN-PMI-EFL-STR-MUC-MAH-LMP-GVA-ZRH-
SOF	FRA-ALG-IBZ-MJI-ATH-ZTH-BCN-PMI-EFL-STR-MUC-MAH-LMP-GVA-
FRA	ALG-IBZ-MJI-ATH-ORY-SOF-ZTH-BCN-PMI-EFL-STR-MUC-MAH-LMP-
ALG	IBZ-MJI-ATH-ORY-CDG-FRA-SOF-ZTH-BCN-PMI-EFL-STR-MUC-MAH-
IBZ	MJI-ATH-ORY-CDG-DUS-ALG-FRA-SOF-ZTH-BCN-PMI-EFL-STR-MUC-
MJI	ATH-ORY-CDG-DUS-BRU-IBZ-ALG-FRA-SOF-ZTH-BCN-PMI-EFL-STR-
ATH	ORY-CDG-DUS-BRU-AMS-MJI-IBZ-ALG-FRA-SOF-ZTH-BCN-PMI-EFL-
ORY	CDG-DUS-BRU-AMS-HAM-ATH-MJI-IBZ-ALG-FRA-SOF-ZTH-BCN-PMI-

CDG	DUS-BRU-AMS-HAM-MAD-ORY-ATH-MJI-IBZ-ALG-FRA-SOF-ZTH-BCN-
DUS	BRU-AMS-HAM-MAD-HER-CDG-ORY-ATH-MJI-IBZ-ALG-FRA-SOF-ZTH-
BRU	AMS-HAM-MAD-HER-LGW-DUS-CDG-ORY-ATH-MJI-IBZ-ALG-FRA-SOF-
AMS	HAM-MAD-HER-LGW-LCY-BRU-DUS-CDG-ORY-ATH-MJI-IBZ-ALG-FRA-
HAM	MAD-HER-LGW-LCY-RHO-AMS-BRU-DUS-CDG-ORY-ATH-MJI-IBZ-ALG-
MAD	HER-LGW-LCY-RHO-CAI-HAM-AMS-BRU-DUS-CDG-ORY-ATH-MJI-IBZ-
HER	LGW-LCY-RHO-CAI-TLV-MAD-HAM-AMS-BRU-DUS-CDG-ORY-ATH-MJI-
LGW	LCY-RHO-CAI-TLV-JED-HER-MAD-HAM-AMS-BRU-DUS-CDG-ORY-ATH-
LCY	RHO-CAI-TLV-JED-RUH-LGW-HER-MAD-HAM-AMS-BRU-DUS-CDG-ORY-
RHO	CAI-TLV-JED-RUH-DSS-LCY-LGW-HER-MAD-HAM-AMS-BRU-DUS-CDG-
CAI	TLV-JED-RUH-DSS-ACC-RHO-LCY-LGW-HER-MAD-HAM-AMS-BRU-DUS-
TLV	JED-RUH-DSS-ACC-DXB-CAI-RHO-LCY-LGW-HER-MAD-HAM-AMS-BRU-
JED	RUH-DSS-ACC-DXB-DEL-TLV-CAI-RHO-LCY-LGW-HER-MAD-HAM-AMS-
RUH	DSS-ACC-DXB-DEL-BOS-JED-TLV-CAI-RHO-LCY-LGW-HER-MAD-HAM-
DSS	ACC-DXB-DEL-BOS-JFK-RUH-JED-TLV-CAI-RHO-LCY-LGW-HER-MAD-
ACC	DXB-DEL-BOS-JFK-YYZ-DSS-RUH-JED-TLV-CAI-RHO-LCY-LGW-HER-
DXB	DEL-ACC-DSS-RUH-JED-TLV-CAI-RHO-LCY-LGW-
DEL	DXB-ACC-DSS-RUH-JED-TLV-CAI-RHO-LCY-
BOS	JFK-YYZ-IAD-MLE-ORD-DEL-DXB-ACC-DSS-RUH-JED-TLV-CAI-RHO-
JFK	YYZ-IAD-MLE-ORD-MIA-BOS-DEL-DXB-ACC-DSS-RUH-JED-TLV-CAI-
YYZ	IAD-MLE-ORD-MIA-BKK-JFK-BOS-DEL-DXB-ACC-DSS-RUH-JED-TLV-
IAD	MLE-ORD-MIA-BKK-GIG-YYZ-JFK-BOS-DEL-DXB-ACC-DSS-RUH-JED-
MLE	ORD-MIA-BKK-GIG-GRU-IAD-YYZ-JFK-BOS-DEL-DXB-ACC-DSS-RUH-
ORD	MIA-BKK-GIG-GRU-HND-MLE-IAD-YYZ-JFK-BOS-DEL-DXB-ACC-DSS-
MIA	BKK-GIG-GRU-HND-SFO-ORD-MLE-IAD-YYZ-JFK-BOS-DEL-DXB-ACC-
BKK	GIG-GRU-HND-SFO-LAX-MIA-ORD-MLE-IAD-YYZ-JFK-BOS-DEL-DXB-
GIG	GRU-HND-SFO-LAX-EZE-BKK-MIA-ORD-MLE-IAD-YYZ-JFK-BOS-DEL-
GRU	HND-SFO-LAX-EZE-GIG-BKK-MIA-ORD-MLE-IAD-YYZ-JFK-BOS-
HND	SFO-LAX-EZE-GRU-GIG-BKK-MIA-ORD-MLE-IAD-YYZ-JFK-
SFO	LAX-EZE-HND-GRU-GIG-BKK-MIA-ORD-MLE-IAD-YYZ-
LAX	EZE-SFO-HND-GRU-GIG-BKK-MIA-ORD-MLE-IAD-
EZE	LAX-SFO-HND-GRU-GIG-BKK-MIA-ORD-MLE-

All tables may be subject to revision/update, due to the constantly evolving scenario.