

## **POLICY**

### **Flights cancellation**

**AZ628-AZ629**

**From March 30<sup>th</sup> 2025 to May 6<sup>th</sup> 2025**

**Rome Fiumicino (FCO) – Chicago (ORD) vv.**

**#1**



**Issued on November 11<sup>th</sup> 2024**

## AZ628/AZ629 FCO-ORD v.v. FLIGHTS CANCELLATION POLICY #1

With reference to the cancellation of the flights AZ628/AZ629 Rome-Fiumicino (FCO) - Chicago (ORD) vv. from March 30<sup>th</sup> 2025 to May 6<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 Chicago and vv. as above, who needs to modify or cancel their trip.

## REBOOKING

Rebooking without penalty, same compartment, as follows:

- ✓ Direct ITA Airways operating flight **FCO – ORD and vv.** in the **same class of the original booking or the first one available**, same compartment
- ✓ Direct ITA Airways operating flight **FCO – JFK and vv.** in the **same class of the original booking or the first one available**, same compartment, connecting with Delta operating flights **JFK – ORD and vv.** bookable either as **AZ Marketing in the same class as the original booking or the first one available**, same compartment, or as **Delta prime** respecting the **class mapping** shown below, or the **first one available**, same compartment.

### 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

The original duration of stay to be preserved.

## REFUND

In case of impossibility of rescheduling or unavailability to accept rebooking, passengers holding ITA Airways tickets booked on a cancelled flight (**AZ628/AZ629**) 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.

## DOT FINAL RULE

### CANCELLED FLIGHTS REFUND

Passengers holding **ITA Airways (055)** tickets to/from USA, including domestic flight, regardless of the point of sales, are entitled to a full refund of the ticket or the residual value for the journey not yet made.

Refund must be made in the original form of payment within 7 business days for credit card purchases and 20 calendar day days for other forms of payment.

The merchant of ticket is responsible for refunds:

- Airline, responsible even in case of codeshare or interline itineraries. It is required to refund the full ticket price, including taxes and fees, minus the value already flown;
- Ticket Agents that transact directly with consumers. They must be informed by the Airline if the passenger is eligible for a full refund. The timeline for the agent's obligation begins when they receive this notification. Ticket agents may retain their service charges.

## CONTACTS

To modify tickets 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).

**from USA, +1 877-793-1717, H24**

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

## REISSUE

Electronic tickets must be reissued by the Travel Agencies or ITA Airways Customer Information Assistance Office, inserting in the "endorsement / restriction" box: **SKCHG ORD CNLD S2025**.