

INFORMATION TO PASSENGERS

Dear client,

further to the irregularities occurred on your flight, we would like to provide you with some information regarding the EC Regulation N° 261/2004. The authority supervising the application of such regulations in Italy is ENAC (National Civil Aviation Authority), with offices at Viale del Castro Pretorio 118 - 00185 Rome. The entire text of the regulation above is available on the website <https://www.enac.gov.it>

The Regulation applies to passengers holding a flight ticket on a confirmed reservation (including tickets relative to Frequent Flyer programs or other airline or tour operator commercial programs) and completing the check in formalities within the time-limit established by the airline and pointed out on our website www.airitaly.com. The Regulation shall not apply to passengers travelling free of charge or at a reduced fare not available directly or indirectly to the public.

FLIGHT DELAY- the passenger is entitled to receive:

I) ASSISTANCE⁽¹⁾ Meals and refreshment in a reasonable relation to the waiting time, hotel accommodation if the flight is delayed of one or more days, transfer to and from the airport, two phone calls or e-mail messages or fax to be requested to the Airport Handler's staff which offers assistance on behalf of AIRITALY. The assistance is provided pursuant to the provisions set forth by the regulation as per the following parameters:

TYPE of FLIGHT	RIGHT TO ASSISTANCE
FLIGHTS up to 1500km	2 hours delay or more
FLIGHTS more than 1500km	3 hours delay or more
FLIGHTS (OUTSIDE EU) between 1500km and 3500km	3 hours delay or more
FLIGHTS (OUTSIDE EU) more than 3500km	4 hours delay or more

(1) *should the Air Carrier not be able to provide the assistance due to facts and/or circumstances that go beyond its control (exceptional circumstances) and the passenger provides for himself, the Air Carrier will refund the costs beared by the passenger within the following limits: a) stay and/or overnight stay in hotels corresponding to a 3 star category; b) meals and refreshments in a reasonable relation to the waiting time; c) transport between the airport and the place of accommodation.*

II) In case of flight delay of more than 3 hours, right to a pecuniary compensation such as some cases of flight cancellation, in accordance to a judgment of European Court of Justice in November 2009. An operating air carrier shall not be obliged to pay compensation, if it can prove that the delay is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. (See Flight Cancellation)

III) In case of flight delay of at least 5 hours, the choice will be between full refund of the part of the journey not made, if the passenger gives up the flight, reimbursement within seven days, by the means provided for in Article 7(3), of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; re-routing, under comparable transport conditions, to their final destination at the earliest opportunity.

FLIGHT CANCELLATION - the passenger is entitled to:

I.) ASSISTANCE⁽¹⁾ Meals and refreshment in a reasonable relation to the waiting time, hotel accommodation if the flight is delayed of one or more days, transfer to and from the airport, two phone calls or e-mail messages or fax to be requested to the staff of the Airport Handler that offers assistance on behalf of AIRITALY.

(1) *should the Air Carrier not be able to provide the assistance due to facts and/or circumstances that go beyond its control (exceptional circumstances) and the passenger provides for himself, the Air Carrier will refund the costs beared by the passenger within the following limits: a) stay and/or overnight stay in hotels corresponding to a 3 star category; b) meals and refreshment in a reasonable relation to the waiting time; c) transport between the airport and the place of accommodation.*

Choice between immediate rerouting or rerouting towards the same destination on another AIRITALY flight for a date to be chosen by the passenger (subject to availability of seats); reimbursement within seven days, by the means provided for in Article 7(3), of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the passenger's original travel plan.

II.) PECUNIARY COMPENSATION or, alternatively, upon explicit consent, a free ticket within the same range of km

An operating air carrier shall not be obliged to pay compensation in accordance with Article 7, if it can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Moreover, the pecuniary compensation does not apply if the passengers have been informed of the cancellation:

a) at least two weeks before the scheduled time of departure; or



- b) between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; or
- c) less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

OVERBOOKING:

When an operating air carrier reasonably expects to deny boarding on a flight, it shall first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and the operating air carrier.

I.) ASSISTANCE⁽¹⁾ Meals and refreshment in a reasonable relation to the waiting time, hotel accommodation if the flight is delayed of one or more days, transfer to and from the airport, two phone calls or e-mail messages or fax to be requested to the staff of the Airport Handler that offers assistance on behalf of AIRITALY.

(1) Should the Air Carrier not be able to provide the assistance due to facts and/or circumstances that go beyond its control (exceptional circumstances) and the passenger provides for himself, the Air Carrier will refund the costs beared by the passenger within the following limits: a) stay and/or overnight stay in hotels corresponding to a 3 star category; b) meals and refreshment in a reasonable relation to the waiting time; c) transport between the airport and the place of accommodation

Choice between immediate rerouting or rerouting towards the same destination on another AIRITALY flight for a date to be chosen by the passenger (subject to availability of seats) or full refund of the part of the journey not made, if the passenger gives up the flight,

II.) PECUNIARY COMPENSATION or, alternatively, upon explicit consent, a free ticket within the same range of km

	FLIGHTS up to 1500 km	FLIGHTS more than 1500 km	FLIGHTS (OUTSIDE EU) up to 1500 km	FLIGHTS (OUTSIDE EU) between 1500 and 3500 km	FLIGHTS (OUTSIDE EU) more than 3500 km
PECUNIARY COMPENSATION IN CASE OF DENIED BOARDING	250 euro or promo code	400 euro or promo code	250 euro or promo code	400 euro promo code	600 euro promo code
PECUNIARY COMPENSATION IN CASE OF DENIED BOARDING AND SHORT REROUTING*	125 euro or free promo code	200 euro or promo code	125 euro or promo code	200 euro or promo code	300 euro or promo code

* Short Rerouting means the rerouting on an alternative flight whose time of arrival (with respect to the original flight booked) does not exceed 2 hours (for routes up to 1500km) 3 hours (for routes between 1500-3500km) 4 hours (more than 3500km).

The passenger who chooses voluntarily to surrender his/her reservation will be entitled to:

- I.) Immediate rerouting or rerouting towards the same destination on another AIRITALY flight for a date to be chosen by the passenger (subject to availability of seats) or full refund of the part of the journey not made, if the passenger gives up the flight.
- II.) A free ticket within the same range of km.

DOWNGRADE - If the Air Carrier places a passenger in a class lower than that for which the ticket was purchased he is entitled to partial refund of the ticket for the flight in the percentages listed in the table hereunder:

TYPES OF FLIGHT	PERCENTAGE OF TICKET REIMBURSEMENT
FLIGHTS up to 1500km	30%
FLIGHTS (OUTSIDE EU) more than 1500km	50%
FLIGHTS (OUTSIDE UE) between 1500km and 3500km	50%
FLIGHTS (OUTSIDE UE) more than 3500km	75%

The requests for refund/compensation must be sent, filling in the web form on: <https://www.airitaly.it/section/customer-care-claim/en/>