

## Air Italy Compassionate Flexibility Policy

Compassionate Flexibility is a policy whereby Air Italy will waive (not apply) fare rules related to Non-Refundable and/or No-Change tickets in the case of Bereavement or Unexpected Medical Situation (as defined below).

All potential passengers are recommended to acquire comprehensive Travel Insurance in order to protect themselves from possible financial losses, should they occur. They should not rely solely on the discretion of the Airline.

### When does Compassionate Flexibility Apply?

Compassionate Flexibility applies to existing bookings on Air Italy flights departing within the next 90 days. Please note, appeals for compassionate consideration are at the sole discretion of Air Italy.

### BEREAVEMENT

Air Italy will refund the unused ticket value, in its entirety, for the deceased person and their spouse/one travelling companion provided they are included in the same booking record.

- No refund will be permitted to the Immediate Family members tickets, but will allow instead to make one change to their existing Air Italy booking, free of charge, subject to seat availability in the same cabin class of service to allow them to travel on a chosen date within twelve (12) months starting from the date of the original ticket issuance; and/or
- We will allow Immediate Family members to cancel non-refundable tickets and grant a full credit value of the ticket purchased. This credit will have twelve (12) months validity starting from the date of the original ticket issuance.

If there are no seats in the original fare booking class at the time of re-booking, ex. promo fares, special sales fares, fare increases, any difference between the original price paid and the price available at time of re-booking will be the responsibility of the passenger.

### UNEXPECTED MEDICAL SITUATIONS

The Air Italy Compassionate Travel policy may be applied in situations where a passenger or an Immediate Family Member is hospitalized for an urgent care and unexpected serious medical situation.

The passenger will need to provide **official detailed medical documentation** that will state the reason for not being able to travel as booked within the next twelve (12) months starting from the date of the original ticket issuance. This documentation should include the **diagnosis, date of admission and date of release** from the hospital. Supporting documentation must show the Immediate Family relationship, (such as **birth certificate** and/or **Marriage Certificate/License**).

Air Italy will allow one change to the existing booking free of charge, subject to seat availability in the same class of service for travel within twelve (12) succeeding months starting from the date of the original ticket issuance, and/or including non-refundable fares. The value of the fare and the tax amount paid will be held in credit for up to twelve (12) succeeding months starting from the original date of the ticket issuance. However, if there are no seats in the original fare booking class at the time of re-booking, any difference including increased tax amounts between the original price paid and the price available at time of re-booking will be the responsibility of the passenger. However, fare change penalties and applicable service fees will be waived.

### Definition of Immediate Family

Air Italy defines Immediate Family as follows:

In addition to the person who has suffered the Unexpected Medical Situation, their spouse/de facto partner, parent, child, grandparent, grandchild, brother, sister, step parent, step child, step brother, step sister, parent in-law, daughter in-law and son in-law, sister in-law, brother in-law, uncle, aunt, nephew and niece.