



let's get back to what we were talking about.

In Europe, the day-to-day life is gradually returning to its new Covid-19 influenced “normality”.

Smart working is always highly recommended and encouraged for most of the companies. Social gatherings are forbidden by the local Governments (in Luxembourg outside gatherings of maximum 20 persons are permitted under strict social distancing conditions). Events involving more than 1,000 people (cultural and music festivals) will not be allowed until at least the end of August, as reported by Switzerland.

Any non-essential movement is not allowed. Most of the times, citizens and permanent residents entering the Countries have to self-quarantine upon arrival (e.g. Belgium, Germany and UK). In case of business reasons, no quarantine is required for travellers in Belgium and Hungary (in this case, citizens from Czech Republic, Poland, Slovakia, Germany, Austria, South Korea can now enter). The same happens for workers commuting daily between Poland and Germany, Czech Republic, Slovakia and Lithuania.

In UK, focus is on high volume programs in 2021.

Clear guidelines of hygiene standards, hotels occupancy rates, restaurants (in Switzerland they can serve groups of four, as well as parents with children), cinemas, theatres, shops, sports areas and strict social distancing conditions are in place. In Germany, 16 different regions are deciding independently on reopening.

Spanish Government recommends staying in Spain for the summer. In the first phase in many Countries the domestic traffic will open in June, flights in the Schengen area probably in July, and the intercontinental ones in September-October.

Greek market reported that the government is working at the international level to establish shared procedures in order to reopen Greece to foreign tourism as of 1 July. This will be done provided the formalization of a uniform protocol among neighbouring nations and airlines, to safeguard the health of both residents and tourists.

Probably, large islands, such as Crete, will be opened earlier than smaller islands with few residents and small health care structures. Domestic ferries shall operate at limited capacity at the beginning.

Looking at the other continents, for the American markets also, short-haul flights (mainly for business) will resume earlier than long-haul ones.

In Brazil, current entry restrictions for foreigners will be lifted from 27 May.

In Argentina, latest resolution by local Civil Aviation suspended all flights until 1 September. Groups to Europe have been postponed to spring 2021. Some sectors such as MICE and Cruise might be more affected than others.

In Mexico market, requests of Groups to Italy and Israel are for October 2020. Same times in US for the recovery of tourism.

Canadian Travel Agents are not pushing any destinations. Rather, they are waiting for passengers' requests as most seem to prefer to go back to destinations they believe are safe or join friends or relatives.

In Canada, some non-essential stores and services are reopening but only if they are street facing, as there will be curbside pickup only. In Florida, restaurants are offering outdoor seating with six-foot distance between tables and indoor seating at 25% capacity, bars stay closed until further notice and retail can operate but at 25% of indoor capacity.

According to the feedback from our American Country Managers, luxury travels could be one of the segments to recover more quickly, especially to international destinations. In Europe, Italy is counted among the first destinations (along with Greece and Israel) that eventually will be reconsidered, driven by the perception that, since Covid-19 started earlier there, it will end sooner.

As for Asia, in India long haul travels will start gradually in July with Ethnic and Student traffic and holidays packages from September to destinations not heavily affected by the spread of the virus and with low population density, such as Scandinavia and Eastern Europe or South Italy and Sardinia.

In Japan, the state of emergency is extended through 31 May for now. Main Trade partners are temporarily closed, and tour planning activities are suspended until then, due to the state of emergency and the Golden Week holidays. According to Tour Operators, a gradual recovery will happen in late July for FIT (Free Independent Traveler) and in August for Groups to Asian destinations for a short stay, or Europe. TOs expect an increased demand from 19 to 22 September due to the Silver Week holiday.

Finally! Signs of a slight recovery are appearing.

We kindly remind you that Country Managers' Talks are available in Alitalia Connect.

Team Alitalia Connect



Following some update about:

Repro policy for Alitalia flights cancellation due to persisting of exceptional circumstances related to coronavirus emergency (COVID-19)

Passengers holding Alitalia tickets (055) booked on Alitalia (AZ) flights issued within April 30th and cancelled for persisting of exceptional circumstances related to coronavirus emergency (COVID-19), are entitled to ask for:

REBOOKING or RE-ROUTING

Passengers willing to change travel date may submit the request, including a copy of the ticket and indicating the preferred new travel dates, to the following e-mail address:

cambiovolocancellato@alitalia.com.

Passengers with ticket issued by Travel Agency may contact directly their Travel Agents.

Booking procedure: REBOOKING without penalties

Passengers holding Alitalia tickets (055) for AZ cancelled flights can be re-booked without penalties, as follows.

In case of original flight reservations:

- AZ operating

rebooking without penalty, in the same booking class as original booking or in the first available class, same cabin.

- AZ marketing - Other Airlines operating

rebooking without penalty, exclusively in the same booking class as original booking, same cabin.

Booking procedure: RE-ROUTING without penalties

Passengers holding Alitalia tickets for temporarily suspended flights, with at least one AZ flight segment impacted by cancellation, can be reprotected without penalties on the flights included in the **RE-ROUTING Attachment** according to the relevant procedure.

Change of reservation and re-issuance of tickets must be issued **not later than August 31st2020**.

The new travel date must be **not later than March 31 st 2021** . **The Ticket validity must be respected.**

Reservation change and reissue of tickets will be performed by Travel Agents for tickets previously issued by Travel Agencies or by Contact Centre Alitalia.

REPRO POLICY PASSENGERS HOLDING ALITALIA TICKET (055) BOOKED ON CANCELLED FLIGHTS

Electronic tickets must be rebooked or rerouted according to instructions described above and reissued without penalty by Travel Agencies and/or Contact Center, inserting in the "endorsement / restriction" box the indication: **SKCHG COVID-19**

VOUCHER (TCV) WITH EXTRA VALUE

In case passenger does not accept rebooking without penalty or no possible rebooking options are available, he will be entitled to ask for a **voucher (TCV) for an amount equal to the value of the ticket purchased or its residual value, increased of a fixed amount** as follows:

FIXED EXTRAVALUE(*)

- DOMESTIC ITALY (DOM) cancelled flight € 15,00
- MEDIUM HAUL (INZ) cancelled flight € 15,00
- LONG HAUL (INC) cancelled flight € 60,00

*(or its equivalent in the currency of the original ticket).

Voucher (TCV) increased of a fixed extravalore will be valid for the purchase of other Alitalia tickets to any destination served by Alitalia and can be used to travel within one year from voucher (TCV) date of issue.

Passengers asking for the Voucher (TCV) increased of a fixed extravalore may submit the request, including a copy of the electronic ticket, to the email address:

RichiestaTcvTrade@alitalia.com

Voucher (TCV) increased of a fixed extravalore must be requested not later than August 31st2020.

REFUND

In case passenger does not accept rebooking without penalty or no possible rebooking options are available and/or voucher (TCV) is not accepted, then Travel Agencies for their own tickets, or Alitalia Customer Center will proceed with ticket refund, for an amount equal to the value of the ticket purchased or its residual value.

Passengers asking for refund of the price of the ticket, or of the residual value of the unused part of the trip may submit the request, including a copy of the electronic ticket, to the email address: rimborsovolocancellato@alitalia.com

Passengers with ticket issued by Travel Agency may contact directly their Travel Agents.

Refund must be requested within August 31st2020 and will be processed in the original form of payment.

REFUND IN BSP LINK:

Refunds of electronic tickets executed by Travel Agencies located in BSP countries, must be processed in, BSP Link trough RAA (refund application/authority) entering in the NOTES field the code:

SKCHG COVID-19.