**FREE TRANSLATION OF THE LETTER ISSUED BY ENAC REF DG-10/03/2020-0028540-P**

Subject: **Reimbursement of travel documents and tourist packages for emergencies Coronavirus COVID-19. Art.28 D.L. March 2, 2020, n. 9.**

Reference is made to the Law Decree mentioned in the subject and in particular to art. 28 entitled **"Refund of travel documents and tourist packages"**, which identifies the cases that give the right to reimbursement of the air ticket (as far as competence of ENAC) in the event of the impossibility of the passenger to use the ticket for reasons due to the current coronavirus epidemic.

In this regard, since reports and complaints continue to reach ENAC that some carriers refuse to reimburse passengers of the price paid, the following is clarified:

The rules referred to in art. 28 of Legislative Decree n.9 mentioned are applicable to all carriers and oblige all airlines that fly to Italy, regardless the nationality of the carrier itself and the passenger, to observe the provisions that provide for cases and procedures for reimbursement.

This applies both to carriers licensed by ENAC and to carriers established in Italy, which have established offices in Italy secondary and bases and who can be assigned rights of traffic in the Italian portfolio, both for non - European carriers and, as also provided for in bilateral air agreements, are required to comply of the existing regulations in our country.

As required by art. 28 of Legislative Decree n.9 the rules to protect the passenger provide for the refund or granting of a voucher worth price paid, which must be paid at the request of the passenger.

The Airlines are informed that if the reimbursement is refused this would lead to an infringement of Reg (CE) 261/04 (for example no refund for cancellation of a flight) of sanctioning procedures against the carrier provided by the regulation itself.

In addition, we have informed passengers by publishing a notice on the corporate website that, in the case of incorrect commercial practices implemented by the carrier in the refund procedure, they may contact the AGCM - Competition and Market Authority.

Airlines are asked to promptly comply with the above mentioned regulations

Signed

Director General of ENAC

Alessio Quaranta