



We are pleased to introduce “**UPGRADE GROUPS DUBAI**”, an initiative dedicated to **group bookings already confirmed in Economy Class** on routes to/from **Dubai (DXB)**.

For travel **departing up to 30 June 2026**, passengers may benefit from an **upgrade to Premium Class starting from €80 per segment**, enhancing comfort and making their travel experience even more enjoyable.

The initiative is valid until 30 June 2026 on flights operated by ITA Airways.

Operational details:

- to request the upgrade, agents are required to split the interested passengers from the group booking and submit the request to their relevant ITA Airways Group Office
- requests must be received no later than 5 days before departure

The offer is subject to flight availability.

ITA Airways Connect

Email: b2bassistance@ita-airways.com

POLICY

Flight cancellation

AZ520-AZ521

from March 29th 2026 to October 23rd 2026

Rome Fiumicino (FCO) – Sofia (SOF) v.v.

#1



Issued on January 29th 2026

AZ520/AZ521 FCO-SOF v.v. FLIGHTS CANCELLATION POLICY #1

With reference to the cancellation of flights **AZ520/AZ521** Rome-Fiumicino (FCO) - Sofia (SOF) v.v **from March 29th to October 23rd 2026**, ITA Airways offers the possibility to use the conditions in this Policy as follows.

The following repro Policy can be applied to passengers holding ITA Airways tickets (055), booked on flights from Rome Fiumicino to Washington Dulles v.v. as above, who needs to modify or cancel their trip.

REBOOKING

Rebooking without penalty, same compartment, not more than **7 days before or after** the date of the canceled flight, as follows:

- ✓ Direct Bulgaria Air FB operating flight **FCO/MXP – SOF v.v.** bookable either as AZ Marketing in **the same class as the original booking**, same compartment, or as Bulgaria Air FB prime, same compartment, respecting the **class mapping** shown below.
- ✓ Flights operated by Lufthansa Group (LHG) carriers bookable either as AZ Marketing or as pure operating carrier, in the **same original booking class**, same compartment.

Passengers will be reprotected by AZ on FB flights as follows:

	BUSINESS					ECONOMY										
RBD FB OP.	C	C	C	C	I	M	M	H	K	N	R	X	O	U	W	
RBD AZ MKT	J	C	D	Z	P	Y	B	M	U	H	Q	V	W	S	T	

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 (**AZ520/AZ521**) 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.

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)

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 SOF CNLD S2026**.