

Theresa of Brooklyn, NY on Oct. 24, 2011

I used my mobile device to check-in, via delta.com's mobile site, the morning of the flight. At that time, we were given seat assignments for this flight. We came from Capri that morning, thus, took a ferry to Naples and then a flight from Naples to Rome; arriving at Rome FCO airport at 12:30PM, more than two hours before departure time. Upon checking into Delta Flight 8121/Alitalia 610, we were told by the check-in agent Eleonora that Alitalia had overbooked the flight and we would have to wait to get a boarding pass. We were led to believe that we would be able to get onto this flight. However, as we waited, she said the flight was completely booked and there was only one seat left in business class, but to keep waiting for the flight to close to see what happens.

We waited there for more than an hour as the entire Alitalia agents closed down the check-in stands and left. We were the only people standing there at Alitalia check-in. When the flight had closed, Ms. Eleonora informed us that we were not going to be issued boarding passes and we would have to go to the Alitalia ticket counter to resolve this matter. In discussion with Ms. Eleonora regarding not being able to get onto this flight, she rebutted by rudely saying "this is something the Americans imposed (overbooking), not Alitalia". To this I explained to her that in America, when flights are overbooked, the airlines ask for volunteers to give up their flight. They do not just choose people randomly, subject people as victims to this atrocity.

We were then told by Ms. Eleonora that we would have to walk with all our luggage over to the Alitalia ticket counter. We

informed her that we would only do so if she were to accompany us and so she did. Upon arrival to the ticket counter, Ms. Eleonora spoke to ticket agent Francesca, in Italian for a few minutes. After the conclusion of their conversation, Ms. Eleonora just walked away from the counter without saying anything to us. Ms. Eleonora was not friendly or empathetic in any way whatsoever. Rather, she was extremely cold and stiff, barely making eye contact with myself or my companion. Ms. Eleonora took a few minutes typing on her computer, only to tell us that there were no other flights out of Rome that day. No other flights out of any city in Italy that day and no other connecting flights out of any other country that day. In summation, there was absolutely no way to leave Rome that day. When we protested and said we wanted a refund, she said she would gladly refund us the money and let us go buy another ticket from another airline. In essence, leaving us totally stranded in Rome! According to her, if there were no other flights leaving Rome on any airline, how could we possibly buy a ticket from another airline? It is impossible to believe that there were no flights out of any other connecting city that could return us back to New York City's JFK airport! JFK is a very busy destination and surely, there must have been some flight from Rome to another city in all of Europe that would have been going back to JFK. This is an outright lie. We asked to speak to a supervisor. This was when Marco came over to speak to us as well. I have no idea if he was a supervisor as he did not identify himself and his status to us whatsoever. Mr. Marco again reiterated that there were no flights out of Rome or any other city, in any other country, on this day. We asked him

if he could please show us on the computer screen where it says this to show us the flights were booked, so we may see with our own eyes and he refused to do this. We asked if one of us could be seated in the jump seat, he refused. We asked if we could be in a business class, he refused. Mr. Marco told us that we would have to take the same flight on the following day (10/2/11) and that Alitalia would house us in a hotel and provide meal vouchers. Ms. Marco also told us that Alitalia would provide myself and my companion 600 Euro compensation for this ordeal and they would contact us in 7-10 days to receive the money. She had us write down our contact information for Alitalia to contact us. It has been three weeks now and neither myself nor my companion have been contacted by Alitalia to receive this money.

As this conversation was happening, I was writing down Ms. Marco and Mr. Marco's name into my phone when Ms. Marco, without even looking up to look me in the eyes, took her name badge on her jacket and shoved it forward closer to my face while raising her voice to say "Is this what you are trying to look at? Here you go". To which I replied, "thank you, I already have your name written down". Given no other viable option, we succeeded to this. Ms. Eleonora told us to go downstairs (with all our luggage), to go to bus stop number 11, to take the free shuttle to Satellite Palace Hotel. We were not given any other better instruction than this nor were we escorted down to the bus stop. We went downstairs as advised and did not see any signs for bus stop number 11. We went towards the right, asked police officers and they did not know. We went towards the left, asked other bus drivers and they did not know. After 30 minutes of walking back

and forth and being lost in 85 degree hot blazing sun (to which I had a sunburn from previous days) with all of our heavy luggage, we finally were able to find the bus stop. It was completely in a remote location and several minutes walk from the airport. Upon arriving to the bus stop, we saw the sign that it only leaves every hour and we had just missed it by 10 minutes so would have to wait another 50 minutes for the shuttle.

At this point we were hungry, hot and exhausted and felt under duress to take a taxi cab to the hotel. We hailed a taxi and told him the name of the hotel. The taxi cab went the wrong way, going away from Satellite Palace hotel and had to turn around to go back to the airport and then onto the correct direction. It should have only taken 10 minutes to get to the hotel and it took one hour and cost us 30 Euro, which we had to argue with the driver or it would have cost much more. Satellite Palace Hotel is no palace at all. The room was dark, dingy, gross and smelled of urine! The light outside the door in the hallway was broken, so it was completely dark and we could not see to put the key into the door.

Once opening the door, since there was no light in the hallway, we could not see how to turn on the lights in the room. We had to ask a maid to come over and help us. The light over the bed in the room was blown out and not working. The room was so dark it was not possible to read in the room. There was no safe to lock valuables in. There were no plugs to plug in phone chargers. Again, the room smelled disgusting of urine. The TV didn't work. The meals at the Satellite Palace Hotel were

disgusting, gross food. This hotel is a place where all passengers who are bumped from their flights are sent. The next day, we decided to go to the airport four hours early. On the shuttle bus back to the airport at 10:00AM, I met several people (Americans) who had just been bumped by Alitalia in the morning. They refused to even get off the bus because the Satellite Palace Hotel was so disgusting to them. Thus, they were riding the bus with me back to the airport. These people all told me that Alitalia had told them the same thing, that there was no flight out of any city to get them home that day. It was impossible to believe that at 10:00 in the morning, there was no flight available to reroute these people. This, absolutely, must be a scam on Alitalia's part.

At the check-in gate on 10/2/11, when we checked our baggage in, the Alitalia agent was somewhat empathetic with our situation and said that she would mark our luggage priority and put the priority sticker on it. Baggage ticket: xxxxx.. Getting through Rome's FCO airport security was horrendous, with multiple long lines, which took at least one hour. After that line, we then had to stand in passport control line which was also heinous, with several never-ending lines. Finally, once clearing these two lines, we were able to go to our gate to wait for the flight. At the Alitalia gate, which was round, there were only about 6 chairs available for anyone to sit in to wait completely uncomfortable. Thus, we stood around the gate like everyone else. The gate was then changed at the last minute and everyone had to rush over to the other gate and stand around.

The Alitalia gate agents stated they were now boarding the flight. They did not state who was boarding, in what order, or

what seats were boarding first. Thus, everyone rushed around the gate and swarmed the entrance to board. It was completely disorganized and confusing. The Alitalia gate agents then started to yell at people that they were in the wrong line and the people at the front of the line had to go to the back of the line on the other side. When these people complained to them about not knowing, the gate agent said "can't you read the sign?" and pointed to the small sign that said business class. The gate agent then took the stretchy cord and shut off the line right in front of the people's face, not allowing them to board. When boarding for myself and my companion finally occurred, again I had to show my passport to someone and then was asked for my bags to be checked, to which I complied. After this, we then had to walk down a large flight of stairs and enter a very crowded and hot bus. We had to take this bus to the airplane, get out and then (with all carry on luggage) walk up a flight of stairs to the Alitalia airplane. Once on the airplane, it was extremely hot. There were no air vents to provide cooling. My seat had duct tape on it, taping the armrests together. The controller on my seat was broken and my movie kept starting over and over again. The food on Alitalia was just disgusting. I did not eat the food and actually spit it out. It took one extra hour for the flight to board and leave Rome's airport. The flight took an extra hour in the air since there was a storm to be avoided. Arriving at JFK, it took an hour for the plane to find a gate to deboard the passengers. It took more than three extra hours to get to JFK than was supposed to. In baggage claim, I watched as all of the priority luggage came down the carousel. Our baggage was not with them. We waited and

waited, as all of the normal baggage came out on the carousel. Our baggage came out nearly last! My baggage was a brand new Delsey hard case 26-spinner luggage I had purchased and never used before this trip, cost \$450. I bought it specifically for this trip. Upon seeing my baggage came off the carousel, it had a huge tear in the front of my luggage.

In summary, we booked a flight through Expedia.com on Delta to Italy and the return flight was operated by Alitalia. Alitalia overbooked this flight and bumped us from this flight. Alitalia refused to put us on another flight that same day, forcing us to stay one night in a disgusting hotel. We believe this is a scam by Alitalia as it was impossible to believe that there were no flights from any city on 10/1/11 to New York's JFK airport.

Alitalia seems to only inflict this punishment only on American citizens as I did not meet any Italians at the Satellite Palace Hotel or on the shuttle bus to the airport. The customer service by Alitalia agents was abhorrent. The lodging and food provided by Alitalia was putrid. Alitalia did not request volunteers to be bumped from this flight, but rather just chose us and forced us to be removed from this flight. They lied to us, telling us that no other flight was available from Rome or any other city, in any country. What a lie! The next day, I met fellow Americans who were also told the exact same things and these people confirmed again that no volunteers were asked to give up their seats, but rather they were chosen and forced to stay.

Furthermore, we have never received the 600 Euros promised to each of us by Alitalia as compensation. Also, my brand new luggage of \$450 was destroyed on Alitalia when my luggage was marked as priority. Expedia should know this atrocity is

happening daily to people who book through their website and thus, should no longer do business with Alitalia. Delta Airlines should know that as an American, I booked this flight through you, an American company who I have faith in to treat me well and you subcontract through Alitalia, an Italian company who is treating your compatriots scandalously. I urge Delta to no longer do business with Alitalia. Airlines in the United States ask for volunteers to give up their seats on overbooked flights. Alitalia does not do this, they forcibly prey on Americans to bump them from overbooked flights. Then they lie to these people, telling them there are no flights out of any other city to get them home. This is a nasty scam.

I will never fly Alitalia as long as I shall live and I shall make it my urgent work to spread the word to let everyone I know, who will hopefully tell everyone they know, and they know what is happening to fellow Americans when they fly Alitalia. A scam.