



SERVICE CHARTER
2025

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INTRODUCTION

Dear Customer,

ITA Airways is pleased to present the 2025 Service Charter, a tool designed to provide passengers with transparent information on the quality levels of the services provided and to enable the Company to continuously and progressively improve them. The Service Charter is inspired by the fundamental principles contained in the so-called Mobility Charter and the directives of the Presidency of the Council of Ministers, such as equality and impartiality, continuity in service provision, user information also in accessible format, the right to choose between multiple transport solutions, user participation in solving service problems, and operational efficiency and effectiveness. The Service Charter is drawn up according to the criteria and methods established by the ENAC (Ente Nazionale per l'Aviazione Civile, National Civil Aviation Authority) regulations and proposes service quality indicators also in relation to the specific needs of passengers with disabilities or reduced mobility, with the aim of providing information on the level of quality achieved.





THE WORLD OF ITA AIRWAYS

COMPANY PROFILE

ITA Airways is Italy's reference airline. Co-owned by the Ministry of Economy and Finance (59%) and by Deutsche Lufthansa AG (41%), it operates passenger and cargo air transport services and guarantees Italy high-quality connections with international destinations, supporting tourism and foreign trade, and within the country, leveraging integrated mobility.

Through advanced process digitalization ensuring the best possible experience and customization, the Company's strategy centers on customer service combined with environmental sustainability (young, technologically advanced fleet to reduce environmental impact), social sustainability (attention to its people and to communities in the territories in which it operates) and governance (integration of sustainability into internal strategies and processes).



LOGO

Our name is composed of the first three letters of our country's name. Simple and memorable, it defines our identity and essence from the very beginning. "ITA" is accompanied by "Airways," which tells the story of our company's international ambition and global horizons.

We are proud of our flag and the values it evokes. For this reason, we have hoisted it on the tail of our aircraft and represented it within our logo, which reproduces its colors along with the typical curves of the wings and rudder of airplanes. But beyond the green, white, and red, there is another color that has captured our hearts.

The Savoia blue is not only our color; it is also that of the national team. We have chosen this pantone, in a vibrant metallic version, as a tribute to the talent, passion, and tenacity of the great sports champions who continuously serve as an example and inspiration for us.



FLEET



THE ITA AIRWAYS FLEET IS MODERN AND ENVIRONMENTALLY FRIENDLY, INCORPORATING CUTTING-EDGE TECHNOLOGIES TO OPTIMIZE EFFICIENCY AND QUALITY OF SERVICE WHILE SIGNIFICANTLY REDUCING ENVIRONMENTAL IMPACT. AS OF FEBRUARY 2025, IT CONSISTS OF 96 AIRCRAFT, INCLUDING 22 WIDE-BODY AND 74 NARROW-BODY PLANES. 67% OF THE FLEET IS OF NEW GENERATION.

A220-100



Seats

125



Range

1,700 km



Length

35 m



Wingspan

35.1 m

Engines:
Pratt & Whitney
PW1521G

Max takeoff
weight:
54.9 tonnes

Seat pitch:
Business: 30"
Economy: 29-30"
(wider at emergency exit)



Note: center seat in Business not occupied

The diagram illustrates the cabin layout of the A220-100. It features a 3-2-3 seating arrangement across 27 rows, totaling 125 seats. Rows 1-10 are in the front section, followed by rows 11-27 in the main cabin. The cabin is divided into three sections by two bulkheads. The front section (rows 1-10) includes a galley and lavatory at the front. The middle section (rows 11-20) is the longest and contains two galleys and two lavatories. The rear section (rows 21-27) includes a galley and lavatory at the rear. Exit locations are marked at the front, middle, and rear of the aircraft. The seating is lettered A-F, with A and F being window seats and C and D being aisle seats. The center seat in the Business class section (rows 1-10) is not occupied.

A220-100

A220-300



Seats

148/149



Range

1,800 km



Length

38.7 m



Wingspan

35.1 m

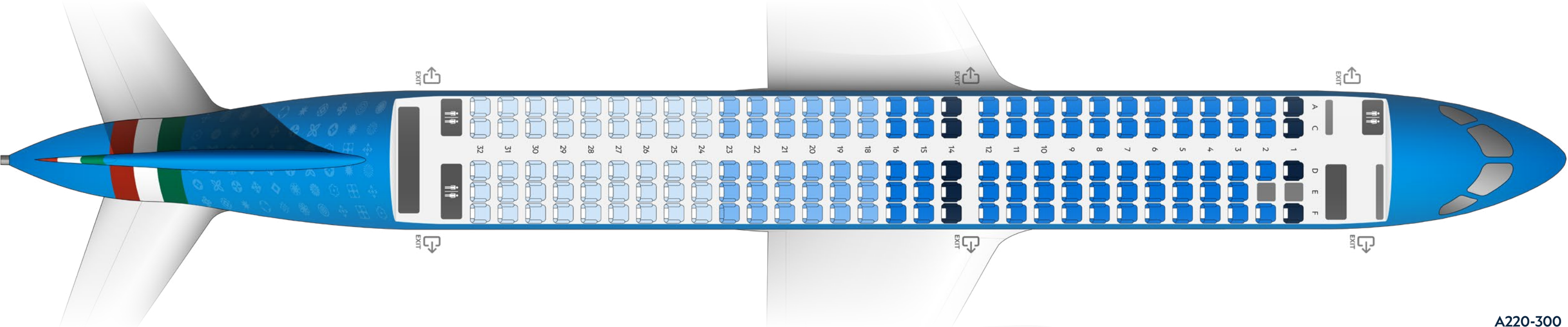
Engines:
Pratt & Whitney
PW1521G

Max takeoff
weight:
59.9 tonnes

Seat pitch:
Business: 30"
Economy: 28-30"
(wider at emergency exit)



Note: center seat in Business not occupied



A220-300

A319-100



Seats

144



Range

1,960 km



Length

33.8 m



Wingspan

34 m

Engines:
CFM56-5B6

Max takeoff
weight:
64 tonnes

Seat pitch:
Business: 31-33"
Economy: 28-33"
(*movable curtain)
(wider at emergency exit)



Note: center seat in Business not occupied

The diagram illustrates the cabin layout of the A319-100. It shows a 14x3 grid of seats, with rows labeled 1 through 26. The seats are arranged in three sections: A-D, E-F, and G-H. The layout includes four exit doors: two at the front (A and F), two at the rear (A and F), and two at the wings (A and F). The diagram also shows the location of the galley and lavatories.

A319-100

A320-200



Seats

174/180



Range

3,590 km



Length

37.6 m



Wingspan

34.1 m

Engines:
CFM56-5B6

Max takeoff weight:
73.5 tonnes

Seat pitch:
Business: 32"
(29" on AZ 32A subfleet)
Economy: 28-32"
(*movable curtain)
(wider at emergency exit)



Note: center seat in Business not occupied

The diagram illustrates the cabin layout of an A320-200 aircraft. It shows a top-down view of the fuselage with the following details:

- Rows:** Numbered 1 through 31, starting from the front of the aircraft.
- Seating:** Seats are represented by blue icons. The layout is a standard 3-2-3 configuration.
- Aisle:** A central aisle runs the length of the cabin.
- Exits:** Four main exit points are marked with "EXIT" signs and arrows: two at the front (overwing and rear) and two at the rear (overwing and rear).
- Lavatories:** Two lavatories are located at the front of the cabin, one on each side of the aisle.
- Galley:** A galley area is located at the front of the cabin, adjacent to the lavatories.
- Emergency Exit:** A large emergency exit is located at the rear of the aircraft, behind the last row.

A320-200

A320neo



Seats

180



Range

2,500 km



Length

37.6 m



Wingspan

34.1 m

Engines:
Pratt & Whitney
PW1124G1

Max takeoff
weight:
73.5 tonnes

Seat pitch:
Business: 30"
Economy: 28-30"
(*movable curtain)
(wider at emergency exit)



Note: center seat in Business not occupied

The diagram illustrates the cabin layout of the A320neo, showing a 3-2-3 seating arrangement across 32 rows. Rows 1-10 are Business Class (3 seats each), and rows 11-32 are Economy Class (6 seats each). The center seat in Business Class (row 1) is unoccupied. The layout includes two lavatories, two galleys, and four exit signs. The aircraft's tail section is also visible.

A320neo

A321neo



Seats

165



Range

5,000 km



Length

44.5 m



Wingspan

35.8 m

Engines:
Pratt & Whitney
PW1133G

Max takeoff
weight:
93.5 tonnes

Seat pitch:
Business: 38"
(fully horizontal lie-flat bed))
Premium Economy: 38"
Economy: 30-34"
(wider at emergency exit)



The diagram illustrates the cabin layout of the A321neo, showing rows 1 through 33. The layout is divided into three main sections: the front cabin (rows 1-10), the middle cabin (rows 11-22), and the rear cabin (rows 23-33). The front cabin features a 1-2-1 configuration in rows 1-4, followed by a 2-2-2 configuration in rows 5-10. The middle cabin has a standard 3-3-3 configuration from row 11 to 22. The rear cabin also maintains a 3-3-3 configuration from row 23 to 33. The diagram includes detailed markings for aisle widths, emergency exits (labeled 'EXIT'), lavatories, and galley areas. The aircraft's tail section is also visible, showing the ITA Airways livery.

A321neo

A330-200



Seats

256*



Range

10,500 km



Length

58.8 m



Wingspan

64 m

Engines:
CF6-80E1A4B

Max takeoff weight:
230 tonnes

Seat pitch:
Business: 43.5"
(fully horizontal lie-flat bed:
73.5" bed length)
Premium Economy: 38"
Economy: 31-32"



*including 6 crew seats

The diagram illustrates the cabin layout of the A330-200, showing the distribution of seats across three classes: Business Class, Premium Economy Class, and Economy Class. The aircraft is oriented with the nose to the right. The Business Class section is located at the front (right) and consists of 12 seats in a 1-2-1 configuration. The Premium Economy Class section follows, with 12 seats in a 1-2-1 configuration. The Economy Class section occupies the majority of the cabin, with 12 seats in a 3-3-3 configuration. The diagram also shows the location of the galley, lavatories, and exits. The aircraft's tail fin is visible on the left side of the diagram.

A330-200

A330neo



Seats

291



Range

12,000 km



Length

63.6 m



Wingspan

64 m

Engines:
Rolls Royce TRENT
7000-72

Max takeoff
weight:
251 tonnes

Seat pitch:
Business: 44"
(fully horizontal lie-flat bed)
Premium Economy:
39-40"
Economy: 30-34"



The diagram illustrates the cabin layout of the A330neo, showing the distribution of seats across three classes: Business Class, Premium Economy Class, and Economy Class. The layout is symmetrical around the central aisle, with exit rows clearly marked. The Business Class section at the front features wide seats and additional legroom. The Premium Economy Class section follows, offering enhanced comfort. The Economy Class section is the largest, with standard seating configurations. The diagram also shows the location of lavatories, galleys, and other cabin facilities.

A330neo

A350-900



Seats

319



Range

13,000 km



Length

66.9 m



Wingspan

64.7 m

Engines:
Rolls Royce TRENT
XWB-84

Max takeoff
weight:
272 tonnes

Seat pitch:
Business: 44"
(fully horizontal lie-flat bed)
Premium Economy: 38"
Economy: 31-34"



Note: center seat in Business not occupied

The seat map illustrates the cabin layout of the A350-900, divided into three main sections: Business Class, Premium Economy Class, and Economy Class. The Business Class section at the front features a 1-1-1 configuration with 12 seats. The Premium Economy Class section follows with a 1-2-1 configuration and 24 seats. The Economy Class section at the rear has a 3-3-3 configuration with 81 seats. The map also shows the locations of galleys, lavatories, and exits. The aircraft's tail fin is visible on the left side of the map.

A350-900



UNIFORMS

OUR UNIFORMS ARE NOT JUST WORK CLOTHES:
THEY ARE A WAY TO BRING ITALIAN STYLE, ELEGANCE,
AND QUALITY TO THE WORLD.

DESIGNED WITH THE STYLISTIC CONSULTANCY OF
BRUNELLO CUCINELLI, THE NEW UNIFORMS REPRESENT
AN IDEA OF ITALY INSPIRED BY THE BEAUTY OF
ITS LANDSCAPES, ITS ART, AND ITS TRADITIONS.

SUSTAINABILITY

UNDER THE SAME SKY

An illustration of a woman and a young boy running through a lush green field. The woman, in the foreground, is wearing an orange hoodie and blue shorts, running towards the right. The boy, slightly behind her, is wearing a white t-shirt, brown shorts, and a blue cap, also running towards the right and pointing his finger towards the horizon. In the background, there are rolling green hills under a bright blue sky with scattered white clouds. A white commercial airplane with a blue stripe and the Italian flag on its tail is flying across the sky, leaving a long white contrail.

ITA Airways spring from the desire to be an innovative and sustainable airline. Sustainability – a cornerstone of ITA Airways' Business Plan – is an essential commitment that needs to be pursued in line with the United Nations Sustainable Development Goals (SDGs). ITA Airways is committed to guaranteeing ever greater respect for the environment, both natural and human, and to incorporating ESG principles into its corporate governance. These values are fully expressed by the UNDER THE SAME SKY Sustainability Manifesto. The Company's growth strategy involves the development of a series of important ESG initiatives, starting with the renewal of its fleet, with the benefit of creating value for the community, the country and the planet.

THE SAME PLANET

DECARBONIZATION

We will commit to reduce emissions by investing in a new generation fleet, choosing green fuels and improving efficiency in processes and services through innovative technologies.

OFFSET EMISSIONS

We will proactively encourage customers and partners to participate to air emission offsetting programmes.

GREEN VALUE CHAIN

We will ensure proper waste prevention and management, using alternative materials, leveraging digital solutions and selecting partners who comply with sustainability criteria.

THE SAME PEOPLE

DIVERSITY, INCLUSION & GROWTH

We will build a fair and inclusive environment that promotes social and cultural diversity and enhances human capital through lifelong learning.

COMMUNITY EMPOWERMENT

We will support local and international entities with programs to regenerate the territory and improve the living conditions of communities.

GENDER EQUALITY & PAY GAP

We will promote equal treatment in recruitment, career development opportunities and remuneration.

PROMOTION OF TOURISM

We will promote tourism on the territory and enhance local excellence by fostering collaboration between public and private, leveraging a digital platform.

THE SAME COMMITMENT

VALUE BASED MANAGEMENT

We will drive our organisation towards sustainability goals using appropriate indicators and incentive policies.

ETHICAL POLICIES AND PRACTICES

We will formalise our commitment in Code of Conduct - policies, procedures and best practices - which, also through the supervision of ad hoc Sustainable Committee, will drive employees and partners to respect sustainability principles.

ENGAGEMENT IN THE SUSTAINABILITY AGENDA

We will commit to communicate our objectives and results and to create an observatory that promotes a continuous exchange of ideas on sustainable development by involving stakeholders.

OUR COMMITMENT

- Possibility to join **Fly with SAF** to contribute to the purchase of ecological fuel
- Collaboration with **CHOOOSE** to offer customers the opportunity **to calculate and offset the CO2 emissions of their flights** and support the adoption of sustainable fuels
- **Apostolic journeys of the Holy Father with reduced environmental impact**
- Adoption of **Iris** technology to enable flying on more fuel-efficient routes
- **Support for the IATA "25by2025" campaign** to increase the number of women in senior positions and underrepresented areas by 25% or to a minimum of 25% by 2025
- **Autism program**, with two paths: familiarization before departure and a dedicated service for the journey
- **Partnership with non-profit organizations** active in social initiatives, health prevention, and promotion
- "Voglia di Volare" is the course to help people rediscover the **pleasure of flying**
- Pact for the decarbonization of air transport to **promote and accelerate the achievement of air transport sustainability goals**



NETWORK



ITALY'S LARGEST CITIES ENSURE CONVENIENT CONNECTIONS TO MAJOR INTERNATIONAL AND INTERCONTINENTAL DESTINATIONS.

Thanks to its network, ITA Airways provides full coverage of Italy and offers direct connecting flights to major European capitals, Mediterranean destinations and the fastest growing intercontinental markets for traditional tourism and business.

Stay updated on the ITA Airways network [here](#).

AWARDS AND RECOGNITIONS

- WORLD AIRLINE STAR RATING - 4 STARS SKYTRAX
- HANGAR LOUNGE: LEED GOLD CERTIFICATION- CATEGORY “INTERIOR DESIGN AND CONSTRUCTION: RETAIL” AS AN EXAMPLE OF SUSTAINABLE ARCHITECTURE
- IMA - ITALIAN MISSION AWARDS: "BEST AIRLINE FOR BUSINESS TRAVELLERS SHORT-AND-MEDIUM HAUL" AND "BEST PROJECT FOR THE YEAR WITHIN THE FRAMEWORK OF SUSTAINABILITY AND INCLUSION"
- TOUCHPOINT AWARDS - BRANDED ENVIRONMENT “LOUNGE FANTASIA” FASTEST GROWING AIRLINE IN WESTERN EUROPE
- SMAU INNOVATION AWARD IN THE AIR TRANSPORT SECTOR 2024
- TOP AIRLINES - NEWSWEEK READERS' CHOICE AWARDS 2024
- EUROPEAN MISSION AWARDS 2024 - BEST BUSINESS CLASS
- APEX AWARDS 2024 - FOUR STARS MAJOR AIRLINE





OUR SERVICES

DIGITAL SERVICES

ITA-AIRWAYS.COM

On our website, you can find all the services and information related to the ITA Airways World. The site is localized in 20 markets, translated into 10 languages, and is accessible in responsive mode from any desktop, laptop, or mobile device.

ITA AIRWAYS APP

The ITA Airways App is simple, convenient, and functional. Like the website, with the app you can purchase tickets, check-in, manage your booking, search for schedules, and check the status of flights directly on your smartphone. You can also access your personal Volare area with just one click.



CUSTOMER INFORMATION ASSISTANCE OFFICE

CIAO is the Customer Information Assistance Office of ITA Airways, where you will find the expertise and professionalism of our Travel Assistants, ready to answer your questions and provide assistance and support before and after your flight.

THE FOLLOWING NUMBERS ARE AVAILABLE:

From Italy and abroad, you can reach us at the phone number **+39 06 85960020***, available **every day from 07:00 to 22:00** (Italian time).

For Sardinia Territorial Continuity, a dedicated channel is available, accessible by selecting option 1 and then option 4 of the above number.

For **General Assistance** (e.g., *Unaccompanied Minors, Animals in Hold and Cabin, Special Baggage, etc.*) and **Medical Assistance**, the service is available **Monday-Friday (09:00 - 20:00), Saturday, Sunday, and holidays (09:00 - 17:00)**.

For Volare Plus, Premium, and Executive members, the following numbers are available for all needs:

From Italy, the phone number is **+39 800 939 074**, available **every day from 07:00 to 22:00** (Italian time).

From abroad, please check the list of dedicated Contact Centers worldwide [here](#).

** The cost of the call may vary depending on your phone provider*



TRAVEL CLASSES

BUSINESS CLASS LONG HAUL

EXCLUSIVITY BEGINS BEFORE THE FLIGHT

Enjoy special treatment right away: you can carry 2 bags for free (up to 32 kg each), a carry-on bag up to 8 kg, and an accessory. At the airport, you will find services to save time and best relax, with dedicated check-in counters and security lanes. After security checks, you can enjoy shopping or relax in one of the Lounges: wait for your flight there with free Wi-Fi, cocktails, and delicious snacks. Priority boarding will allow you to quickly settle into your seat.

THE LUXURY OF COMFORT IN THE SKY

Thanks to interiors designed by Walter De Silva, once on board, you will be transported to a dimension of total comfort and refined simplicity. Every detail is designed to make the flight a relaxing experience: each seat has direct aisle access, leather seats reclining up to 180°, and a lighting system harmonized with the colors of the various phases of the flight.

Travel in comfort with small attentions such as the canvas pouch containing an eye mask, earplugs, soft socks, and a dental kit, and the QC Terme kit for complete treatment during and after the flight.

Choose how to spend your time in the air

Access the on-board Wi-Fi service to stay connected or enjoy the best in-flight entertainment on our 17-inch screens. Connect to our digital newsstand for a catalog of thousands of titles. On our long-haul Business Class, you will explore the best of the Italian cuisine, with à la carte menus from Michelin-starred Italian chefs and a prestigious wine list. Throughout the flight, the bar service and kitchen are always at your disposal.

A JOURNEY YOU WON'T WANT TO END

With long-haul Business Class, even arrival will be comfortable. You will disembark without waiting and your luggage will be delivered to you with priority. You will end a flight that you can't wait to take again.

NOTE: The highlighted on-board interior services are available on Airbus A350 and A330neo. The Michelin-starred chef's menu is for flights from Italy. From abroad, you will find a traditional Italian menu and other quality dishes. On our Airbus A350, coffee will be Illy*.

**With the exception of the A350*

TRAVEL CLASSES

BUSINESS CLASS MEDIUM HAUL

Whether for business or pleasure, flying Business Class on our Airbus A320neo, A320, A319, A220-300, A220-100, and the brand-new A321neo is the most comfortable way to reach your next destination in Europe and Africa. Comfort, Italian style, and attention to detail will accompany you from your arrival at the airport until your landing, elevating your travel experience to a new level.

A BETTER FLIGHT STARTS BEFORE DEPARTURE

- Dedicated check-in counters
- Free check-in of two 32kg bags
- Fast Track, allowing you to quickly pass through security checks
- Priority boarding, eliminating any wait
- Access to the Lounge and the option to book the VIP Room

SAVOR EVERY MOMENT

Upon boarding, you will find:

- A soft leather seat with ergonomic design
- An innovative lighting system designed to accompany every phase of the flight and day with six different lighting scenarios
- The middle seat always free and a larger table
- Wi-Fi connection for all your needs (on Airbus A320neo and A220 fleet aircraft)
- Wireless streaming IFE system (on A320neo)
- Depending on the time slots and the length of your flight, you can enjoy breakfast, an aperitif, lunch, or dinner, inspired by the best Italian culinary tradition, made with quality raw materials and varied according to the seasons

COMFORT AND EFFICIENCY, FROM DEPARTURE TO ARRIVAL

Once you have landed, you will be among the first to exit the aircraft thanks to priority disembarkation, and your luggage will be delivered preferentially, avoiding any waiting. You will then be ready to explore your destination, looking forward to your next flight experience in our Business Class.



TRAVEL CLASSES

PREMIUM ECONOMY

COMFORT AND ADVANTAGES

- Access to priority services (excluding Fast Track)
- Free transport of 2 x 23 kg bags
- Individual screens of 15.6" (A339 fleet), 10.6" (A330 fleet), and 11.6" (A350 fleet), with a vast library of movies, games, music, and TV programs
- Dedicated and quiet cabin, with comfortable ergonomic seats, featuring greater recline and more available space.

CATERING

A main service with hot meals to choose from, salad, dessert or fruit, all accompanied by a welcome drink. Spuntino, a snack, or breakfast, depending on the time and duration of the flight. And on longer Intercontinental flights, a 3rd service, consisting of a snack and a drink.





TRAVEL CLASSES

ECONOMY

ENTERTAINMENT

Individual screens of 13.3" (A339 fleet), 9" (A330 fleet), and 11.6" (A350 fleet), with a vast library of movies, games, music, and TV programs.

CATERING

On international flights lasting more than 3 hours, a meal with various cold components is served. On flights to intercontinental destinations, there are 2 services: one with an appetizer, main course, fruit or dessert, and a second snack or breakfast service depending on the flight time. The 3rd service, consisting of a snack and a drink, is served only on flights exceeding 11 hours.



TRAVEL CLASSES

SUPERIOR

For you who always seek maximum comfort and dedicated services, even on domestic flights, here is the Superior Class. What are the benefits? Many, both at the airport and in flight!

DEDICATED SERVICES ON BOARD

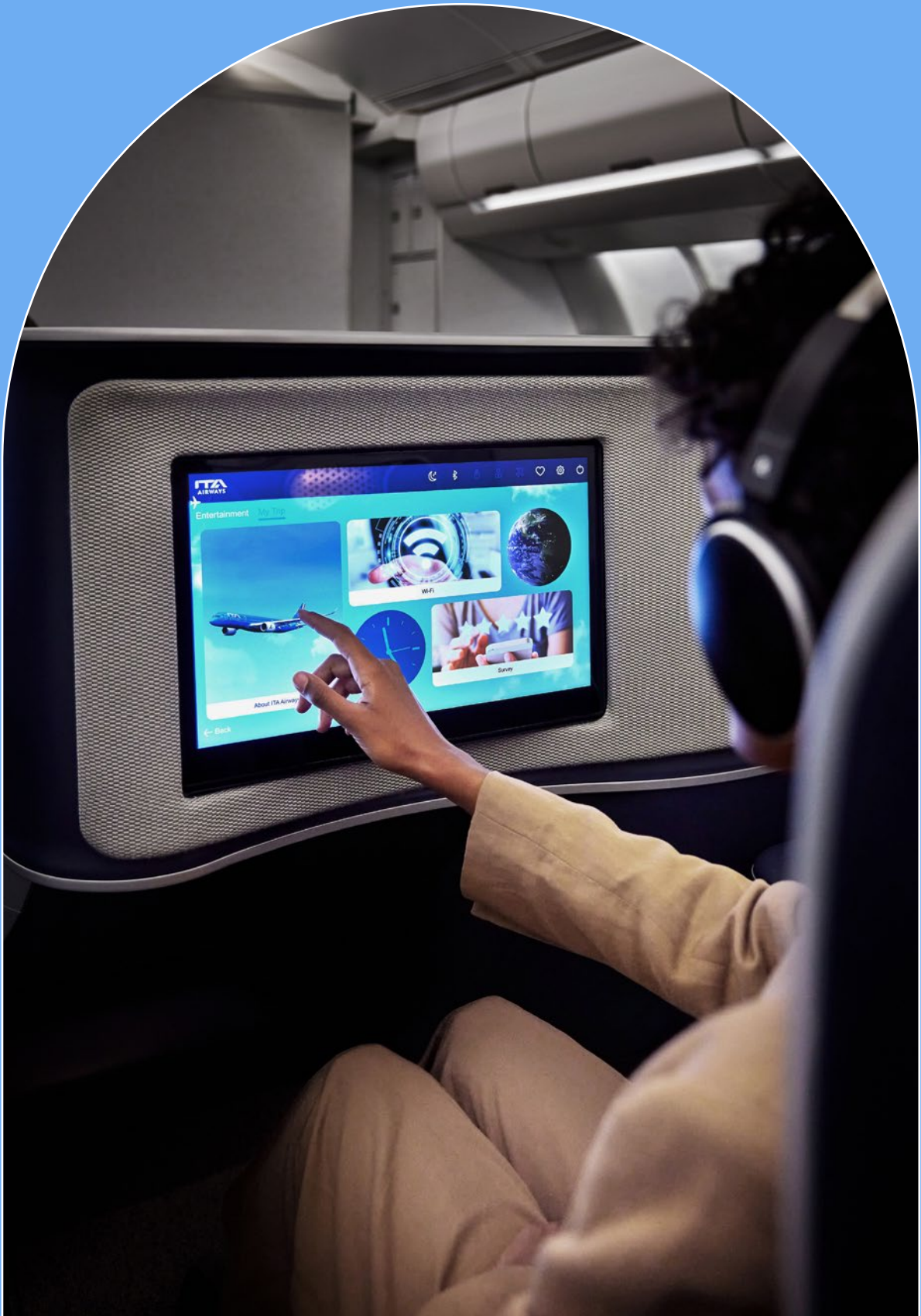
Let's start with the comfort offered by a reserved cabin and the guarantee of always having the seat next to you free* to allow you to work at your best or simply enjoy the flight in full relaxation. Indulge in dedicated onboard service, differentiated based on the time of day. In addition to the traditional offer of hot and cold drinks, in Superior Class, you will be served: an Italian breakfast with warm pastries, a selection of biscuits, and savory snacks during the day, and in the evening, an aperitif with sparkling wine and appetizers.

DEDICATED SERVICES AT THE AIRPORT

The comforts of Superior Class do not end on board but accompany you in the airport services as well:

- 2 x 23 kg bags to be checked in for free
- Check-in at the airport at dedicated counters
- Access to Lounges
- Fast track to quickly pass through security checks
- Priority boarding
- Free seat selection

*service not available on A220



IN-FLIGHT ENTERTAINMENT

Time flies on our planes! With the onboard entertainment service, you'll never get bored: watch the best Italian and international movies, get hooked on the most famous TV series, travel to the sound of music that matches your mood, and stay informed by reading the latest news from around the world on your personal devices. This way, you can customize your travel experience to the fullest and enjoy the flight by choosing from a vast selection of content.

WATCH THE MOVIES YOU LOVE

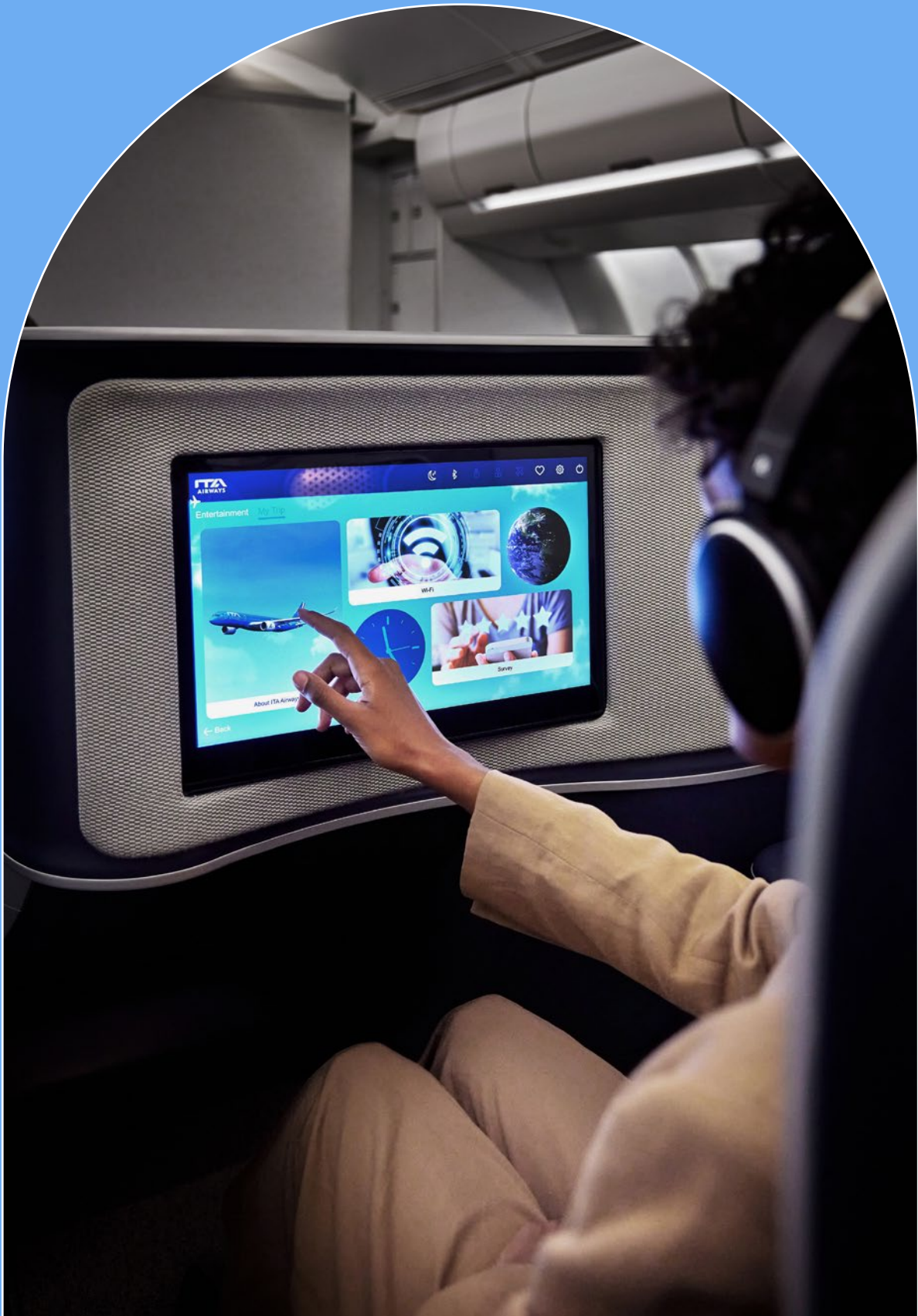
From the latest action blockbusters to the most intense dramas, from the funniest comedies to family-friendly films: with our movie programming, you transform your seat into a real cinema chair! During the flight, you will have access to a huge catalog of Action, Drama, Comedy, and Family titles to choose from, updated every two months to always offer you new content. Take a look at the movies available onboard now, [here](#).

GET HOOKED ON THE BEST TV SERIES

Choose the episodes you want to re-watch from the most famous TV series! Onboard, you'll find some of the most famous series not to be missed in a constantly updated bimonthly schedule. Check out the full list [here](#).

LISTEN TO THE MOST ENGAGING HITS

Immerse yourself in the atmosphere of your next destination, relax with softer sounds, or energize yourself with songs full of energy: the music you love reaches you wherever you are, thanks to playlists.



IN-FLIGHT ENTERTAINMENT EQUIPMENT

AIRCRAFT	SCREEN SIZE (inches)			CONNECTIVITY	TYPE
	BUSINESS	PREMIUM ECONOMY	ECONOMY		
A350	43.2 cm	ND	38.6 cm	YES	Seat screen
A330NEO	43.2 cm	38.6 cm	33.7 cm	YES	Seat screen
A321NEO	43.2 cm	38.6 cm	33.7 cm	YES	Seat screen
A320NEO*	Personal Electronic Device (PED)			YES	Free Wireless Streaming IFE on PED
A220	ND			YES	ND
A330CEO	39.1 cm	26.9 cm	22.8 cm	YES	Seat screen

*on selected aircrafts



CONNECTIVITY

Even in flight, you can stay connected to the world. Use the onboard connection service and experience a new way of traveling.

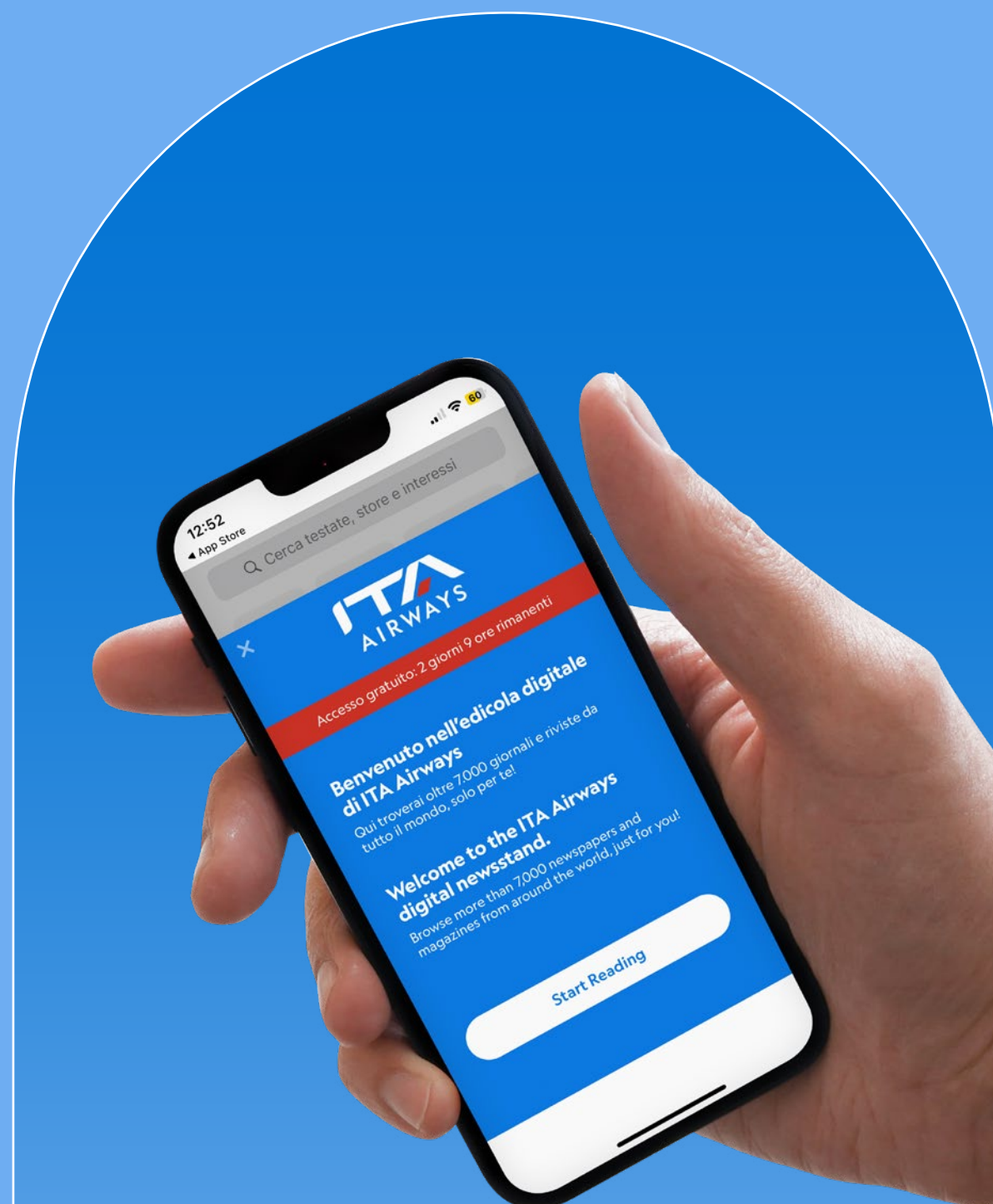
THE SERVICE IS AVAILABLE:

- onboard the entire long-haul fleet (Airbus A350, Airbus A330-200, and Airbus A330neo)
- onboard the Airbus A320neo, A321neo, and A220, for the short and medium-haul fleet
- on all aircraft, the connection service becomes active above 10,000 feet in altitude, except for the Airbus A220 where it will be available from boarding to disembarkation.

Onboard connection service	
The available connection services are:	
MESSAGING	Stay connected with whoever you want with this service, which allows you to use messaging apps on your devices. Photos and videos are not supported.
MAILING & SURFING	Work and browse in complete relaxation thanks to this service, which will allow you to check your emails and access the network easily, quickly, and securely.
BROWSING & STREAMING	With this service, you have full access to the Internet: send emails and messages complete with photos and videos, browse, and use streaming on board.
STREAMING PLUS	If you want the maximum speed for your streaming, then this pass is for you for the entire duration of the flight.

Purchase the package that best suits your needs and take advantage of some free packages:

- A339, A359, and A321 free messaging for the entire duration of the flight in Business Class and 30 minutes of free messaging in other classes;
- A330CEO free messaging for the entire duration of the flight in all classes;
- A320NEO 30 minutes of free messaging in all classes.



DIGITAL NEWSSTAND

Imagine entering a large reading room where you can find newspapers and magazines from around the world at your disposal; thousands of titles directly on your device, the best of information, entertainment, culture, sports, fashion, and much more. You can download the content to read it offline, at any time. Access to the digital newspaper is completely free, allows unlimited content downloads during the validity period of access. The service is reserved for all ITA Airways customers and is also available in our lounges.

SHOP & FLY

The e-commerce service of Aeroporti di Roma allows you to book the best brand products online for free, including perfumes, makeup, and cosmetics, a wide range of food and wine, and a selection of toys, to be paid for and collected at the airport.

OTHER IN-FLIGHT SERVICES

COMFORT ECONOMY

CHOOSE COMFORT FOR YOUR INTERCONTINENTAL FLIGHTS, FLY IN ECONOMY COMFORT

With the addition of the ultra-modern Airbus **A350-900**, **A330-900** and **A321neo** to our fleet, you can choose to fly in Economy Comfort, a new service designed for those seeking comfort and exclusivity from their flights.

WHAT ARE THE BENEFITS OF THE COMFORT ECONOMY SEAT?

Choosing to fly in Economy Comfort is a great experience! It's not just about a more comfortable seat but a range of services that will make your travel experience, both on the ground and in the air, unique:

- Priority boarding and disembarking
- Reserved overhead bins for hand luggage
- Extra legroom



SPECIAL MEALS

It is possible to book a special meal on Intercontinental flights (in all classes), on International flights in Business class, and on International flights over 3 hours also in Economy class.

The booking can be made:

- 1) At the time of ticket purchase
 - on the ITA Airways website and APP
 - through our Customer Information Assistance Office
 - through travel agencies
- 2) After ticket purchase
 - in the 'Manage your flight' area up to 24 hours before flight departure

The special meals available on board are classified into 3 categories:

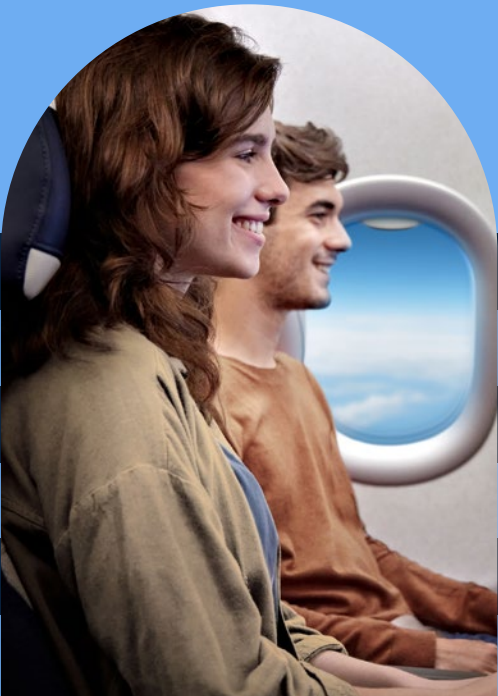
- Medical-dietary meals
- Religious meals
- Children's meals



SEAT SELECTION

The travel experience is as important as the destination. That's why we've taken it to the highest level by offering you the choice of seat in all travel classes! Book in advance the seat you prefer and enjoy the travel experience you desire.

Depending on the type of your ticket and membership in the exclusive Clubs of the Volare program, seat selection is offered free of charge or with a small supplement. What are you waiting for? There is a perfect seat for you in every travel class!



FARES

ITA Airways fare flexibility allows its Customers to always find the one that best suits their needs.

SHORT & MEDIUM HAUL		Economy SH & MH			Superior SH		Business Medium Haul	
		Light	Classic	Flex	Classic	Flex	Classic	Flex
Baggage	1 x hand bag max 8kg 1 x accessory bag*	✓	✓	✓	✓	✓	✓	✓
	1 x checked bag max 23kg	€	✓	✓	✓	✓ 2X		
	1 x checked bag max 32kg						✓	✓ 2X
Upgrade	Plusgrade	€	€	€				
	Airport upgrade	€	€	€				
Seat	Advanced Seat Reservation	€	€	✓**	€	✓**	€	✓**
Flexibility	Change	€	€	✓	€	✓	€	✓
	Refund	X	X	✓	X	✓	X	✓

*Accessory bag: document holder bag; laptop; woman bag
**Fee for advanced Seat reservation for Brand Flex chargeable or free of charge according to the seat type

LONG HAUL		Economy				Premium		Business	
		Light	Classic	Classic +	Flex	Classic	Flex	Classic	Flex
Baggage	1 x hand bag max 8kg 1 x accessory bag*	✓	✓	✓	✓	✓	✓	✓	✓
	1 x checked bag max 23kg	€	✓	✓	✓	✓ 2X	✓ 2X		
	1 x checked bag max 32kg							✓ 2X	✓ 2X
Upgrade	Plusgrade	€	€	€	€	€	€		
	Airport & On board upgrade	€	€	€	€	€	€		
Seat	Advanced Seat Reservation	€	€	€	✓**	€	✓**	✓**	✓**
Flexibility	Change	€/X***	€	✓	✓	✓	✓	✓	✓
	Refund	X	€/X***	€	✓	€/X***	✓	€/X***	✓

*Accessory bag: document holder bag; laptop; woman bag
**Fee for advanced Seat reservation for Brand Flex chargeable or free of charge according to the seat type
***Refund with penalty or not allowed depends on the markets

VOLARE PROGRAM

Volare is the ITA Airways loyalty program, tailored for those who love to travel for leisure or business. Join Volare and start earning points for every euro spent on ITA Airways flights and services. Membership is immediate and free. By becoming a Volare member, you can use the points earned to purchase tickets in the Cash&Points mode or take advantage of the services of the Program's partners. With the points accumulated, you can also access the benefits of the Program's exclusive Clubs (Smart, Plus, Premium, and Executive) depending on your Club membership. Discover all our partners [here](#).



BAGGAGE POLICIES

HAND BAGGAGE

DIMENSIONS AND WEIGHT

You can bring one piece of hand luggage into the cabin with a maximum weight of 8 kg and dimensions not exceeding the following: 55 cm in height, 35 cm in width, and 25 cm in depth* (including handles, side pockets, and wheels). In addition, ITA Airways allows you to bring one accessory of your choice from the following: backpack, handbag, or laptop. Check the measurements and weight of your hand luggage with ITA Airways staff or at the luggage measuring stations near the check-in counters before boarding. Passengers whose luggage fails to meet the requirements may not have their luggage accepted on board. Staff will apply a "Under the Seat" tag to small luggage (not exceeding 36 cm in height, 45 cm in width, and 20 cm in depth) on all ITA Airways flights departing from national and international airports, except those operated with A330 and A350 aircraft. To ensure greater comfort on board and in compliance with safety standards and overhead bin capacity, on flights with a high load factor, your hand luggage may be taken at the gate for storage in the hold. Staff will tag selected baggage and provide the passenger with a receipt for collection (not for intercontinental flights).

**For flights departing from Brazil, the maximum weight for hand luggage is 10 kg.*



BAGGAGE POLICIES

CHECKED BAGGAGE

The following table shows the baggage you can check in based on the travel class and destination.
Each piece of luggage can measure up to 158 cm (sum of height + width + depth).

Travel Class	Baggage
ECONOMY LIGHT	No baggage
ECONOMY	1x23 Kg (2x23 kg to/from Japan)
PREMIUM ECONOMY	2x23 kg
BUSINESS	2x23 kg
BUSINESS CLASSIC	1x32 kg to/from Europe and North Africa
SUPERIOR	2x23 kg
SUPERIOR CLASSIC	1x23 kg

Transporting items considered dangerous for flight safety, such as matches, lighters, electronic cigarettes (e-cigarettes), electronic pipes, and cigars (these items are only allowed on the person) and spare lithium batteries and power banks, is not permitted in the hold.

EXCEPTIONS:

- **From Senegal** 2 pieces x 23 kg in Economy Classic Plus and Economy Flex
- **From Ghana** 2 pieces x 23 kg in Economy Classic Plus and Economy Flex

Baggage policy updated as of 23/01/25.

BAGGAGE POLICIES

SPECIAL BAGGAGE

All rules for transporting sports equipment, musical instruments, weapons and ammunition, diplomatic baggage, and urns are accessible on the [website](#).

For further information, you can contact ITA Airways' Customer Center at the provided numbers.

BAGGAGE POLICIES

LOST & FOUND

In case your baggage is not delivered, contact the Baggage Assistance Office at the arrival airport to fill out a Baggage Irregularity Report (P.I.R.), of which you will be given a copy.

The office will contact you as soon as your baggage is found; you can also check the search status personally through our baggage tracking service.

If your baggage is not found within 45 days of the report, it will be considered lost. To obtain a refund, as per the regulations, you can submit a complaint using our [contact form](#) within 2 years from the date.

If your baggage was delivered late, you can submit a complaint using our [contact form](#) within 21 days from the date you retrieved your belongings.

AIRPORT IN THE CITY

Do you want to enjoy your last day of vacation in Rome without the hassle of your luggage? Nothing could be easier with Airport In The City, the new service offered exclusively to ITA Airways customers by Aeroporti di Roma. Thanks to Airport In The City, you can complete your check-in operations directly in the center of Rome, including the acceptance of checked baggage: check-in, drop off your baggage, and retrieve it directly at the baggage claim of your final destination!

How does the service work?

Go to the Airport In The City area within the commercial zone of Rome's Termini Station, near Via Giovanni Giolitti 16. The check-in counters are open every day from 08:00 to 16:00. Besides checking in for your same-day flight (except for USA and Israel destinations), you can also send your checked baggage respecting the following schedules:

By 10:00 for flights departing from 13:30;

By 13:00 for flights departing from 16:30;

By 16:00 for flights departing from 19:30.

Your luggage will be transferred for free to Rome Fiumicino airport using vans powered by 100% renewable sustainable fuel; it will then be loaded onto your flight and you can pick it up at your destination! No luggage to carry around, no fees for paid temporary storage: easy, fast, and free!

REACHING THE AIRPORT

FIUMICINO AIRPORT

Rome Fiumicino "Leonardo Da Vinci" intercontinental airport is located 32 km from the center of Rome and is easily accessible by car, train, taxi, or bus.

The check-in operations for all ITA Airways flights are carried out at Terminal 1.

To always stay updated in real-time on your flight status, visit the flight info section or download the ITA Airways APP.



CHECK-IN

AIRPORT CHECK-IN

Check-in operations for ITA Airways flights at Rome Fiumicino airport are carried out at: Terminal T1 for all destinations.

To check in, it is necessary to present a valid document, passport, or identity card, depending on the destination of your trip, and be in compliance with the required documentation for entry into the destination and/or transit country. Is your identity card expired or did you forget it? You can use the "Identity Card on the Fly" service, available at Terminal 3, Departures - First Floor Ticketing Area.

BANCHI CHECK-IN

1-10	10A	11-20A	21-24	25-34	43-49	109 ABCDE
Priority and Unaccompanied Minors	Passengers with reduced mobility	Economy Class, dedicated to domestic and international Schengen area flights	Economy Class, dedicated to baggage drop-off for customers who have checked in online (excluding the USA)	Economy Class, dedicated to international non-Schengen area flights, including intercontinental flights (South and North America, Asia)	Economy Class, dedicated to flights to the USA	Families with children, Groups, sand Charters

THE CHECK-IN DEADLINES AT THE AIRPORT ARE:

Domestic and Schengen area flights: 40 minutes
International long-haul and non-Schengen area flights: 60 minutes

ATTENTION: Passengers traveling to the USA must present themselves at the airport check-in counters 3 and a half hours before the flight departure to complete document checks.

If you are traveling with your pet, arrive at check-in at least 90 minutes before the flight departure and check the transportation methods on the website. If you are traveling with your wheelchair, we recommend arriving at the airport at least 2 hours before the flight departure for better assistance organization or at the designated points in the airport for assistance requests no later than two hours before the flight's published departure time.

For more information, visit the "Assistance" page on the ITA Airways website.

ONLINE CHECK-IN

Save time and avoid lines at the airport; do online check-in or use the ITA Airways APP. During check-in, remember to choose your preferred seat! This option is offered for a small fee, depending on the fare class of your ticket.

WHEN DOES ONLINE CHECK-IN OPEN?

Online check-in is available starting 48 hours before the flight departure. For flights to/from the USA, online check-in is available 24 hours before the flight departure. Check the [dedicated page](#).

UNTIL WHAT TIME CAN I DO ONLINE CHECK-IN?

Remember that you can check in and reprint your boarding pass up to an hour and a half before departure for international flights and up to 45 minutes before for domestic flights.

ADDITIONAL SERVICES

Do you prefer the window seat or the first row? Choose your seat on board during online check-in. Do you want to travel with an extra bag beyond your ticket allowance? Purchase your [Extra Bagagge](#) now .

PRIORITY

To enhance the travel experience for its passengers, we have created Priority, a series of exclusive services designed to offer faster and more efficient airport routes. Premium passengers can enjoy Priority services when flying with ITA Airways.

Among the Priority services:

- **Priority check-in:** check-in at dedicated Priority counters for quick access to your flight
- **Extra Baggage allowance:** ability to check in one or more pieces of luggage compared to other passenger categories
- **Priority baggage claim:** baggage is delivered first on the arrival carousel

- **Priority on the waiting list:** the passenger is prioritized on the waiting list in case of overbooking
- **Priority baggage drop-off:** drop off your baggage at dedicated Priority drop-off counters
- **Priority Transfer Desk:** priority channel at the Transit desk (service available at Rome Fiumicino)
- **Priority at security checkpoints:** quickly pass through security checks with Fast Track lanes *Available only at selected airports
- **Priority boarding:** board among the first passengers or whenever you prefer, thanks to dedicated lanes

ITA AIRWAYS LOUNGE

Ready to experience an unprecedented travel experience? Sit back and enjoy the exclusive services of our lounges where every detail is carefully curated, and the wait for your flight becomes a moment of pure relaxation.

Here you can listen to your favorite music, sip a tasty gourmet aperitif, stay always connected thanks to the wi-fi network, and browse a digital newsstand with newspapers and magazines from around the world, surrounded by maximum comfort and the unmistakable style of Made in Italy design.

Different country, different lounge: there are many reserved areas for our customers around the world! Besides ITA Airways lounges, you can enjoy exclusive spaces and services in many national and international airports.

[Find your lounge.](#)



Piazza di Spagna
Roma Fiumicino



Hangar Lounge
Roma Fiumicino



Runway Lounge
Milano Linate



Piazza Vincenzo Bellini
Catania Fontanarossa

LOUNGE ITA AIRWAYS

SINGLE ENTRY

Access to the lounge is allowed for ITA Airways ticket holders based on one of the following conditions:

- Business/Superior Class passengers (except for Superior Classic)
- Premium and Executive members of the Volare program
- holders of ITA Airways American Express Platinum credit card
- holders of ITA Airways American Express Gold credit card, two entry vouchers during the year

At the Vincenzo Bellini Piazza lounge at Catania Fontanarossa airport, in addition to the previous categories, holders of the VIP CARD SAC can also access.

Remember that access to the lounge is allowed exclusively on the same day of the departing flight and/or in connection with another ITA Airways flight.

PAID ACCESS

Do you hold an ITA Airways ticket but do not qualify for free lounge access?

No problem, you can purchase a single entry in the way that suits you best:

- directly at our lounges
- during online check-in (web and APP)
- at ITA Airways airport ticket offices

- at authorized Travel Agencies
- by contacting the Customer Information Assistance Office.

For paid accesses, single entry can be allowed:

- starting from 2 hours before the flight departure for the Runway Lounge at Milan Linate and Hangar Lounge at Rome Fiumicino
- starting from 3 hours before the flight departure for the Piazza di Spagna Lounge at Rome Fiumicino

Purchase costs (the price indicated is subject to change and refers to the time of service purchase):

Rome Fiumicino airport

- starting from €49 for online purchases, through the Customer Information Assistance Office, or at authorized Travel Agencies
- starting from €59 for airport purchase
- free for minors up to two years old

Milan Linate airport

- starting from €39 for online purchases, through the Customer Information Assistance Office, or at authorized Travel Agencies
- starting from €49 for airport purchase
- free for minors up to two years old

ZONE BOARDING

Improve your travel experience with zoned boarding, a faster and more relaxed way to board your plane.

What is a boarding zone and where can I find mine?

Based on where your seat is located within the aircraft and the exclusive Club you belong to, a specific numbered zone, from 1 to 8, will be assigned to you, indicated on your boarding pass.

What happens when it's time to board my flight?

The staff will call boarding by zones, starting with Priority passengers (Exclusive Clubs, Business class, Superior, Premium and Comfort Economy, families with children and passengers who have requested assistance); present yourself at the gate when your zone is called, keeping your boarding pass and identity document handy.

No waiting, many benefits

Zone boarding allows you to enjoy the waiting experience in maximum relaxation: you can stay comfortably seated near the gate or make last-minute purchases and board the aircraft in a more orderly and faster way, ensuring greater punctuality for your flight.



OTHER AIRPORT SERVICES



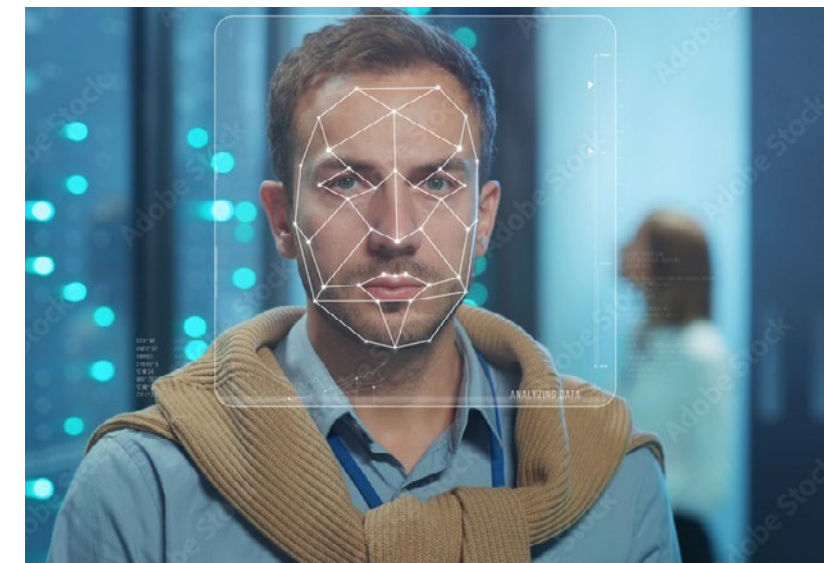
MEET AND GREET

Meet & Greet was born for those who love to feel special both on business and pleasure trips: the exclusive service that will allow you to enjoy a personalized travel experience at Rome Fiumicino Leonardo da Vinci airport. You will be welcomed by our qualified staff and assisted in all airport procedures related to your departure, transit, or arrival flight, with various package options to choose from based on your needs. It is a service you can reserve for yourself, your family, friends, or special clients.



PRIORITY GATES

For a travel experience marked by speed and efficiency, save time and avoid lines at security checks, quickly accessing the departures area through Priority Gates. The service, where available, is reserved for passengers belonging to the following categories: Business or Superior Class ticket holders; holders of the Volare Corporate card; Members of the Volare program belonging to the Premium and Executive Clubs.



FACE BOARDING

At Milan Linate and Catania airports (and soon at Rome Fiumicino airport as well), Face Boarding is the innovative facial recognition system by SEA Milan Airports and SAC Spa to quickly pass security checks and gate procedures without having to show documents or boarding passes. The Face Boarding service is offered exclusively to ITA Airways passengers departing from Milan Linate and heading to Rome Fiumicino and those departing from Catania and heading to Milan Linate.

INTERMODALITY

Are you planning a vacation or business trip to Europe? Imagine getting to your desired destination directly from your city, conveniently, quickly, without the stress of traffic, and all with a single combined ticket.

Thanks to our partnership with AccesRail, FlexFlight and Iryo you can now purchase your air and rail routes in a combined ticket and travel to more cities, moving seamlessly between train and plane and back again.

You can travel from the main train stations in Italy to the airport, sit comfortably on the plane and get off directly at your final destination whether it's in Europe or around the world. Find out about all the connection possibilities [here!](#)

This means, for example, setting off from an Italian train station, arriving at Rome Fiumicino airport train station, checking in at the dedicated desk to fly to London and then heading on to Edinburgh - all with one ticket!

A dedicated check-in desk at Fiumicino station, open daily from 6 a.m. to 12 p.m. - including a "Drop-Off" service for those who have checked in online - can be used by all passengers who have a Trenitalia ticket in conjunction with a flight operated by ITA Airways to travel to any destination served by our network.



ASSISTANCE AND PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY

ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY

If you are a passenger with reduced mobility or with a disability, you can request assistance when booking your flight or at a later time by contacting the ITA Airways Assistance Team from Italy or by writing to the following email address: prenotazione.assistenza@ita-airways.com no later than 48 hours before the flight departure time.

For contact from abroad, check [here](#).

The advance request for assistance submitted to the carrier with which you are traveling is intended to allow the carrier to verify the type of passenger to be transported (to ensure their safety) and to monitor the filling of seats on board, identified for the placement of passengers with disabilities or reduced mobility, which according to community regulations cannot exceed an established number that varies based on the type and configuration of the aircraft.

Please note that if the flight is operated by an aircraft of a third-party company, some assistance services may not be available, or may differ (e.g., on-board wheelchairs).

Contact our Dedicated Team at the above-mentioned numbers and hours for more details on your flight.

FREE SEAT ASSIGNMENT FOR COMPANIONS

TRAVELING WITH FAMILY

Adults traveling with children under the age of 12 years old within the same reservation can select a seat for free in the area of the aircraft dedicated to the Back Seat. Adults traveling with children under the age of 2 years old can also select a seat for free in the area dedicated to the Standard Seat. It is guaranteed that at least one of the two parents or the accompanying person will be assigned seats next to the minor.

PASSENGERS WITH PHYSICAL, COGNITIVE, AND SENSORY DISABILITIES

For safety reasons, each aircraft is equipped with designated seats for passengers with disabilities or reduced mobility. These seats are assigned during check-in at the airport and are always adjacent to the aircraft aisle. For safety reasons, it is not possible to assign seats at the emergency exits. In accordance with the current ENAC regulation DG16/07/2021, the seat assignment for people with disabilities and reduced mobility near their companions does not involve additional costs compared to the cost of the airline ticket.

ITA Airways makes every reasonable effort to assign a seat close to the person with a disability or reduced mobility if they are traveling with a companion.

ASSISTANCE ANIMALS

On ITA Airways flights, it is possible to transport guide dogs and assistance dogs trained and recognized as such in the cabin for free.

For the dog, it is required to present a training certificate in which the dog center/institute certifies on headed paper (or with a readable stamp) that it is a service dog. The dog must wear the appropriate harness.

Assistance dogs are not subject to contingencies. The service must be requested at least 48 hours before the flight departure from our Dedicated Team, who will inform you of the necessary documents for acceptance of your dog.

On the day of departure, the documentation will be verified; therefore, it is advisable to arrive at the airport well in advance (at least 2.5 hours for European flights and at least 3.5 hours for non-European flights).

Boarding will be guaranteed only if the documentation is in line with what is indicated by the Dedicated Team and also reported on the website.

To ensure flight safety and cabin comfort, the dog must be trained to obey and behave appropriately in a public environment (e.g., not barking, growling, attacking people or other animals).

For small dogs, it is not mandatory to travel in the appropriate carrier for the entire duration of the flight. If they travel without, it is necessary to use a leash and muzzle (the latter if requested by the commander).

The guide dog must remain in front of the owner's seat.

MOBILITY AIDS

When booking the flight, inform ITA Airways of your need to travel with a wheelchair (manual or electric, fixed or foldable model), or with any other walking aid. You can transport up to two mobility aids for free (e.g., wheelchair and walker).

Depending on the assistance requested and if in the absence of a wheelchair, once at the airport the airport operator can pick you up at the various meeting points located within the airport premises and accompany you to check-in, or from check-in directly to the aircraft stairs, or to climb the aircraft stairs, or to the seat in the cabin.

Find more information about your mobility aid device [here](#):

- manual wheelchair
- wheelchair and mobility aids powered by unsealed batteries (spillable)
- wheelchair and mobility aids powered by sealed batteries (non-spillable)
- wheelchair and mobility aids powered by lithium-ion batteries

BATTERY MANAGEMENT

If your mobility aid requires batteries, these are the regulations on our aircraft:

Wheelchair and mobility aids powered by unsealed (spillable) batteries

They are allowed by ITA Airways. Further information will be provided during the booking phase through the Dedicated Team.

Wheelchair and mobility aids powered by sealed (non-spillable) batteries

If the wheelchair or mobility aid powered by sealed batteries can be placed in the hold in an upright position, the battery can remain attached to the wheelchair/electric device provided that the following conditions are met:

- The battery must be securely attached to the wheelchair/mobility aid
- The battery terminals must be protected against short circuits
- The electrical circuits must be isolated
- It is allowed to transport one (1) spare battery for wet batteries and two (2) for nickel-metal hydride

When booking the service, we ask you to provide our Dedicated Team with the technical sheet of the wheelchair that includes the battery specifications.

Wheelchair and mobility aids powered by lithium-ion batteries

These batteries are considered dangerous, therefore, they are subject to the following conditions:

- The batteries used must be of a tested type (UN Manual of Tests and Criteria, Part III, subsection 38.3)
- If the battery is removed by the user, if the mobility aid is specifically designed to allow removal, the battery must not exceed 300 Wh or for a device with two batteries necessary for its operation, each battery must not exceed 160 Wh
- If the battery is not removed, there is no Wh limit

They must be carried exclusively in the passenger cabin, inside a protective case.

FUTURE MOTHERS

ARE YOU AN EXPECTANT MOTHER?

CONSULT YOUR GYNECOLOGIST BEFORE TRAVELING AND MAKE SURE YOU HAVE ALL THE NECESSARY DOCUMENTS.

You will need a **MEDIF medical clearance** dated no earlier than 7 days before departure only if:

- you are in the last 4 weeks of pregnancy
- you have a pregnancy with medical complications
- a multiple birth is expected

From the beginning of the 9th month of pregnancy, request a certificate from your doctor, also indicating the expected date of birth. For further information and/or bookings, contact the Assistance team.

The MEDIF must be sent to the Call Center at the time of booking.

The Call Center will ensure that the documentation is fully completed, with a positive prognosis for travel and an indication of whether or not an escort is required.

CHILDREN

Up to 13 years old for domestic flights (14 years for international flights) travelers must necessarily be accompanied by an adult who must be present in the same service class. If the parent is also a minor, they must have a document certifying parental responsibility.

Between the ages of 14 and 17 on domestic flights and 15 and 17 on international and intercontinental flights, minors can travel unaccompanied.

CHILDREN

MEALS FOR THE LITTLE ONES

On our flights, minors will have menus suitable for their needs, designed to ensure they have complete, balanced, and healthy meals.

You can request the most suitable meal for their age at the time of booking.

In particular:

- infants: homogenized products including lean meats, vegetables, fruits, and desserts
- children: complete dishes, including meat (e.g., hamburgers, cutlets, etc.), packaged sweets, and small tasty sandwiches

PERSONAL DEVICES FOR COMFORT ON BOARD

On our flights, you can use devices for children's comfort on board, such as the bedbox, inflatables like the Flytot, or the CARES seat belts.

CARES SEAT BELTS

If you use the CARES seat belts, please inform the staff at the check-in counter at the airport and the cabin crew once on board.

The CARES seat belts must be installed on the seat and used independently according to the instructions; it must have the 'FAA approved' label, which will be verified by the cabin crew.

To ensure proper functioning, the small traveler must be:

- seated in a separate seat from the adult, facing forward
- able to sit upright without support
- less than 100 cm tall
- between 10 kg (22 lb) and 20 kg (44 lb) in weight

WHICH SEATS TO OCCUPY ON BOARD

- the device can only be used in window seats
- the device cannot be used in Premium and Business Class
- the device can never be used in or near emergency exits

CHILDREN

STROLLER

Below you will find everything you need to know about your stroller on board, so you can travel stress-free.

In general, the stroller must always be checked into the hold.

- you can only carry foldable strollers, for which we recommend using protective bags
- each stroller must have a tag with your name, surname, address, and phone number
- up to the age of 11, the transport of the stroller is free for all destinations and classes of travel
- you can carry the bicycle trailer stroller as extra baggage
- you can bring the backpack stroller in the cabin, instead of carry-on baggage, if the dimensions do not exceed 115 cm in total (55x35x25 cm) or as an accessory baggage if the measurements are less than 45x20x36 cm

BAGGAGE

Neonato (0-23 mesi)			
Ticket type and seat onboard	Baggage	Foldable stroller	Car seat or baby seat
Light tariff and on lap	No baggage	Yes, in the hold	Yes, in the hold
Light tariff and assigned seat	1 piece of hand baggage up to 8kg	Yes, in the hold	Yes, in the cabin ¹
No light tariff and on lap	1 piece of hand baggage up to 10kg	Yes, in the hold	Yes, in the hold
No light tariff and assigned seat	1 piece of hand baggage up to 8kg 1 piece of hand baggage up to 23kg	Yes, in the hold	Yes, in the cabin ¹

Bambino (da 2 anni compiuti fino a 11 anni)			
Ticket type and seat onboard	Baggage	Foldable stroller	Car seat or baby seat
Light tariff and assigned seat	1 piece of hand baggage up to 8kg	Yes, in the hold	Yes, in the cabin ¹
No light tariff and assigned seat	1 piece of hand baggage up to 8kg 1 piece of hand baggage up to 23kg	Yes, in the hold	Yes, in the cabin ¹

1. You can take your car seat as long as it fits between the arms of the passenger seat (42 cm/16.5 inches).

UNACCOMPANIED MINORS

The “Unaccompanied Minor” service can be requested for minors aged between 5 and 13 years old departing for national destinations and minors aged between 5 and 14 years for international destinations, who travel alone or with a minor companion or accompanied by an adult in a different travel class.

Minor passengers traveling alone who have exceeded the age for the mandatory service can request the activation of the “Voluntary Unaccompanied Minor” service.

LOUNGE FANTASIA AT ROME FIUMICINO

There is great news for children traveling alone: the new Fantasia Lounge at Terminal 1 of Rome Fiumicino airport.

A 120 square meter space open every day of the week from 05:30 to 22:00, completely available to young travelers, with many services dedicated to unaccompanied minors.

To access, it is necessary to call the Customer Information Assistance Office where you can not only book the flight but also activate the “unaccompanied minors” service and obtain all the necessary information for the day of departure.

PETS

BRING YOUR FRIEND ON VACATION WITH YOU! FIND ALL THE DETAILS HERE ON HOW TO BEST PREPARE FOR YOUR TRIP

Depending on the species, weight, and size of the animal, as well as the national and international regulations in force, it is possible to transport them in the cabin or in a climate-controlled and pressurized hold.

From June 20, 2024, on all domestic flights, the maximum weight of the animal in the cabin is increased by 25%: from 8 to 10 kg (in addition to the 2 kg of the carrier). More space and greater comfort for your four-legged friend.

All the information and necessary documents for transport are available on this [page](#).

ONE CLICK AWAY

On December 3, 2022, coinciding with the “International Day of Persons with Disabilities,” the initiative “One Click Away” was launched. This significant project, spearheaded by Enac with the collaboration of IATA, ITA Airways, Neos, and Air Dolomiti, aims to simplify and enhance the accessibility of booking systems for airport and onboard assistance, as well as provide essential information for individuals with disabilities and reduced mobility. With just one click from the Homepage, on the wheelchair icon located at the top right, a path of uniform and clear content begins, allowing immediate access to essential information for booking assistance. The images and texts have been shared and approved by the category associations ANGLAT / FAND for the Italian version and Open Doors Organization for the English version, to operate in respect of everyone's sensitivity and needs.

The aim of this project, in addition to enhancing accessibility, is to reduce the percentage of non-pre-notification, i.e., the missed requests for assistance from PRMs, which constitute a significant critical issue for the entire system.

The percentage of pre-notified PRMs (passengers with disabilities and reduced mobility), i.e., those who have requested assistance in advance at the time of booking and purchasing the airline ticket, has increased nationally from 68% in 2022 to 72% in 2023.

AUTISM PROGRAM

Arriving at the airport, navigating through large and noisy environments, and boarding a plane may appear straightforward, but these activities can be sources of discomfort for individuals with autism.

In such situations, having awareness and control can significantly improve the experience!

This initiative is part of the wider ENAC project titled “Autism - Traveling through the Airport.”

ITA Airways has become the first airline to participate, collaborating with the ANGSA association (National Association of Parents of People with Autism) to support autistic individuals in enjoying the unique experience of air travel in a calm manner throughout their journey. Learn more, [here](#).

BRIEFING CARD FOR VISUALLY IMPAIRED PASSENGERS

The new Safety Briefing Card, designed specifically for visually impaired and blind passengers, is now available on all Airbus 321Neo aircraft. This important tool was created in collaboration with ENAC and is supported by the Minister for Disabilities. By July 2025, the entire fleet will be equipped with this innovative Safety Briefing Card.

The Safety Briefing Card is a document designed in Braille, enriched with high-contrast graphic representations, making it particularly accessible also for the growing number of visually impaired travelers.

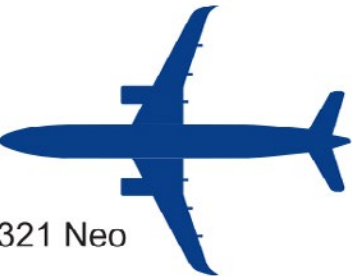
It allows all visually impaired passengers to independently consult safety briefing information for both takeoff and landing phases and for cruising. Furthermore, the procedures to follow in case of evacuation during emergency situations are presented in a clear and accessible manner.

It is important to note that, although this information is now available independently, travelers with visual impairments will continue to receive a personalized briefing from the cabin staff before takeoff.

Thanks to this valuable aid, available in both Italian and English, visually impaired passengers can now obtain detailed information on safety regulations, increasing their awareness of the space around them within the aircraft.

The innovative combination of three-dimensional graphics, UV printing,

Safety Briefing Card
for Visually Impaired Passengers



Airbus A321 Neo



Issue 2.0 2024



In Case of Loss of Cabin Pressure, Oxygen Masks Will Automatically be Available Above your Head. Activate your Mask by Pulling it Towards you.



Fasten the Seat Belt

Fasten your Seat Belt Inserting the Metal Flap (A) Into the Buckle (B).

Business Seat is Provided with Vertical Belt Secured by a Pin (D) •



Adjust the Seat Belt Tension by Pulling the Strap (C)



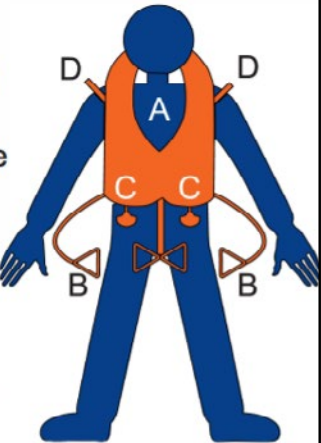
Life Vest

A Put on the Life Vest from the Top

B Fasten the Plastic Buckle in Front of the Vest

C Inflate it by Pulling Handles Just Before Leaving the Aircraft

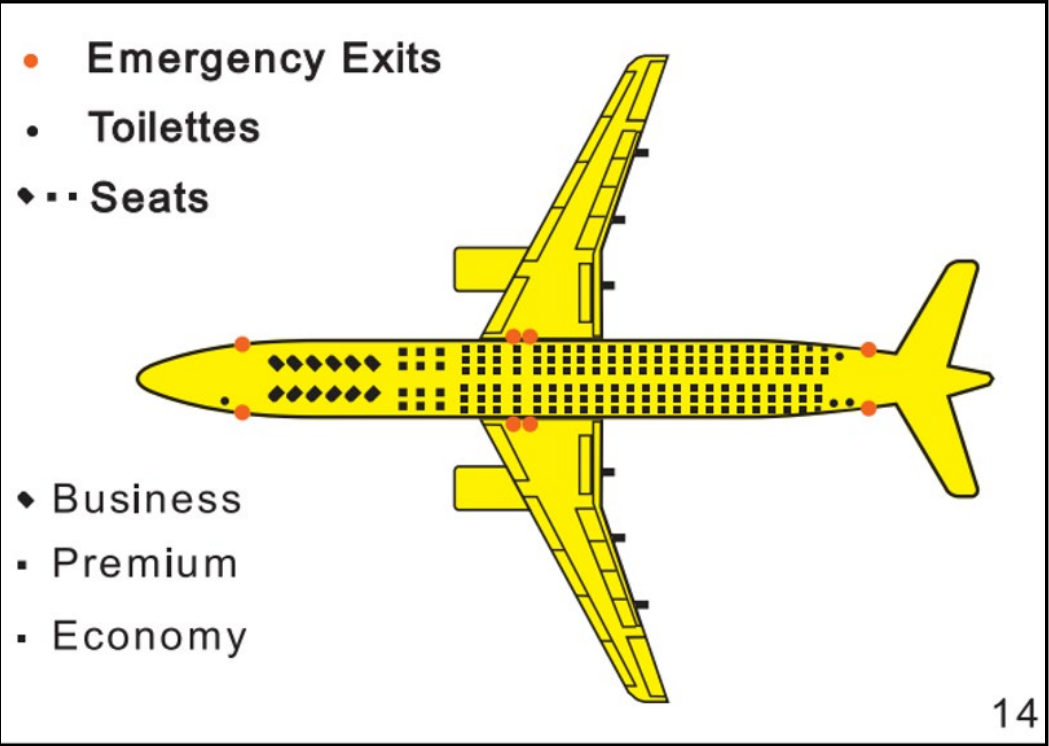
D If Necessary Inflate the Vest by Blowing Into the Rubber Tubes



If You Use an Emergency Window Exit, the Life Jacket Should be Inflated Only Outside the Aircraft.

1

and Braille makes the Safety Briefing Card an example of an inclusive informational experience, promoting active and autonomous participation of all, regardless of their abilities, in the travel context. Moreover, the use of high-quality recyclable materials testifies to our commitment to sustainable practices, in line with the growing expectations of environmental responsibility. ITA Airways is proud to be the first carrier to introduce this new hospitality policy for visually impaired travelers. By dedicating this tool to the serenity and safety of our passengers, we are confident in taking another step forward towards accessible and inclusive air transport.



ENJOY YOUR FLIGHT


ITA
AIRWAYS
Braille representation of the logo



Con il patrocinio del
Ministro per le disabilità



enac
Ente Nazionale per l'Aviazione Civile



Fondazione
Nazionale
delle Istituzioni
Pro Ciechi



QUALITY

QUALITY MANAGEMENT POLICY

Our goal is to create a business that stands out in a highly competitive market by focusing on customer/passenger satisfaction and continuous improvement of the services offered. In line with the general growth strategies and objectives, the company intends to promote:

- the central role of the customer/passenger
- the spread of quality culture at all organizational levels
- continuous improvement of the quality of the services provided
- environmental protection, public safety, and the health and safety of workers

ITA Airways is therefore committed to:

- increasing customer satisfaction by translating their needs and expectations into product/process requirements
- controlling the quality of services through systematic monitoring activities of processes and resulting products
- activating a structured process of periodic sharing with top management of the results from the analyses carried out, in order to define strategic actions for service improvement/recovery
- promoting the involvement of internal resources by setting measurable and controllable improvement objectives

QUALITY MEASUREMENT

To measure performance, ITA Airways uses:

- customer satisfaction surveys conducted through appropriate satisfaction questionnaires administered according to the most suitable timing and methods to assess passenger perceptions of service levels. For customer satisfaction data collection, ITA Airways has decided to use a 5-step symmetrical scale that includes two positive ratings (excellent and good), one intermediate (average), and two negative (poor and terrible). The data reported in the Service Charter refers to the percentage of passengers who expressed an excellent or good rating to the relevant question. In line with the general strategy of reducing paper usage and being environmentally conscious, the monitoring is carried out entirely digitally, ensuring timely data acquisition and activation of corrective and improvement actions.
- business databases designed to measure the quality provided to passengers. Generating periodic reports with the main findings ensures the possibility of timely intervention if service levels fall below preset parameters.
- international research groups capable of providing evidence on the service level offered to customers in comparison to other comparable airlines, with a view to seeking market best practices.

QUALITY INDICATORS

The Service Charter is structured according to the guidelines indicated by ENAC and contains all the indicators deemed essential to assess the passenger's travel experience.

Specifically, the 2025 Service Charter reports:

- monitored indicator
- indicator measurement method
- performance recorded in the reference year

QUALITY INDICATORS

QUALITY FACTORS	INDICATOR	UNIT OF MEASURE	SCORE	TARGET
PUNCTUALITY AND REGULARITY	Punctuality: short/medium haul	% of on-time flights out of the total short and medium-haul flights departing	71.5%	80.0%
	Punctuality: long haul	% of on-time flights out of the total long-haul flights departing	68.5%	77.0%
	Total on-time flights	% of on-time flights out of the total departing flights	71.3%	80.0%
	Cancellations due to carrier's fault: Summer season	% of flights canceled due to the carrier's responsibility during the Summer Season	0.1%	0.3%
	Cancellations due to carrier's fault: Winter season	% of flights canceled due to the carrier's responsibility during the Winter Season	0.1%	0.3%
	Total flights canceled by the carrier	% of flights canceled out of the total departing flights	0.3%	1.0%
BAGGAGE AND MOBILITY AID DEVICES (patrimonial security)	Baggage not delivered at the baggage claim due to carrier's fault	% of baggage not delivered due to carrier's fault out of the total number of checked-in baggage	0.01%	0.01%
	Total baggage not delivered at the baggage claim on carrier's flights	% of total baggage not delivered out of the number of checked-in baggage	1.3%	1.6%
	Recovery of baggage not delivered at the baggage claim	% of recovered baggage out of the total baggage not delivered at the claim	99.5%	99.0%
	Mobility aid devices damaged or not delivered upon arrival (wheelchairs, strollers)	% of mobility aid devices damaged or not delivered out of the number of checked-in devices	0.8%*	2.4%

% satisfied passengers = % passengers who expressed an excellent or good rating. Satisfaction scale: Excellent, good, average, poor, bad

* data available from November 2024

QUALITY INDICATORS

QUALITY FACTORS	INDICATOR	UNIT OF MEASURE	SCORE	TARGET
CLEANLINESS AND HYGIENE CONDITIONS	Satisfaction regarding the cleanliness of the cabin and toilets at departure	% of satisfied passengers	74%	76%
ON BOARD TRAVEL COMFORT	Perception of the quality of the free on-board catering service (meals and drinks) on international flights over 3 hours	% of satisfied passengers	53%	56%
	Perception of the quality of the free on-board entertainment system (e.g., newspapers, music, movies, etc.) - medium-haul	% of satisfied passengers	81%	81%
	Perception of the quality of free entertainment (e.g., newspapers, music, movies, etc.) - long-haul	% of satisfied passengers	61%	64%
	Perception of seat comfort	% of satisfied passengers	54%	56%
CUSTOMER INFORMATION	Perception of website effectiveness	% of satisfied passengers	83%	83%
	Perception of clarity of on-board information	% of satisfied passengers	75%	77%
	Waiting time on the phone for reservations/information/complaints	Average wait time	2 minutes and 24 seconds	2 minutes and 20 seconds
RELATIONAL AND BEHAVIORAL ASPECTS	Overall perception of relational aspects (e.g., efficiency, courtesy, etc.) and professionalism of call center staff	% of satisfied passengers	78%	79%
	Perception of the professionalism of ground staff	% of satisfied passengers	77%	76%
	Overall perception of cabin crew	% of satisfied passengers	74%	76%

% satisfied passengers = % passengers who expressed an excellent or good rating. Satisfaction scale: Excellent, good, average, poor, bad

QUALITY INDICATORS

QUALITY FACTORS		INDICATOR	UNIT OF MEASURE	SCORE	TARGET
PRM	PERSONAL SAFETY	Perception of the state and functionality of on-board equipment	% of satisfied passengers	85%	85%
		Perception of the adequacy of the training of cabin crew	% of satisfied passengers	87%	87%
	ACCESSIBILITY TO INFORMATION	Accessibility of information during ticket purchase	Existence of updated, effective, and correctly applied procedures % of satisfied passengers	YES	-
		Perception of the clarity of on-board information, even in accessible mode	% of satisfied passengers	85%	86%
		Ability to provide information regarding gates at the arrival airport in an accessible manner	YES/NO	YES	-
	COMMUNICATION WITH PASSENGERS	Number of responses received within the established times compared to the number of information requests	% of responses provided out of the total number of requests	96%	96%
		Number of PRM complaints received by the carrier compared to total traffic	% of PRM complaints received out of total traffic	0.002%	0.002%
	COMFORT IN AIRCRAFT	Perception of on-board comfort	% of satisfied passengers	74%	75%
	RELATIONAL AND BEHAVIORAL ASPECTS	Perception of the courtesy of staff	% of satisfied passengers	88%	88%

% satisfied passengers = % passengers who expressed an excellent or good rating. Satisfaction scale: Excellent, good, average, poor, bad



COMPLAINTS

COMPLAINTS

To make complaints, three specific models are available for drafting.

Comments and complaints



Baggage

Have you had problems with your baggage?

Tell us here



Flight

Have you had problems due to a delay, cancellation, or overbooking, or did you fly in a different class from the one you booked?

Tell us here



Other

Have you had other problems with your travel experience?

Tell us here

If you wish, for online purchases of ITA Airways tickets or services made as a consumer, you can contact our Customer Information Assistance Office (CIAO): you will find the expertise and professionalism of our Travel Assistants able to answer your questions to provide assistance and support before and after your flight.

From Italy and abroad, you can call the phone number +39 06 85960020 (*), available every day from 07:00 to 22:00 (Italian time).

For General Assistance (e.g. Unaccompanied Minors, Animals in Hold and Cabin, Special Luggage, etc.) and Medical Assistance, the service is available Monday to Friday (09:00-20:00), Saturday, Sunday, and holidays (09:00-17:00).

Are you a member of the Volare program and do you need assistance?

[Contact the Customer Service dedicated to you.](#)

BAGGAGE

If you have experienced a baggage mishap, we are very sorry and we are working to deliver your baggage as quickly as possible.

You can monitor the progress of the search [here](#) by entering the Baggage Irregularity Report (P.I.R.) code that was issued to you at the Lost&Found desk at the airport. Once found, it will be our priority to contact you promptly for delivery.

If your baggage has been damaged, delivered late, or definitively lost, you can apply for compensation by filling in the fields below.

Please note that leaving the airport area or receiving the baggage without reservations on your part constitutes a presumption that it has been delivered in good condition and in accordance with the transport contract.

DELAYS AND CANCELLATIONS

Our goal is to offer you punctual and regular flights, but sometimes, despite our best efforts, some inconveniences cannot be avoided. We understand that delays and cancellations can interfere with your travel plans, and we are truly sorry when this happens. We will do our best to limit any disruptions and will provide you with the assistance and compensation as per the Regulation (EC) 261/2004 of the European Parliament and of the Council of 11 February 2004 establishes common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

To this end, we will keep you updated with real-time information through our app, the Flight Info tool, SMS, and email.

If, unfortunately, your flight is canceled, we will offer you, where possible, a transfer to another ITA Airways flight or other comparable travel alternatives that will allow you to reach your destination as soon as possible, or, if you prefer, a full refund of your ticket.

In the event that we are unable to promptly provide the required assistance due to objective difficulties—such as critical operational circumstances affecting a large number of flights—and if it is simpler and quicker for you to independently book accommodation or procure snacks, meals, or transportation, we will reimburse you for the reasonably incurred expenses upon receipt of appropriate documentation. In such cases, we will do our utmost to reimburse you quickly.

If we provide you with assistance, such as accommodation in an airport hotel or bus transport to/from the airport, and you decide not to accept it and to arrange your

own plans, we will not be obliged to reimburse your expenses.

If a delay exceeding three hours or a cancellation is our responsibility, you will be entitled to compensation as provided for by EC Regulation 261/2004, as subsequently supplemented by decisions of the European Union Courts. However, if the delay or cancellation is caused by "extraordinary circumstances" beyond our control, such as adverse weather conditions, air traffic control strikes, airport closures, mobility restrictions, or flight suspensions ordered by the Competent Authorities, or other causes not attributable to ITA Airways, you will not be entitled to claim compensation.

DELAYED FLIGHT

1. ASSISTANCE FOR OVERNIGHT STAY, MEALS, AND TRANSPORT

You will be provided with vouchers for beverages and snacks or a meal if the delay extends for more than 2 hours for flights shorter than 1500 km, more than 3 hours for flights between 1500 and 3500 km, and more than 4 hours for those longer than 3500 km.

If we cannot provide you with purchase vouchers, we will refund the expenses incurred if you present appropriate and reasonable receipts considering the waiting times.

If the delay requires an overnight stay and you are not in your home city, our ground service provider will arrange your accommodation. We will ensure that the hotel provides you with an adequate meal (excluding alcohol).

We will also arrange transport between the hotels and the airport. If we cannot provide you with transport services, we will cover the costs related to taxis, buses, or local metro services to and from the airports, but not unreasonable costs such as private transfer services. Again, you must keep your receipts to request a refund.

2. PHONE CALLS

We will refund the cost of up to two phone calls to reorganize your travel plans.

3. TICKET REFUND

If the expected delay is more than 5 hours, you can cancel the flight and get a full refund of your ticket. To cancel the flight, contact our ground staff at the airport or our Customer Information Assistance Office. For refunds of tickets purchased on the ITA Airways website or through the Customer Information Assistance Office.

4. COMPENSATION

If your flight is delayed upon arrival for more than three hours due to our responsibility, you can request compensation as provided for by EC Regulation 261/2004, as subsequently supplemented by decisions of the European Union Courts.

If the delay is caused by "Extraordinary Circumstances" (e.g., adverse weather conditions, air traffic control strikes, airport closures, or other causes not attributable to ITA Airways), you will not be entitled to any compensation provided for by EC Reg. 261/04.

DIVERTED FLIGHT

If your flight has been diverted and we cannot complete the flight, we will arrange an alternative transfer to get you to your final destination airport and provide you with assistance under EC Reg. 261/2004 if due. If we cannot arrange a transfer, we may ask you to arrange it independently. We will refund any expenses related to trains, buses, or taxis, but not unreasonable costs such as private transfer services. If we organize a transfer and you choose a different option, we will not be required to cover these costs.

CANCELLED FLIGHT

1. ALTERNATIVE TRANSPORT TO YOUR DESTINATION OR REFUND

If, unfortunately, your flight is canceled, we will offer you, where possible, a transfer to another ITA Airways flight or other comparable travel alternatives that will allow you to reach your destination as soon as possible, or, if you prefer, a full refund of your ticket. If you are offered alternative transport and choose to book another means independently, we will not be required to refund you the costs incurred or provide assistance.

If your booking was made through a travel agent or a third party and you wish to request a refund, they must make a request on your behalf as we can only refund the person or company that issued your ticket. For refunds of tickets purchased on the ITA Airways website or through the Customer Information Assistance Office. Alternatively and preferably, you can use the email box or the online form provided by ITA Airways in the cancellation notification message.

2. ASSISTANCE FOR OVERNIGHT STAY, MEALS, AND TRANSPORT

You will be provided with vouchers for beverages and snacks or a meal relative to the length of the wait. If we cannot provide you with purchase vouchers, we will refund the expenses incurred if you present appropriate and reasonable receipts considering the waiting times.

If the transfer to another flight due to the cancellation requires an overnight stay and you are not in your home city, our airport staff will arrange your accommodation. We will ensure that the hotel also provides you with an adequate meal relative to the wait time for the new flight (excluding alcohol).

We will also arrange transport between the hotels and the airport. If we cannot provide you with transport services, we will cover the costs related to taxis, buses, or local metro services to and from the airports, but not unreasonable costs such as private transfer services. Again, you must keep your receipts to request a refund.

3. PHONE CALLS

We will refund the cost of up to two phone calls to reorganize your travel plans.

4. COMPENSATION

If a flight is canceled within 14 days before departure, you will be entitled to compensation under EC Reg. 261/04 if the cancellation is attributable to our responsibility. If the cancellation is caused by "extraordinary circumstances" beyond our control (e.g., adverse weather conditions, air traffic control strikes, airport closures, mobility restrictions, or flight suspensions ordered by the Competent Authorities, or other causes not attributable to ITA Airways), you will not be entitled to any compensation provided for by EC Reg. 261/04.

CARRIER'S RESPONSIBILITY

If you have experienced delays, cancellations, denied boarding due to overbooking, or have flown in a service class different from what you booked (downgrading), you can report it [here](#). If your ITA Airways flight has been canceled or delayed for more than three hours compared to the scheduled time, you can request verification of your eligibility for compensation under EC Reg. 261/2004.

Our service is free and provided by highly specialized staff. If you do not receive a response within two months or are not satisfied with the response, you can submit a complaint to the National Enforcement Body (NEB) responsible for enforcing Regulation 261/2004 in the country where the disruption occurred within a reasonable period.

OTHER COMPLAINTS

However, if the level of service you experienced did not meet your expectations, you can use [this form](#) to report your experience. We are committed to providing you with a response via email as soon as possible.

ADR (ALTERNATIVE DISPUTE RESOLUTION)

Passengers who have experienced disruptions due to violations of Regulation (EC) No. 261/2004 in cases of denied boarding, flight cancellation, or long delay, and Regulation (EC) No. 1107/2006 regarding the protection of passengers with disabilities or reduced mobility, can attempt conciliation through the ConciliaWeb platform available on the website of the Transport Regulation Authority, without prejudice to the possibility of submitting complaints to ENAC for sanctioning purposes only.

