

Amendment no. 7 to the regulations of the “Volare” Loyalty program – “Volare Loyalty program regulations in accordance with Italian Presidential Decree no. 430 of October 26, 2001”

Italia Trasporto Aereo S.p.A. (“ITA Airways”), in its capacity as promoter, pursuant to and for the purposes of art. 10, para. 4 of Italian Presidential Decree no. 430/2001, hereby informs all its Members of the following changes and additions to the Volare Program Regulations (the “Regulations”), which will come into effect as from July 11, 2023:

LOYALTY PROGRAM REGULATIONS IN ACCORDANCE WITH ITALIAN PRESIDENTIAL DECREE NO. 430 DATED OCTOBER 26, 2001

“VOLARE”

1. DEFINITIONS

Volare Code: indicates the individual Member’s personal 8-digit code.

Co-promoter: indicates Volare Loyalty S.p.A., as identified in article 2 below.

Partner(s): indicates the Promoter’s commercial partners, a list of which can be seen at the following link (https://www.loyaltyprogram.ita-airways.com/it_it/).

Reward(s): indicates the airline tickets, discounts on the purchase of airline tickets or other rewards obtainable using the accumulated Points in accordance with the terms and conditions of these Regulations, including special on-board services, both on-air and on-ground (including, for example, lounge services and travel class upgrades).

Program: indicates this rewards operation aimed at retaining the Promoter’s customer loyalty.

Promoter or ITA Airways: indicates ITALIA TRASPORTO AEREO S.p.A., as identified in Article 2. below.

Points: indicates the points accumulated overall through the Program when carrying out the actions under the Regulations.

Qualifying points: Points used to upgrade you to the next highest Volare club or retain your current membership; they’re obtained by purchasing flights simultaneously sold and operated by ITA Airways and count toward reaching Exclusive Club membership on a yearly basis, and therefore are set to zero on December 31 of every year of the Program.

Non-Qualifying Points: indicates the Points that can be used to request a Reward; these points shall remain valid until the end of the Program. They’re obtained by purchasing flights simultaneously sold and operated by ITA Airways, additional services, and services offered by Partners. They do not contribute towards upgrading or maintaining your membership in the club you currently belong to.

Regulations: indicates all of the terms and conditions, rules and regulations, contained in this document (as amended from time to time), on the www.ita-airways.com website and/or in any communications relating to the Program that govern the operation of said Program.

Member: indicates the natural person participating in the Program by virtue of their adhesion to and acceptance of the Regulations.

2. PROMOTER and Co-PROMOTER

The Promoter of the ITA AIRWAYS VOLARE BUSINESS CLUB Program is ITALIA TRASPORTO AEREO S.p.A. (hereinafter referred to as ITA Airways), with headquarters at Via XX Settembre 97 – 00187, Rome, Italy; VAT Identification Number, Fiscal Code and Italian Business Register Registration Number 15907661001.

The Co-Promoter of the Program is Volare Loyalty S.p.A., with headquarters at Piazza San Babila 4A – 20122, Milan, Italy; VAT Identification Number, Fiscal Code and Italian Business Register Registration Number 12281660964.

3. DURATION

From October 15, 2021 to October 15, 2024, unless extended.

In any event, the total duration of the scheme, including any extensions which will be communicated to recipients in accordance with the law, will be no more than five years.

4. RECIPIENTS OF THE REWARD PROGRAM - TERRITORY

All natural persons over sixteen years of age at the time of requesting subscription to the Program can participate in same. It is hereby understood that, in accordance with national law, Members of the Program who are minors will require authorization or consent by the responsible caregivers. Subscription of minors will only be authorized on valid receipt of said authorization or consent, for which the legally responsible caregiver must be able to provide documented proof to ITA at any time, and said subscription will be under the sole responsibility of the legally responsible caregiver.

The geographical scope of the Program is the national Italian territory.

5. PROGRAM PROCEDURES AND STAGES

Registration

Program registration is always free of charge.

To join the Program, the user must register on the www.ita-airways.com website or the "ITA Airways" app, which can be downloaded from the following app stores: Apple Store and Play Store, or through any other channels that may be communicated from time to time by ITA.

When registering for the Program, users will be asked to provide their credentials (email, password) and all other necessary personal details (first name, last name, date of birth, phone number, address and gender), which are required to log in to the user's personal account. The personal data provided by Members when subscribing to the Program must be truthful and accurate. The Promoter and the Co-promoter reserve the right to verify compliance with the Program registration requirements and correct any typing errors in the data provided, to the extent that this is necessary to allow the Member to participate in the Program. On the first access attempt the Member will be asked to confirm the email address they provided when signing up to the Program. In the event of successful verification, each user will be associated with a unique personal profile to enable them to participate in the Program and, consequently, each Member will be assigned one Points wallet only. If the Member joined more than once, they will have to contact Customer Services using the contact details provided in article 12 below, or sign into their restricted area and ask for one of the accounts to be deleted. Please note that it is not possible to combine the Points of two or more accounts.

ITA Airways and the Co-Promoter reserve the right to carry out appropriate checks to verify compliance with these Regulations and to deny participation and/or exclude Members from the Program and/or cancel any Points and/or Rewards requested by individuals who do not meet the requirements set out in the Regulations, or in the case of previous participation in the Program, at the sole discretion of ITA Airways or third parties appointed by same, failed to observe the Regulations, or used any means, methods and/or tools that, at their sole discretion, are considered suspicious, fraudulent or in violation of the normal operational procedures of the initiative.

In order to earn Points, the Member must be registered at the time of purchasing or taking the first flight and/or using the services of Partners. See how points are earned in the paragraph entitled "Earning Points".

Withdrawal

Each Member can withdraw from the Program at any time, at no additional cost, by accessing the appropriate area on the www.ita-airways.com website or the "ITA Airways" app. The profile will be deleted with immediate effect, and all of the data on the Member and the Points that are still in their Points wallet will also be deleted.

Procedure

Once registered, the Member will receive a Volare Code for their account. Using the Volare Code in their personal account allows members to:

- See their Points balance;
- Receive the accumulated Points after each flight the Member books and any other purchase that allows them to accumulate Points (see the paragraph "Earning Points");
- Use the Points request feature (so-called "Back-dated credit") in their restricted area to receive Points for flights for which the Volare Code was not entered during purchase or at check-in. In this case, the ticket number shall have to be entered into the back-dated credit request. Please note that back-dated credit can only be obtained within 12 (twelve) months of the flight date of the ticket for which Points are being requested.

Earning Points

Each Member will have access to their own personal account where they can earn and credit the rightfully earned points.

Points will be credited automatically in the circumstances indicated below, without prejudice to the Member's need to communicate their Volare Code at the time of purchasing the goods/services promoted by ITA Airways or upon checking in:

- Flights that are both sold and operated by ITA Airways, effectively purchased by or on behalf of the Member, and used by the same individual, without prejudice, as soon as technically possible, to the rewarding of Points also for flights that are sold and/or operated by partner airline companies, communicated by ITA Airways from time to time in the appropriate section of the www.ita-airways.com website or "ITA Airways" app.

It is hereby understood that flights purchased but not taken (also following cancellation, without prejudice to the application of ITA Airways policies regarding any refunds) shall not entitle the Member to earn Points;

- Purchase and use of goods and/or services provided by ITA Airways (onboard boutique), as soon as technically available;
- Additional Points earning initiatives, communicated from time to time by ITA Airways and the Co-Promoter.

Please note that Points are awarded subject to registration in the Program, which must occur before flying and/or using Partner services. Otherwise, the Member is not entitled to earn Points.

The total sum of the accumulated points is calculated based on the client's purchases (the so-called revenue-based model), net of taxes and any other duties (including VAT), based on the 1 Euro = 10 Points model (with potential further increases if a Member is also part of one of the Exclusive Clubs referred to in Article 7 of these Regulations, depending on the type of airline ticket purchased, as shown in Annex A).

Earning points on the purchase of airline tickets may vary depending on the type of purchase made (class, destination, etc.), with the possibility of receiving bonus Points, in the manner that will be communicated by ITA Airways from time to time. ITA Airways also reserves the right to communicate on a case-by-case basis the number of Points that can be earned for the various types of ticket purchased (e.g. the number of Points attributable to a Member travelling within the framework of a group booking).

Non-Qualifying Points can also be earned when purchasing ITA Airways accessory services (e.g. lounge access or additional baggage, if selected when buying the ticket), possibly receiving bonus Points, in the manner communicated by ITA Airways from time to time in the appropriate section of the www.ita-airways.com website or the "ITA Airways" app. In the case of accessory services, Points earned are considered Non-Qualifying Points, unless otherwise communicated by ITA Airways.

We would like to underline that, with the exception of limited-time offers, which will be communicated from time to time in the appropriate section of the www.ita-airways.com website or the "ITA Airways" app, the following types of airline tickets do not give the Member the right to earn Points: (i) tickets subject to special terms and conditions (e.g. tickets for employees, humanitarian flights, flights organized by national authorities), (ii) tickets for charter flights, (iii) tickets purchased with e-coupons (discount codes or gift cards), for the partial value of the ticket

purchased with the coupon, or tickets purchased with the cash&points method, without prejudice to tickets purchased with Points from the "Points Back" initiative, as better illustrated in the appropriate annex to the Regulations.

Special Points earning methods, subject to update

Starting from July 11, 2023 and until the expiry of the operation, Members who request an ITA Airways American Express Credit Card have the right to accumulate additional Points and, under certain conditions, be re-credited Points spent through the Points Back scheme, as better described in the specific annex to the Regulations.

At the discretion of the Promoter and the Co-Promoter, similar initiatives that provide for the special allocation of Points or other special methods for earning Points, may be periodically proposed, together with the Partners, under the terms and conditions that will be appropriately disclosed in the appropriate section of the website https://www.ita-airways.com/it_it/volare/promotions.html or through the "ITA Airways" app.

Using Points

Members can use Points earned according to the criteria indicated in paragraph a) to claim the following Rewards:

- Purchase of ITA Airways air tickets (the indicative values are shown in Annex A);
- Purchase of ITA Airways accessory services (whenever the same are technically available).
- Purchase with ITA Airways discount coupons, whenever the same are technically available.

Points can be used within the appropriate section of the www.ita-airways.com website or the "ITA Airways" app and other means, which will be communicated from time to time to the Member, as well as in the manner defined and communicated from time to time by ITA Airways and the Co-Promoter. More specifically, before completing each purchase, at any time and for any category of flights available on the www.ita-airways.com website, the Member in question, having ensured they have correctly logged into their personal account and inserted their Volare Code, the transaction, which will be equal to the total sum of the purchased goods/services, will be automatically deducted from the Points balance (the so-called "Cash & Points Redemption" system). It is hereby understood that any duties and/or taxes (including VAT) cannot be paid for using Points. It is also understood that, in the case of purchasing goods/services via the "cash&points" method, Points will not be earned for the portion paid in cash.

Points will be converted into different currencies according to the IATA exchange rate, which is subject to monthly updates. The minimum amount of Points that can be used by the Member is equal to 1/20 of the cost of the ticket. In the event that the Member's Points balance is not sufficient to cover the full price of the goods/service(s) he/she intends to purchase, the price of the goods/service(s) will in any case be reduced according to the total of available Points. On completion of a transaction that uses Points to purchase goods and/or services offered by ITA Airways, the Member will be able to view the points used in the payment summary, account balance and Points wallet.

In the case of refunds for goods/services purchased using Points, the ITA Airways refund policy will apply (see https://www.ita-airways.com/it_it/viaggiare-durante-la-pandemia/cambiare-programmi-viaggio.html) and, should circumstances permit, the refund will be made via the same payment method used for the original purchase (Points, cash or a combination of Points and cash, excluding any airport taxes/duties, which will always be refunded as a cash payment). In the event the refund involves the refund of Points, either in part or full, as soon as technically possible, the Member will be able to view their updated Points balance in their Points wallet. It is understood that, once the right of withdrawal from the Program has been exercised and the account definitively cancelled, it will not be possible to obtain a refund of the portion of Points used for any purchases using the "cash&points" method.

It is hereby understood that the Points and/or Rewards assigned to the Members cannot be converted to cash. The Member will not be able to earn any further Points as a result of the awarding and use of a Reward, either in part or full, using the earned Points, unless otherwise specified and communicated to Members by ITA Airways and the Co-Promoter.

In terms of the purchase of goods/services using Points, where applicable, said purchases are governed by Article 128 et. seq. of Italian Legislative Decree No. 206 of September 6, 2005 (Italian Consumer Code).

6. PROGRAM PARTNERS

ITA Airways and the Co-Promoter reserve the right to inform Members - and to make the subsequent amendments to these Regulations pursuant to Article 11 below - about initiatives, additional collaborations and the list of partners of the Program that will give Members the right to earn and use the Non-Qualifying Points awarded through the purchase of goods and services offered by its partners, according to the terms and conditions that will be promptly communicated to the Members in the appropriate section of the www.ita-airways.com website or the "ITA Airways" app.

The methods for earning and using the Points obtained through the purchase of goods and services offered by the Partners are specified from time to time in relation to each good or service of the Partners, under the terms and conditions which will be communicated from time to time to the Members through the specific section of the website www.ita-airways.com or via the "ITA Airways" app.

The list of Partners can be seen at the following link (https://www.loyaltyprogram.ita-airways.com/it_it/). ITA Airways and the Co-Promotor reserve the right to update the list and to make any necessary changes to these Regulations pursuant to article 11 below.

7. EXCLUSIVE CLUBS

The Program allows Members to access four exclusive ITA Airways clubs (as summarized below), which are divided into four different service access levels, which are based on the number of Points that each Member earns in compliance with the Program regulations, regardless of their subsequent use when claiming rewards ("**Exclusive Clubs**").

Each Member's access to the Exclusive Clubs takes place upon reaching the relevant threshold of Qualifying Points, as indicated below (in compliance with the necessary technical times, in any case not exceeding 30 days), as per the relative communication that will be sent to the Member. Membership in an Exclusive Club will continue until the end of the calendar year following the year in which the Exclusive Club is joined (i.e. until the following December 31st, or until expiration of the Program, whichever occurs earlier). Access to the Exclusive Clubs will entitle the Member to the following benefits, as well as to all the benefits communicated from time to time by ITA Airways:

- **Smart Club:**
 - o The ability to access the Program and earn Points for each purchase of goods/services offered by ITA;
 - o Access to a vast network of commercial partnerships that allow the Member to earn and use Points, as communicated from time to time in accordance with previously cited Article 6;
 - o Purchase of accessory services using Points.
- **Plus Club** (requires 30.000 Qualifying Points to access and maintain membership)
 - o *Smart* benefits;
 - o Additional luggage allowance;
 - o Priority luggage delivery;
 - o Priority boarding;
 - o Priority check-in and transfer desk;
 - o Priority lost and found service;
 - o Free seat selection in the aircraft's area reserved for the Member's Club
 - o Dedicated customer service.
- **Premium club** (requires 60,000 qualifying points to access and maintain membership)
 - o *Plus* benefits;
 - o Access to lounges owned by or made available to ITA Airways (see the list at the following link: https://www.ita-airways.com/it_it/fly-ita/airports/lounges.html);
 - o Fast track (see the list of airports where the Fast Track service is available: https://www.ita-airways.com/it_it/fly-ita/airports/lounge-fast-track-service.html)
- **Executive Club** (requires 90.000 qualifying points to access and maintain membership)
 - o *Premium* benefits;
 - o *Welcome kit*.
 - o Additional Club Card

- Free golf equipment

8. NATURE AND VALUE OF THE AVAILABLE REWARDS

The value of the individual Reward is based on the value of the air fares in force at the time of issuance of same or the value of ITA Airways or its Partners' services/products (see the list at the following link: https://www.loyaltyprogram.ita-airways.com/it_it/redemption/) at the time of issuing same. The overall estimated value of the rewards is EUR 8 million.

In accordance with Article 7 of Italian Presidential Decree No. 430 of October 26, 2001, a 20% deposit of the overall, estimated value of the rewards has been paid, in accordance with the laws in force.

9. FINAL REWARD REDEMPTION DATE

The Program entitles the Member to earn Points up to October 15, 2024. The Rewards may be requested by the Member by 15 November 2024, and will be delivered to the entitled party at the same time, with the exception of any Rewards that must be delivered to the Member's home (which must be communicated when requesting material Rewards). ITA Airways and the Co-Promoter will do all in their power to deliver said Rewards within 90 days of the request.

10. COMPLAINTS PROCEDURE

Any complaints may be brought to the attention of ITA Airways and the Co-Promoter by sending an email to reclami@ita-airways.com (for Members residing in Italy); overseas members can contact complaints@ita-airways.com.

The ITA Airways Customer Center will respond to any complaints as soon as possible and, in any case, within 20 days of receipt of same.

11. AMENDMENTS TO THE REGULATIONS

ITA Airways and the Co-Promoter reserve the right to modify, even partially and at any time, the participation procedures of the Program, it being understood that such modifications will not affect the rights acquired by the Members in the meantime and that adequate communication is provided, using the same means with which the Program was brought to the attention of the Members, or other equivalent means (e.g. by email communication).

12. CONTACTS

Certified email address (PEC): italiatrasportoaleereo@legalmail.it.

Phone: 800 936090.

ITA Airways customer service (Italy): 800 936090.

ITA Airways customer service (overseas): 06 85960020 (charges apply)

[Link to contact page](#)

13. PROCESSING OF PERSONAL DATA

As joint Data Controllers, ITA Airways and the Co-Promoter hereby inform Members that the personal data freely provided by same for the purpose of participation in the Program will be processed in accordance with the notice on the following website: [\[Privacy Policy\]](#).

14. DEFERMENT AND LEGAL CONFLICTS

For everything else not expressly foreseen and governed by these Regulations, please refer to the applicable laws and regulations, in particular Italian Presidential Decree No. 430 of October 26, 2001, published in the Official Gazette (Gazzetta Ufficiale -G.U.) No. 289) on December 13, 2001, as amended and supplemented.

In the event of a conflict between the provisions of this Regulation and the mandatory provisions of the aforementioned legislation, the latter must be understood as prevailing over the former.

15. APPLICABLE LAW AND JURISDICTION

These Regulations are subject to Italian law.

Any dispute relating to this Program (and related Regulations) will be referred to the competent court of law.

Annexes:

Annex A

Stages of the “ITA AIRWAYS I VOLARE BUSINESS CLUB” Program

ITA Airways – American Express: Co-branded Cards and Points Back

ANNEX A

USING POINTS

Minimum indicative values in Points for one-way flights and for round-trip flights, based on average prices of the indicated routes.

Network	Economy (one-way only)	Business (one-way only)	Economy Business average (return)
NAZ	7,800	12,500	29,000
INT	9,800	13,000	45,000
INC	50,500	145,000	210,000

EARNING POINTS

Accelerator Tables - Until the end of the Program

Accelerators per ticket type

CLUB (TIER)	Smart Club	Plus Club	Premium Club	Executive Club
	0%	+ 10%	+ 20%	+ 30%
NETWORK	Domestic	International	Intercontinental	
	0%	+ 10%	+ 20%	
CLASS	Economy	Premium economy	Business	
	0%	+ 20%	+ 50%	
FARE	Light	Classic	Flex	
	0%	+ 20%	+ 30%	

Accelerators by club membership

CLUB (TIER)	Smart Club	Plus Club	Premium Club	Executive Club
Points per euro spent (revenue-based model)	1 euro = 10 points	1 euro = 11 points	1 euro = 12 points	1 euro = 13 points

In effect from June 13, 2023

Integrations

Stages of the “ITA AIRWAYS I VOLARE BUSINESS CLUB” Program

16. DEFINITIONS

FQTB Code: this indicates the numerical code sent to the SME that has correctly subscribed to the ITA AIRWAYS VOLARE BUSINESS CLUB Program, which allows the company to track the flights of the employees associated with the SME’s account.

Company Code: this is the numerical code sent to the SME that has correctly subscribed to the ITA AIRWAYS VOLARE BUSINESS CLUB, which allows the company to invite its Employees/Collaborators to use the Program.

FF Code: this is the “frequent flyer” code, i.e. the personal numerical code given to the Volare Program member when they first sign up to the said Program.

Co-promoter: indicates Volare Loyalty S.p.A., as identified in Article 2 below.

Employee(s)/Collaborator(s): indicates any employee or collaborator of the SME, subscribed to the ITA AIRWAYS VOLARE BUSINESS CLUB and the Volare Program.

ITA Airways Connect: indicates the B2B ITA Airways portal, which can be accessed via the following link: www.ita-airways-connect.com.

Marketplace: indicates the https://www.loyaltyprogram.ita-airways.com/it_it/ website.

Partner(s): indicates the Promoter’s commercial partners, a list of which can be seen at the following link: https://www.loyaltyprogram.ita-airways.com/it_it/

Reward(s): indicates the airline tickets, discounts on flight tickets, or any other reward that can be obtained using the accumulated Points, in accordance with the terms and conditions of these Regulations.

Corporate Program: indicates the program for large-scale companies.

ITA AIRWAYS VOLARE BUSINESS CLUB PROGRAM: indicates this loyalty/reward program for Small- and Medium-sized companies.

Volare Program: indicates the initiative promoted by ITA Airways and Volare Loyalty S.p.A., from October 15, 2021 until October 15, 2024, which is subject to the terms and conditions stipulated in the Regulations, which can be viewed at the following link: https://www.ita-airways.com/it_it/volare/theprogram/regulations.html.

Promoter or ITA Airways: indicates ITALIA TRASPORTO AEREO S.p.A., as identified in Article 2 below.

Points: indicates the points accumulated through the ITA AIRWAYS VOLARE BUSINESS CLUB Program when carrying out the qualifying actions in accordance with these Regulations.

Company Contact: indicates the SME’s Company Contact, who has the necessary powers to act on the company’s behalf for the purpose of these Regulations.

Regulations: indicates the entirety of the laws and regulations contained in this document (which may be subject to change from time to time), published on the ITA Airways Connect [portal](#), which may be integrated and/or updated from time to time and communicated on the same website and directly to members of the ITA AIRWAYS VOLARE BUSINESS CLUB.

SME/SMEs: indicates the small- and medium-sized companies that use the ITA AIRWAYS VOLARE BUSINESS CLUB Program, i.e. the companies that respond to the requirements stipulated in Article 4 of these Regulations.

17. PROMOTER and CO-PROMOTER

The Promoter of the ITA AIRWAYS VOLARE BUSINESS CLUB Program is ITALIA TRASPORTO AEREO S.p.A. (hereinafter abbreviated to ITA Airways), with headquarters at Via XX Settembre 97 – 00187, Rome, Italy; VAT Identification Number, Fiscal Code and Italian Business Register Registration Number 15907661001.

The Co-Promoter of the ITA AIRWAYS VOLARE BUSINESS CLUB Program is Volare Loyalty S.p.A., with headquarters at Piazza San Babila 4A – 20122, Milan, Italy; VAT Identification Number, Fiscal Code and Italian Business Register Registration Number 12281660964.

18. DURATION

The ITA AIRWAYS VOLARE BUSINESS CLUB Program runs from June 13, 2023 until October 15, 2024.

In any event, the total duration of the scheme, including any extensions, will be no more than five years.

19. BENEFICIARIES

Beneficiaries of the ITA AIRWAYS VOLARE BUSINESS CLUB Program are all SMEs with an annual flight expenditure with ITA Airways of up to 80.000 Euro.

The geographical area in which the ITA AIRWAYS VOLARE BUSINESS CLUB Program operates is the national Italian territory.

Ineligibility

The following subjects are prohibited from taking part in the ITA AIRWAYS VOLARE BUSINESS CLUB Program:

- Any subjects, such as private individuals or consumers, who cannot be ascribed to company activities or entrepreneurial, commercial, artisanal or professional activities;
- Companies that are already members of other promotional programs or incentives offered by ITA Airways or companies that have been invited to take part in promotional programs but have declined said offer, unless the company's membership has been expressly approved in writing by ITA Airways;
- Companies that are already part of corporate groups that are already a member of the ITA AIRWAYS VOLARE BUSINESS CLUB or other promotional programs or incentives offered by ITA Airways, or companies that have been invited to take part in promotional programs but have declined said offers, unless the company's membership has been expressly approved in writing by ITA Airways;
- Companies that have a controlling body, affiliate or controlled company that is already a member of the ITA AIRWAYS VOLARE BUSINESS CLUB or other promotional programs or incentives offered by ITA Airways, or companies who have been invited to take part in promotional programs but have declined said offers, unless the company's membership has been expressly approved in writing by ITA Airways;
- Companies and/or individuals that sell flight tickets as a service for third party providers, regardless of whether they receive payment for said service, including and not limited to, for explanatory purposes only, travel agencies (particularly IATA and non-IATA travel agencies, consolidators), tour operators, other travel organizers (particularly companies that provide support services, such as, for example, exchange programs), and cruise companies;
- Companies established for the sole aim of earning Points.

20. PROMOTIONAL PRODUCTS

The aim of the VOLARE BUSINESS CLUB LOYALTY Program is to promote the purchase of ITA Airways airline tickets by SMEs.

21. OPERATING METHOD AND STAGES OF THE ITA AIRWAYS VOLARE BUSINESS CLUB PROGRAM

Subscription to the ITA AIRWAYS VOLARE BUSINESS CLUB Program is always free of charge.

To join the ITA AIRWAYS VOLARE BUSINESS CLUB Program, the SME must sign up to the program on the [ITA Airways Connect](#) website.

Only SMEs that meet the requirements stipulated in Article 4 of these Regulations can become a member of the ITA AIRWAYS VOLARE BUSINESS CLUB Program.

Once a company has signed up to the ITA AIRWAYS VOLARE BUSINESS CLUB Program, the Company Contact for each SME will need to fill in the appropriate form, providing both their personal details and those of the SME for which they are requesting membership, by filling in the mandatory fields and, at the user's discretion, the optional fields in the form. The data provided by the Company Contact at the time of subscription to the ITA AIRWAYS

VOLARE BUSINESS CLUB Program must be correct and verifiable. The Promoter and Co-Promoter reserve the right to retrospectively verify that the applicant meets the subscription requirements to join the ITA AIRWAYS VOLARE BUSINESS CLUB Program. Once the SME has subscribed to the program, the Company Contact will receive an email containing all the relevant information on how the ITA AIRWAYS VOLARE BUSINESS CLUB Program works, and how to activate their FQTB Code and Company Code. In any case, the SME can access their private account using the e-mail and password credentials provided at the time of registration.

Once the Employee/Collaborator has accessed their personal area on the www.ita-airways.com website or the www.ita-airways.com app, they can access the “Are you a member of an SME?” section of the website, where they can enter their Company Code and associate it with the relevant SME Code. Once the Company Code has been entered and confirmed by the Employee/Collaborator, the user will see the words “BUSINESS CLUB” in their personal Volare Program area.

If the Employee/Collaborator is not already subscribed to the Volare Program, they will need to sign up for the ITA AIRWAYS VOLARE BUSINESS CLUB Program by associating their Company Code with their personal account.

Each SME will be assigned a single ITA AIRWAYS VOLARE BUSINESS CLUB Program profile. Subsequently, each SME will have only one Points wallet for accumulating points earned by the Employees/Collaborators associated with the ITA AIRWAYS VOLARE BUSINESS CLUB Program, which can be earned in the manner described below.

The ITA AIRWAYS VOLARE BUSINESS CLUB Program is organized in three key stages:

STAGE 1

The ITA AIRWAYS VOLARE BUSINESS CLUB Program commences on June 13, 2023, the date up to which SMEs can subscribe to the ITA AIRWAYS VOLARE BUSINESS CLUB PROGRAM on the official ITA Airways Connect web page.

Following subscription to the Program, the Company Contact can send invitations to Employees/Collaborators, which will enable them to associate their account with the ITA AIRWAYS VOLARE BUSINESS CLUB Program, as described above.

The SMEs hereby acknowledge and understand that their personal SME profile will not be available in this initial stage. Consequently, it will not be possible to amend the entered data, make online bookings for the company’s Employees/Collaborators, or view the Points balance at this time. In Stage 1, purchases will be made using indirect channels (travel agency), while any changes to data and information on the company’s Points balance will only be available on activation of Stage 2.

Only purchases made by Employees/Collaborators who are associated with the ITA AIRWAYS VOLARE BUSINESS CLUB Program can be converted into points for the SME.

Purchases made via indirect channels (travel agency) during Stage 1 will be tracked via FQTB Code and when the relevant Employee/Collaborator subscribed to the Volare Program activates their FF Code, with the aim of accumulating points, which will be visible on the account on activation of Stage 2.

STAGE 2

From July 31, 2023, SMEs that access their personal account on ITA Airways Connect can:

- Upon payment of the flight tickets, accumulate points for the company’s Employees/Collaborators also using the ITA Airways Connect function, by associating the FQTB Code and the FF Code of the Employee/Collaborator in question with said booking;
- View the updated Points wallet, which contains Points (i) earned on ITA Airways flights purchased after June 13, 2023 until July 31, 2023 (previously only tracked) or, in any case, from the moment the SME subscribes to the program, and (ii) any Points successively earned following the purchase of an airline ticket for the registered Employee/Collaborator who has signed up to earn Points.

Furthermore, the SME can modify its own data and make bookings online.

STAGE 3

From October 31, 2023, SMEs will be able to use the Points earned, by converting them using the Cash & Points Redemption function, to redeem their Rewards (see the following paragraph and Article 7 for further information).

Earning Points

- Upon payment of the airline tickets, SMEs can earn Points purchased on behalf of the company's Employees/Collaborators, even when purchased via a travel agency (commencing June 13, 2023) or ITA Airways Connect (commencing July 31, 2023), by associating their booking with the FQTB Code and FF Code of the Employee/Collaborator in question. SMEs earn 5 points for every 1.00 (ONE) Euro spent on promotional products; for the purpose of earning Points, amounts connected with tax, VAT, purchases made in *Cash & Points* mode, and any other duties are excluded.
- SMEs can also accumulate Points when they purchase Partner goods or services, as illustrated in Article 7 below.
- The Employee/Collaborator can earn Points through the Volare Program on all tickets purchased by the SME within the ITA AIRWAYS VOLARE BUSINESS CLUB Program, in accordance with the Regulations of the said Volare Program. Inversely, tickets purchased directly by Employees/Collaborators that are not for work purposes, i.e. all bookings that do not require the insertion of the FQTB Code, will not entitle the SME to earn points towards the ITA AIRWAYS VOLARE BUSINESS CLUB Program. However, the Employee/Collaborator will continue to earn Volare Program Points, in accordance with the regulations of the said Volare Program, as described in the relative regulations, which can be consulted at the following link: www.ita-airways.com/it_it/volare/theprogram/regulations.html.

Cash & Points Redemption

From Stage 3 onward, Points may be used in the manner defined and communicated each time by ITA Airways and/or the Co-Promoter. More specifically, before completing each purchase, at any time and for any category of flights available on ITA Airways Connect, after the SME has ensured they have correctly logged into their personal account and inserted their FQTB Code, the equivalent sum of the purchased goods/services will be automatically deducted from the SME's Points balance (see "Cash & Points Redemption" system). It is hereby understood that any duties and/or taxes (including VAT) cannot be paid for using Points.

In the case of refunds for goods/services purchased using Points, the ITA Airways refund policy will apply and, should circumstances permit, the refund will be made via the same payment method used for the original purchase (Points, cash or a combination of Points and cash, excluding any airport taxes/duties, which will always be refunded as a cash payment). In the event the refund involves the refund of Points, either in part or full, the SME will be able to view their updated Points balance in their Points wallet.

22. NATURE AND VALUE OF THE AVAILABLE REWARDS

Using the Points in the manner specified in the following paragraph, the SME can redeem their Rewards, which consist of flight tickets or discounts on flight tickets purchased by the SME for its Employees/Collaborators and/or services offered in the Marketplace, as described below.

The value of the individual Reward is based on the value of the air fares in force at the time of issue of the same or the value of ITA Airways or its Partners services/products at the time of issue of the same.

The overall estimated value of the rewards is Euro **500.000 (FIVE-HUNDRED THOUSAND)**. In accordance with Article 7 of Italian Presidential Decree No. 430 of October 26, 2001, a 20% deposit of the overall, estimated value of the rewards has been paid, in accordance with the laws in force.

The Employee/Collaborator is also entitled to the following benefits:

- Priority check-in, available at SkyPriority check-in desks, which allows users to board their flight quicker and easier.
- Priority Lost&Found service, which provides users with a preferential luggage recovery service.

Using Points

- A. *Cash & Points Redemption*: using the aforementioned system (see the previously cited Article 6), an SME can convert its Points and use them to purchase airline tickets for the Employees/Collaborators who have associated their account with the SME's account, as foreseen by the ITA AIRWAYS VOLARE BUSINESS CLUB Program. Point conversion rate: one point equals 0.005 Euro. Even after conversion, the accumulated Points cannot be used to pay taxes, VAT and any other duties in relation to ticket purchases.

In terms of the purchase of goods/services using Points, where applicable, said purchases are governed by Article 128 et. seq. of Italian Legislative Decree No. 206 of September 6, 2005 (Italian Consumer Code).

- B. Volare partners: when they have accumulated enough Points, the Company Contact can access the Marketplace to purchase the goods and services available on same.

23. FINAL REWARD REDEMPTION DATE

The SME can request the Reward(s) by 15 November, 2024, and these will be available to the rightful claimant, with the exception of any Rewards that will need to be delivered directly to the home address of the Employee/Collaborator or the SME's headquarters (at the address that must be provided whenever a request for material Rewards is made). The Promoter and Co-Promoter hereby agree to deliver the material Reward to the rightful claimant within 90 days from the date of the redemption request.

24. COMPLAINTS PROCEDURE

Any complaints should be brought to the attention of ITA Airways and the Co-Promoter by sending an email to reclami@ita-airways.com for members domiciled in Italy, while overseas members should contact complaints@ita-airways.com.

The ITA Airways Customer Center will respond to any complaints as soon as possible and, in any case, within 20 days of receipt of same.

25. AMENDMENTS TO THE REGULATIONS

ITA Airways and the Co-Promoter reserve the right to amend, even partially and at any time, the Regulations of the ITA AIRWAYS VOLARE BUSINESS CLUB Program, in accordance with the laws in force, and it is hereby understood that such amendments will not affect the rights acquired in the meantime by the SME and its Employees/Collaborators, and that adequate notification will be given to same, using the same means with which the Program was brought to the attention of the SME, or equivalent means of communication (e.g. email notification).

26. PROMOTER'S CONTACT DETAILS

Certified email address (PEC): italiatrasportoaereo@legalmail.it.

Phone: 800 936090.

ITA Airways customer service (Italy): 800 936090.

ITA Airways customer service (overseas): 06 85960020 (charges apply)

[Link to contact page](#)

27. PROCESSING OF PERSONAL DATA

As Co-owners of the data, ITA Airways and the Co-Promoter, hereby inform the SME that the personal data that was freely provided for the purpose of subscribing to the ITA AIRWAYS VOLARE BUSINESS CLUB Program will be handled

in accordance with the Privacy Policy that can be consulted on the website [[Privacy Policy](#)], and the SME hereby agrees to make participating Employees/Collaborators aware of same.

28. FINAL PROVISIONS

By subscribing to the ITA AIRWAYS VOLARE BUSINESS CLUB Program, the SME hereby unequivocally accepts and agrees to these Regulations.

Each SME can cancel their subscription to the ITA AIRWAYS VOLARE BUSINESS CLUB Program at any time, at no additional cost, by filling in the appropriate form on the ITA Airways Connect portal (accessible after activation of Stage 2) or by calling the SME call line on +39.06.8596.0018. The profile will be deleted with immediate effect, and all of the data on the SME and the Points that have been accumulated in the Points wallet will be deleted.

ITA Airways and the Co-Promoter reserve the right to carry out the appropriate checks to verify compliance with these Regulations and to deny participation and/or exclude SMEs from the ITA AIRWAYS VOLARE BUSINESS CLUB Program and/or cancel any Points and/or requested Rewards to any subject that fails to meet the requirements set out in these Regulations, or in the case of any actions which, at the discretion of ITA Airways or any third parties appointed by same, do not respect the terms and conditions provided for by these Regulations, or have used any means, methods and/or tools, which at their sole discretion, are considered suspicious, fraudulent or in violation of the normal execution of the initiative.

29. DEFERMENT AND LEGAL CONFLICTS

For everything else not expressly foreseen and governed by these Regulations, please refer to the applicable laws and regulations, in particular Italian Presidential Decree No. 430 of October 26, 2001, published in the Official Gazette (Gazzetta Ufficiale -G.U.) No. 289) on December 13, 2001, as amended and supplemented.

30. APPLICABLE LAW AND JURISDICTION

These Regulations are subject to Italian law.

Any disputes relating to the ITA AIRWAYS VOLARE BUSINESS CLUB Program will be under the exclusive jurisdiction of the Court of Rome, except where otherwise required by law.

Annex – ITA Airways – American Express Co-Branded Cards and Points Back

This Annex supplements the Regulations and governs the special ways in which Points are earned and the additional benefits granted to Members who hold an ITA – American Express Co-Branded Card: *ITA Airways American Express Credit Card*, *ITA Airways American Express Gold Credit Card* and *ITA Airways American Express Platinum Card* (hereinafter also referred to as "ITA Airways American Express Cards", "Co-Branded Cards" and "Cards"), as further described below.

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1. Definitions

Unless otherwise specified in this document, all capitalized words shall have the meaning specified in the Program Regulations [see https://www.ita-airways.com/it_it/volare/theprogram/regulations.html].

Basic Co-Branded Cards: collective term indicating the Co-Branded Cards issued by American Express to Card Holders who request issuance and activation of the Card. Specifically, reference is made to the *ITA Airways American Express Credit Card*, *ITA Airways American Express Gold Credit Card* and *ITA Airways American Express Platinum card* (see <https://origin-slgem.americanexpress.com/content/amex/it/carte-di-pagamento/partners/itaairwaysamex.html>), which allow access to the various benefits issued by ITA Airways, Volare and American Express, as described below.

Supplementary Cards: indicates the Cards issued to persons designated by the Co-Branded Card Holder, at the latter's request, whose transactions are recorded in the account.

Standard Earning: indicates the possibility for Co-Branded Card Holders to earn qualifying or non-qualifying points for each transaction made using the Card, as described in paragraph 3 below. The ratio of Points earned to amount spent varies depending on the type of Co-Branded Card, as described in the benefits table in paragraph 3 below.

ITA Airways Accelerators: indicates additional points over and above the Points that Co-Branded Card Holders earn using the Cards, as described in the benefits table in paragraph 3 below.

ITA Airways Fast Track: indicates the ITA Airways service that gives priority access to security checks at all airports affiliated with ITA Airways, as listed at the following link: [Fast track | ITA Airways \(ita-airways.com\)](#).

ITA Airways Lounge: indicates the ITA Airways service that grants access to the ITA Airways proprietary lounges, as specified in the benefits table below.

Points Back: indicates the re-crediting of Non-Qualifying Volare Points under certain conditions, as better described and defined in the "Points Back" section (see paragraph 4 below).

Priority Boarding: indicates the priority boarding service on flights operated by ITA Airways.

Annual Expenditure: indicates the total charges recorded on a Card for the purchase of goods and services during the 12-month period starting from the month of issuance or renewal of the Card. Cash advance payments and/or currency purchases and/or purchases of American Express travelers checks, expenses charged after the Card cancellation date, late payments, reversed charges, annual Card fee payments, stamp duty, card transactions at SISAL, Mooney, Poste Italiane, PagoPA, Telepass Fleet and Telepass Fleet Dual locations managed by Bloomfleet Srl and at fuel distribution facilities are all excluded.

Co-Branded Card Holder: indicates the natural person to whom a Basic Co-Branded Card is issued.

2. Access to the Volare Program for Co-Branded Card Holders

Customers who intend to activate a Co-Branded Card must have previously registered for the Program, entitling them to all the benefits under the Program, as described in the Loyalty Program Regulations (see https://www.ita-airways.com/it_it/volare/theprogram/regulations.html). Specifically:

- Holders of ITA Airways American Express Gold Credit Cards will have direct access to the Program's Plus Club and its benefits from the date of approval of the ITA Airways American Express Gold Credit Card and until the end of the calendar year following the year of activation of the Co-Branded Card. At the end of this period, the Card Holder may remain in the Plus Club upon reaching the number of Qualifying Points set out in the Program Regulations (see https://www.ita-airways.com/it_it/volare/theprogram/regulations.html), to which Points earned through the Standard Earning scheme can contribute up to the limit of 30,000 Points. Points earned through ITA Airways accelerators are considered Non-Qualifying and do not contribute to the Volare Club access or maintenance threshold.
- Holders of ITA Airways American Express Platinum Cards will have direct access to the Volare Program's Premium Club and its benefits from the date of approval of the ITA Airways American Express Premium Card and until the end of the calendar year following the year of activation of the Co-Branded Card. At the end of this period, the Card Holder may retain their Premium level upon reaching the number of Qualifying Points set out in the Program Regulations (see https://www.ita-airways.com/it_it/volare/theprogram/regulations.html), to which Points earned through the Standard Earning scheme can contribute up to the limit of 60,000 Points. Points earned through ITA Airways accelerators are considered Non-Qualifying and do not contribute to the Volare Club access or maintenance threshold.

Please note that the Customer can always access a Volare Club other than the one assigned with the Co-Branded Card subscription, in accordance with the provisions of the Program Regulations. Moreover, if the Co-Branded Card Holder is already a member of a Volare Club of a higher level than that determined by the Card, there will be no downgrading.

3. Specific benefits for Co-Branded Card Holders

From the activation of the Cards, Co-Branded Card Holders will be entitled to the following additional benefits, depending on the Card they hold:

Benefits	ITA Airways American Express Credit Cards	ITA Airways American Express Gold Credit Cards	ITA Airways American Express Platinum Cards
Standard earning	1 Point for every €1 spent on the card. Standard points earned are Non-Qualifying.	1,25 Points for every €1 spent on the card. Points earned through the Standard Earning scheme will be regarded as Qualifying and Non-Qualifying Points up to a maximum limit of 30,000 Points until December 31st of the year of expenditure, and only as Non-Qualifying Points once that limit has been reached. The limit will be renewed every calendar year.	1,5 Points for every €1 spent on the card. Points earned through the Standard Earning scheme will be regarded as Qualifying and Non-Qualifying Points up to a maximum limit of 60,000 Points until December 31st of the year of expenditure, and only as Non-Qualifying Points once that limit has been reached. The limit will be renewed every calendar year.
	<p>Card Holders will be able to consult the points earned in the Volare statement within 12 weeks of the end of each card accounting period, based on the spending data available from the card statement, as reported by American Express.</p> <p>In the case of accounts with euro cents, the Points earned shall be rounded down to the nearest euro if the amount after the comma is less than 50 euro cents, or rounded up to the nearest euro if the amount after the comma is greater than or equal to 50 euro cents.</p> <p>Please note that Points are not earned on cash advance payments and/or currency purchases and/or purchases of American Express travelers checks, expenses charged after the Card cancellation date, late payments, reversed charges, annual Card fee payments, stamp duty, card transactions at SISAL, Mooney, Poste Italiane, PagoPA, Telepass Fleet and Telepass Fleet Dual locations managed by Bloomfleet Srl and at fuel distribution facilities.</p>		
ITA Airways accelerators	An additional 0.5 points for every €1 spent on ITA Airways tickets	An additional 1.5 points for every €1 spent on ITA Airways tickets and	An additional 3 points for every €1 spent on ITA Airways tickets and

	and services on the ITA Airways website, on the ITA Airways App and via the ITA Airways Call Center.	services on the ITA Airways website, on the ITA Airways App and via the ITA Airways Call Center.	services on the ITA Airways website, on the ITA Airways App and via the ITA Airways Call Center.
	<p>Card Holders will be able to consult the points earned in the Volare statement within 12 weeks of the end of each card accounting period, based on the spending data available from the card statement, as reported by American Express.</p> <p>In the case of accounts with euro cents, the Points earned shall be rounded down to the nearest euro if the amount after the comma is less than 50 euro cents, or rounded up to the nearest euro if the amount after the comma is greater than or equal to 50 euro cents.</p>		
Access to ITA Airways Lounges	N.A.	<p>Vouchers providing two accesses per year to the ITA Airways proprietary lounges. In particular, to use the dedicated vouchers and access the Lounges, ITA Airways American Express Gold Credit Card Holders must contact the ITA Airways Call Center within 24 hours of the flight (operated by ITA Airways and purchased on the official website, on the APP or through the Call Center) and provide the voucher holder's Volare Code, the voucher code and, where applicable, the flight booking number, or else buy the ticket at the time of requesting that the voucher be used.</p> <p>Supplementary ITA Airways American Express Gold</p>	<p>Unlimited access to all ITA Airways proprietary Lounges for ITA Airways American Express Basic Platinum and Supplemental Card Holders, and for 1 travel companion of choice for every Co-branded Basic Card Holder.</p> <p>In particular, to access the ITA Airways proprietary Lounges, Holders of ITA Airways American Express Basic Credit Cards and Supplementary ITA Airways American Express Platinum Cards will need to show their ITA Airways American Express Card (whether physical or digital) and the ticket for a flight operated by ITA Airways to the staff of ITA Airways, who will be responsible for the appropriate checks.</p>

		Credit Card Holders are not eligible.	.
Preferential access to the ITA Airways Fast Track	N.A.	Unlimited access	Unlimited access
	Holders of ITA Airways American Express Gold Credit Cards and ITA Airways American Express Platinum Basic Cards can access the ITA Airways Fast Track with their boarding pass. Holders of Supplementary Cards are not eligible for this benefit.		
Priority Boarding	Unlimited	Unlimited	Unlimited
	Holders of Basic and Supplementary Cards can access priority boarding upon presentation of their Card, whether physical or digital (via the American Express mobile app), and of their air ticket to the ITA Airways staff, who will be responsible for the appropriate checks.		
Free excess baggage	1 free piece of excess baggage, twice a year, through the use of dedicated vouchers. In order to use the vouchers correctly, the Customer must contact the ITA Airways Call Center within 24 hours of the flight and provide their Volare Code, the voucher holder, the voucher code to be used and, if any, the booking number of the flight to which additional free baggage is to be added, or else buy the ticket at the time of requesting that the voucher be used.	1 piece of excess baggage for each ITA Airways ticket, by entering the Volare Code at the time of purchase or at check-in for a flight purchased and operated by ITA Airways.	1 piece of excess baggage for each ITA Airways ticket, by entering the Volare Code at the time of purchase or at check-in for a flight purchased and operated by ITA Airways.
	Weight and dimensions of excess baggage will follow the ITA Airways standard limits. Excess baggage must follow the same rules (including weight limits and measurements) as the baggage included in the fare. The benefit is only valid for flights purchased and operated by ITA Airways and cannot be combined with further additional baggage, where envisaged by the Member's Club. Supplementary Cards are not eligible for this benefit.		
Points Back*	N.A.	Re-crediting of	Re-crediting of

		100% of Non-Qualifying Volare Points spent on the purchase in Cash&Points mode of a ticket for a flight sold and operated by ITA Airways, up to a maximum of 75,000 points, for ITA Airways American Express Gold Credit Card Holders who's Annual Expenditure is equal to or above €15,000. More information is provided in paragraph 4, as follows.	100% of Non-Qualifying Points spent on the purchase in Cash&Points mode of a ticket for a flight sold and operated by ITA Airways, up to a maximum of 125,000 points, for ITA Airways American Express Platinum Card Holders who's Annual Expenditure is equal to or above €10,000. More information is provided in paragraph 4, as follows.
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Finally, it should be noted that in order to take advantage of the benefits provided by ITA Airways, it is always necessary to enter the Volare Code associated with the Co-Branded Card when booking one or more flights sold and operated by ITA Airways or at check-in.

4. Points Back*

Under the conditions described in the table above and on reaching the required Annual Expenditure, Holders of ITA Airways American Express Gold Credit Cards and ITA Airways American Express Platinum Cards shall be entitled to receive the Non-Qualifying Points indicated in the table in paragraph 3 above, as follows.

As of December 31, 2023, and within at most 12 weeks of achieving the required Annual Expenditure, the Member Holder of the ITA Airways American Express Gold Credit Card or of the ITA Airways American Express Platinum Card will receive a dedicated communication from ITA Airways and may request Points Back within the Amex section of their Volare restricted area.

Points Back are only redeemable following (i) the purchase in Cash&Points mode, by the Member Holder of the ITA Airways American Express Gold Credit Card or ITA Airways American Express Platinum Card, of a ticket for a flight sold and operated by ITA Airways; and following (ii) actual use of all the tickets present within the booking. Points Back are redeemable for tickets for any seat type and on all flights sold and operated by ITA Airways.

Through the Points Back scheme, the Holder of an ITA Airways American Express Gold Credit Card or of an ITA Airways American Express Platinum Card may request the re-crediting of the Non-Qualifying Points used for the purchase, in the manner described above, of a ticket used within 6 months prior to joining the Points Back scheme, or of a ticket used within 12 months of the expiry of the Points Back scheme.

In order to request and obtain the re-crediting of Points under the Points Back scheme, the Holder of an ITA Airways American Express Gold Credit Card or ITA Airways American Express Platinum Card must enter the PNR code of the flight for which they wish to request points back in their Volare restricted area, in the Points Back area of the Amex partnership section. Please note that the Points Back request will only be considered valid if made after the entire booking has been used, i.e. all tickets in the booking have been used. In case of a valid request, the Points Back points will be re-credited within 24 hours of the Card Holder making the request and will be visible in the statement with a dedicated label.

This means that upon requesting points back for a ticket purchased as detailed above but not yet used, the points will not be re-credited and the request will be rejected. Points back can only be obtained once a year for every year of use of the Card, subject to compliance with the relevant economic and contractual conditions. The

Points Back scheme is valid for 12 months from issuance, within which time the Card Holder who applied for it must have applied for the re-crediting of points.

5. Terms and conditions of the Cards

The Cards are issued by American Express. For the economic and contractual terms and conditions of the Cards and their benefits, please consult the pre-contractual documentation available on the dedicated page, available at the following link: <https://origin-slgem.americanexpress.com/content/amex/it/carte-di-pagamento/partners/itaairwaysamex.html>