

VOLARE AVVENTURA Q&A

Q) What is the VOLARE AVVENTURA program?

A) The Volare AVVENTURA program is a Volare sub-program allowing the registration of minors aged 2 through to their 16th birthday and the possibility to exchange a maximum of 100k Volare points per year among family members.

Q) How can I register a minor in the Volare AVVENTURA program?

A) You can register a minor using the standard registration form on the ITA Airways website. When entering a date of birth that shows that the minor is aged between 2 and 15 (up to and excluding their 16th birthday), the form will prompt you to enter your email address and confirm you are the parent/guardian of the minor you are registering.

Q) My son is 16 years old; can I register him in the Volare AVVENTURA program?

A) No. The Volare AVVENTURA program is a Volare program that allows the registration of minors from the age of 2 through to their 16th birthday. If your son is already 16 years old, he will register directly in the Volare program.

Q) My son was registered in the Volare AVVENTURA program by his father, can I register him too as his mother?

A) No. Registration in the Volare AVVENTURA program may only be made once by one parent/guardian.

Q) My son does not have an email address; how can I register him in the Volare AVVENTURA program?

A) To register your son in the Volare AVVENTURA program you will have to create an email account for him. Your son's Volare AVVENTURA registration email address cannot be the same as the one you used yourself to register in the Volare program.

Q) While registering my son, at the end of the form I was prompted to enter my email address for control purposes; can I enter any email address?

A) To register your child in the Volare AVVENTURA program, you need to enter the email address with which you yourself registered in the Volare program, in the "Parent's Email Address" section.

Q) Can I create a family with just two adults?

A) No. A family consists of at least one adult registered in the Volare program and one minor registered in the Volare AVVENTURA program.

Q) Can I cancel a request to exchange Volare points among family members?

A) No. Once the exchange of points among family members is confirmed, the request cannot be cancelled.

Q) What is the minimum and maximum age to participate in the Volare AVVENTURA program?

A) The minimum age for minors to register in the Volare AVVENTURA program is 2 years and the maximum age is 15 (up to and excluding their 16th birthday).

Q) Who can register a minor in the Volare AVVENTURA program?

A) Only a parent or legal guardian may register a minor in the Volare AVVENTURA program.

Q) What do I need to do to register a minor in the Volare AVVENTURA program?

A) To register a minor, the parent or legal guardian must fill out the standard registration form for Volare members, using an email address other than their own for the purposes of registration, submitting a self-declaration of their parental/guardianship status, and providing their own email address for control purposes.

Q) What are the benefits for minors registered in the Volare AVVENTURA program?

A) Minors registered in the Volare AVVENTURA program have access to four Clubs – Smart, Plus, Premium and Executive – and can enjoy their benefits.

Q) Who can manage the family created in the Personal Area of the Volare AVVENTURA program?

A) The parent or legal guardian who created the family is the only person authorized to manage it, including adding or removing members and deleting the family.

Q) What is the maximum number of members that can form part of a family?

A) A family may consist of at most two adults and six minors registered in the program.

Q) What is the minimum number of members that can form part of a family in the Volare AVVENTURA program?

A) A family in the Volare AVVENTURA program consists of at least one adult and one minor, both registered in the program.

Q) What are the criteria for minors in the Volare AVVENTURA program accessing Clubs?

A) Minors registered in the Volare AVVENTURA program can access 4 exclusive Clubs based on the level of points earned. Benefits include lounge access, free transportation of golf gear, and more.

Q) What is the maximum number of points that can be exchanged between family members in the Volare AVVENTURA program?

A) A family can exchange up to 100,000 non-qualifying Volare points per year among family members in the Volare AVVENTURA program.

Family members can exchange an additional 60,000 non-qualifying Volare points with other Volare members outside the family.

Q) What actions can a parent/guardian who creates a family perform?

A) A parent/guardian who creates a family can add or remove members, delete the family, and exchange up to 100,000 non-qualifying Volare points per year among family members.

Q) What Clubs are available to minors in the Volare AVVENTURA program and what benefits do they offer?

A) Minors registered in the Volare AVVENTURA program can access the following Clubs: Smart, Plus, Premium and Executive. Each Club offers different benefits, such as earning points, extra luggage, priority access and a dedicated customer service.

Q) How can a minor registered in the Volare AVVENTURA program earn points?

A) A minor registered in the Volare AVVENTURA program can earn points for any expenses related to goods/services offered by ITA Airways, as well as through a wide network of commercial partnerships.

Q) What are the criteria for accessing the Plus, Premium and Executive clubs in the Volare AVVENTURA program?

A) Access to the Plus, Premium and Executive Clubs in the Volare AVVENTURA Program is determined by access and maintenance thresholds, which vary according to how many qualifying points the minor has earned.

Q) What does the Volare card displayed in the Personal Area of the minor registered in the Volare AVVENTURA program look like?

A) The Volare card displayed in the Personal Area of the minor registered in the Volare AVVENTURA program has customized graphics.