

AWARD TICKET

Terms and Conditions

Italia Trasporto Aereo S.p.A. ("**ITA Airways**") and Volare Loyalty S.p.A, respectively the Promoter and Co-Promoter of the Volare and Volare Avventura reward program ("**Volare Program**"), grant Members, as defined in the Volare Program regulations available at https://www.ita-airways.com/it_it/volare/theprogram/regulations.html ("**Regulations**"), the possibility to use non-qualifying points ("**Points**"), earned in the manner and under the terms defined in the Regulations, for obtaining the reward of an air ticket ("**Award Ticket**"), as better specified in the terms and conditions below ("**T&C**").

Award Ticket

1. Members may obtain an Award Ticket by using Points plus a credit card payment for ancillary charges, including airport taxes.
2. An Award Ticket includes:
 - i. the baggage allowance for the travel class booked (e.g. Business, Economy); and
 - ii. any ancillary services chosen by the Member and selected when booking the Award Ticket (e.g. lounge access, class upgrade, extra baggage), as well as those available under the Member's Volare club membership and the travel class selected (e.g. Business, Economy).
3. The Award Ticket can be for a round trip or a one-way trip:
 - i. in Economy, Premium Economy and Business class for itineraries with flights operated only by ITA Airways;
 - ii. in Economy and Business class for mixed itineraries (flights operated by ITA Airways and partner airlines) or for itineraries operated by partner airlines only.

The term "partner airlines" refers to the following airlines of the Lufthansa group: Brussels (SN); Lufthansa (LH); SWISS (LX); Austrian (OS).
4. In relation to point 3 above, it should be noted that Premium Economy class is only available for some network flights (where the term "network" refers to the type of flight: domestic, international or intercontinental).
5. The Award Ticket is personal, non-transferable and non-convertible into money or any other form of monetary compensation. Moreover, it cannot be replaced, refunded or converted into vouchers or credits, except as expressly provided for in the T&Cs.
6. It should be noted that taxes and surcharges applicable to the Award Ticket may vary by the time of issuance, by the departure and destination airports chosen, and by the travel class.

How to Apply for an Award Ticket, use of Points and Taxes

7. Members may apply for an Award Ticket as follows:
 - i. via a dedicated section in the Member's personal Volare area; or
 - ii. by contacting Customer Care, following the instructions provided at the following link: https://www.ita-airways.com/it_be/volare/theprogram/volare-contacts.html.

8. Award Tickets issued through our Customer Care may be subject to a fee, as specified in **Table 8** annexed to the T&Cs. This fee may vary (depending on market trends), is non-refundable, and is payable using the payment methods specified in point 1 above.
9. The fee referred to in point 8 above is not applied if the Award Ticket is requested through the ITA Airways website or app.
10. The number of Points required to obtain an Award Ticket is specified in **Tables 1-7** annexed to the T&Cs. To this amount are added the Points needed to cover any surcharges applied by ITA-Airways and/or the partner airlines of the Lufthansa group: Brussels (SN); Lufthansa (LH); SWISS (LX); Austrian (OS). The total amount in Points will be visible while booking.
11. Award Tickets can be issued both to the holder of the Volare account and to any accompanying persons or beneficiaries upon entering their name when booking the Award Tickets.
12. Award Tickets are issued at the time of booking the flight and must be used within 12 months from the date of first issuance.

Travel Class, Seats, Open Jaw Flights and Stopovers

13. It is possible to issue an Award Ticket for a round trip, choosing a different travel class per flight segment.
14. On each flight, seats assigned to Award Tickets are subject to limited availability.
15. The pre-selection of seats on the flight is subject to payment, except for flights operated entirely by ITA Airways, for which the selection of seats may be free of charge based on Volare club membership level.
16. Stopovers are not allowed. In the event of a stopover, two separate Award Tickets must be issued.
17. Open jaw flights, allowing travelers to fly into one airport and return from another, are not allowed. In these cases, two separate Award Tickets must be issued.

Changing and Cancelling an Award Ticket

18. To make changes to an Award Ticket issued, Members will be charged the fee specified in **Table 9** annexed to the T&Cs.
19. Changes to Award Tickets may only be requested through Customer Care:
 - i. to obtain a different flight whose amount in Points is equal to or greater than the one already booked;
 - ii. to obtain the following upgrades: **a)** booking class upgrades within the same travel class (e.g. transition from class F to class X in Economy); or **b)** travel class upgrades (e.g. transition from Economy to Premium Economy). Such changes will affect the entire itinerary;
 - iii. Booking class (RBD) or travel class downgrades are not allowed.
20. In addition to the above, changing an Award Ticket in terms of the network (where the term “network” refers to the type of flight: domestic, international or intercontinental) is only allowed as per the following table:

FROM NETWORK 1	TO NETWORK 2	Change Allowed
DOMESTIC	INTERNATIONAL	NO
DOMESTIC	INTERCONTINENTAL	NO
INTERNATIONAL	INTERCONTINENTAL	YES
INTERNATIONAL	DOMESTIC	YES
INTERCONTINENTAL	INTERNATIONAL	YES
INTERCONTINENTAL	DOMESTIC	YES

21. To cancel any Award Tickets issued, Members must pay a fee as stated in **Table 10** annexed to the T&Cs.
22. Award Tickets can only be cancelled through Customer Care for each flight segment (outbound and return flight).
23. Following a cancellation request, as soon as is technically feasible, the Member's Points balance will be supplemented by the amount of Points used to obtain the Award Ticket.
24. Members who cancel an Award Ticket will also be refunded the full cost of any taxes paid, using the payment method indicated at the time of booking the Award Ticket, within a maximum of five (5) days or, alternatively, in accordance with the conditions of their credit institution.
25. For an itinerary with flights operated solely by ITA Airways, the price (expressed in Points) of an Award Ticket for children, i.e. passengers between 2 and 11 years of age, and the related penalties for any changes or cancellations, will be 75% of the adult fare. On the other hand, the price (expressed in Points) of an Award Ticket for infant passengers, i.e. passengers aged between 0 and 23 months, and the related penalties for any changes or cancellations, will be 10% of the adult fare. For mixed itineraries, including flights operated by the ITA Airways partner airlines Brussels (SN), Lufthansa (LH), SWISS (LX) and Austrian (OS), these reductions shall not apply.
26. **Requests for changes or cancellations** to goods/services purchased using Points in Award Ticket mode, **made by Members after the Volare Program end date as specified in the Regulations**, shall be handled as follows:
 - i. **Changes:** requests for changes will not be considered.
 - ii. **Cancellations:** cancellation requests will be considered and Members will be refunded only the amount paid in currency in accordance with the law.

TICKET FARES

The number of Points required to obtain an Award Ticket is indicated in Tables 1–7. To this amount, the Points needed to cover surcharges—applied by ITA Airways and/or possibly by partner airlines of the Lufthansa Group (Brussels Airlines (SN); Lufthansa (LH); SWISS (LX); Austrian (OS))—are added. The total amount in Points will be displayed during the booking process.

TICKET FARES WITH AZ FLIGHTS ONLY

Economy - Classic Fare - Class F – [Table 1]

	DOM (local)	DOM-DOM (connecting)	Europe 1 & North Africa 1	Europe 2 & North Africa 2	Europe 3 e Near East	Middle East	Central and Southern Africa	North Asia	Southeast Asia	Indian Subcontinent	East Coast	West Coast	South America 2
DOM (local)	11000												
DOM-DOM (connecting)		13400											
Europe 1 & North Africa 1			16200	12800	18400	55200	33400	30200	43200	41800	42000	65000	41200
Europe 2 & North Africa 2				18500	13800	55200	33400	30200	43200	41800	49000	66000	42000
Europe 3 & Near East					18500	44800	41000	54600	55000	61400	77400		53200
Middle East							75000						
Central and Southern Africa								173000	65600	67300	72400	131000	87700
North Asia									129100	341000	122000		
Southeast Asia											62000	96200	75600
Indian Subcontinent											82600	99600	75600

Economy - Classic Fare - Class X – [Table 2]

	DOM (local)	DOM-DOM (connecting)	Europe 1 & North Africa 1	Europe 2 & North Africa 2	Europe 3 e Near East	Middle East	Central and Southern Africa	North Asia	Southeast Asia	Indian Subcontinent	East Coast	West Coast	South America 2
DOM (local)	19500												
DOM-DOM (connecting)		27000											
Europe 1 & North Africa 1			23360	22260	18600	55200	40200	110200	54200	55200	66400	88000	57000
Europe 2 & North Africa 2				37520	18600	55200	40200	110200	54200	55200	66400	88000	57000
Europe 3 & Near East						51800		121800	65800	66800	78000	99600	68600
Middle East							85400				111600	133200	102200
Central and Southern Africa								140400	84400	85400	96600	118200	87200
North Asia											166600	188200	157200
Southeast Asia											110600	132200	101200
Indian Subcontinent											111600	133200	102200

Premium Economy - Classic Fare - Class A – [Table 3]

	DOM (local)	DOM-DOM (connecting)	Europe 1 & North Africa 1	Europe 2 & North Africa 2	Europe 3 e Near East	Middle East	Central and Southern Africa	North Asia	Southeast Asia	Indian Subcontinent	East Coast	West Coast	South America 2
Europe 1 & North Africa 1							84600	149600	150200	148200	127700	146700	153600

Business - Classic Fare - Class I – Low Season – [Table 4]

	DOM (local)	DOM-DOM (connecting)	Europe 1 & North Africa 1	Europe 2 & North Africa 2	Europe 3 e Near East	Middle East	Central and Southern Africa	North Asia	Southeast Asia	Indian Subcontinent	East Coast	West Coast	South America 2
DOM (local)	15600												
DOM-DOM (connecting)		24960											
Europe 1 & North Africa 1			37800	17000	45800	124400	101600	193200	176400	178400	186400	249400	160200
Europe 2 & North Africa 2				34000	45800	124400	101600	193200	176400	178400	186400	249400	160200
Europe 3 & Near East							147400	239000	222200	224200	232200	295200	206000
Middle East							226000				310800	373800	284600
Central and Southern Africa								294800	278000	280000	288000	351000	261800
North Asia											379600	442600	353400
Southeast Asia											362800	425800	336600
Indian Subcontinent											364800	427800	338600

L season

INC Nov-Mar

INZ Nov-May

DOM Dec-Apr

India: Apr-Oct

Business - Classic Fare - Class I – High Season – [Table 5]

	DOM (local)	DOM-DOM (connecting)	Europe 1 & North Africa 1	Europe 2 & North Africa 2	Europe 3 e Near East	Middle East	Central and Southern Africa	North Asia	Southeast Asia	Indian Subcontinent	East Coast	West Coast	South America 2
DOM (local)	22200												
DOM-DOM (connecting)		35520											
Europe 1 & North Africa 1			41000	20400	46800	134400	121600	261000	242000	102000	231200	259800	185600
Europe 2 & North Africa 2				40800	46800	134400	121600	261000	242000	102000	231200	259800	185600
Europe 3 & Near East							168400	307800	288800	148800	278000	306600	232400
Middle East							256000				365600	394200	320000
Central and Southern Africa								382600	363600	223600	352800	381400	307200
North Asia											492200	520800	446600
Southeast Asia											473200	501800	427600
Indian Subcontinent											333200	361800	287600

H season

INC Apr-Oct

INZ Jun-Oct

DOM May-Nov

India: Nov-Mar

AZ + PARTNER OR PARTNER-ONLY TICKET FARES

Economy – [Table 6]

	Europa 1 e Nord Africa 1	Europa 2 e Nord Africa 2	Europa 3 e Vicino Oriente	Medio Oriente	Africa Centrale e Meridionale	Asia Settentrionale	Sud Est Asiatico	India Sub Continentale	America Settentrionale	America Centrale, Caraibi, Hawaii, Messico	Sud America 1	Sud America 2	Australia e Pacifico
Europa 1 e Nord Africa 1	20090	16700	32200	40700	54700	80400	98600	41500	61250	68800	69500	93000	112850
Europa 2 e Nord Africa 2		31800	18800	37000	75900	77100	93000	66000	58700	64800	75900	97000	98200
Europa 3 e Vicino Oriente			26600	30200	65200	37350	80000	47500	59400	90200	104000	128500	108400
Medio Oriente				26500	61250	36200	73000	47500	59400	89500	98300	105950	89150
Africa Centrale e Meridionale					34500	91000	87400	62200	82800	110000	88500	95900	116000
Asia Settentrionale						24500	53200	35600	58500	81700	103900	124600	85400
Sud Est Asiatico							34200	59900	86700	115000	119200	118300	76400
India Sub Continentale								20600	84550	111000	117200	121500	103600
America Settentrionale									28200	51500	64500	90800	113500
America Centrale, Caraibi, Hawaii, Messico										33000	25800	56300	107200
Sud America 1											25000	29400	103300
Sud America 2												33600	110200
Australia e Pacifico													55200

Business – [Table 7]

	Europa 1 e Nord Africa 1	Europa 2 e Nord Africa 2	Europa 3 e Vicino Oriente	Medio Oriente	Africa Centrale e Meridionale	Asia Settentrionale	Sud Est Asiatico	India Sub Continentale	America Settentrionale	America Centrale, Caraibi, Hawaii, Messico	Sud America 1	Sud America 2	Australia e Pacifico
Europa 1 e Nord Africa 1	40400	57200	78500	68500	134000	189400	235000	129000	129200	176000	177300	218600	278200
Europa 2 e Nord Africa 2		49650	64700	86000	183900	180000	236800	154400	127500	151000	177800	229000	242300
Europa 3 e Vicino Oriente			82700	47100	142200	113000	171300	106500	165400	220900	238700	291000	241400
Medio Oriente				41300	150600	122000	179500	74100	165400	220900	242500	269800	228000
Africa Centrale e Meridionale					53800	233000	205700	148000	180200	263500	211200	231300	274800
Asia Settentrionale						38300	82900	109000	164700	189500	256000	307300	201000
Sud Est Asiatico							70400	147000	213800	291300	294000	291800	187900
India Sub Continentale								40700	208600	273000	289000	299500	245000
America Settentrionale									44300	126800	155700	217000	269500
America Centrale, Caraibi, Hawaii, Messico											88650	135800	255800
Sud America 1											39000	100700	261400
Sud America 2													263400
Australia e Pacifico													86000

Issuance fee via Customer Care - [Table 8]

ALBANIA	EUR 20	
ARGENTINA	<i>Economy / Premium Economy Business</i> <i>Adult USD 60 Adult USD 90</i> <i>Infant USD 42 Infant USD 62</i> <i>Baby USD 10 Baby USD 18</i>	
SAUDI ARABIA (CC service from TBD)	EUR 20	
BELGIUM	EUR 20	
BRAZIL	USD 75 (Applies to all passenger types, including infants)	
CANADA	FREE	
EGYPT	EUR 20 (to be converted daily to EGP)	
UNITED ARAB EMIRATES (CC service starting from TBD)	EUR 20	
FRANCE	EUR 20	
GERMANY	EUR 20	
GHANA (CC service from TBD)	TBC	
JAPAN	<i>Economy / Premium Economy Business</i> <i>JPY 2,000 JPY 5,000</i>	
GREECE	EUR 20	
INDIA	FREE	
ISRAEL	USD 10	
ITALY	EUR 20	
MALTA	EUR 20	
NETHERLANDS	EUR 20	
UNITED KINGDOM	EUR 20 (to be converted daily to GBP)	
SENEGAL (CC service from TBD)	FREE	
SPAIN	EUR 20	
UNITED STATES OF AMERICA	FREE	
SWITZERLAND	EUR 20	
THAILAND (CC service from TBD)	EUR 20	

TUNISIA	EUR 20	<i>Reissue TND 5 (code TN)</i>
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Fees for Changes - [Table 9]

Itinerary with AZ flights only			
Rules	Eco Policy	Premium Policy	Business Policy
Change	€50 to make a change Free for death/illness of the passenger or death of a family member ¹ Only when the itinerary has not been started.	€100 to make a change Free for death/illness of the passenger or death of a family member ¹ Only when the itinerary has not been started	€150 to make a change Free for death/illness of the passenger or death of a family member ¹ Only when the itinerary has not been started
Itinerary with Partner flights			
Rules	Eco Policy	Business Policy	
Change	€50 to make a change Free for death/illness of the passenger or death of a family member ¹ Only when the itinerary has not been started	€150 to make a change Free for death/illness of the passenger or death of a family member ¹ Only when the itinerary has not been started	

Cancellation Fees - [Table 10]

Itinerary with AZ flights only			
Rules	Eco Policy	Premium Policy	Business Policy
Cancellation	€50 Free for death of the passenger Only when the itinerary has not been started	€150 Free for death of the passenger Only when the itinerary has not been started	€200 Free for death of the passenger Only when the itinerary has not been started
Itinerary with Partner flights			

¹ A family member is a person related by a bond of kinship (spouse, children, father, mother, brothers, sisters, grandparents, mothers- and fathers-in-law, sons- and daughters-in-law, brothers- and sisters-in-law, uncles, cousins, grandchildren) and/or a person regularly living with the passenger as stated in the household certificate.

Rules	Eco Policy	Business Policy
Cancellation	€50 for CL brand Free for death of the passenger Only when the itinerary has not been started	€200 Free for death of the passenger Only when the itinerary has not been started

Itinerary with AZ flights only

Europe 1 e North Africa 1

Albania, Algeria, Bulgaria, Croatia, Malta, Switzerland, Tunisia, Italy

Europe 2 e North Africa 2

Belgium, France, Germany, Greece, Netherlands, Spain, United Kingdom

Europe 3 e Near East

Egypt, Israel

Middle East

Saudi Arabia, United Arab Emirates

Central and Southern Africa

Senegal, Ghana

North Asia

Japan

Southeast Asia

Thailand

Indian Subcontinent

Maldives, India

East Coast

Canada, USA

West Coast

USA

South America 2

Argentina, Brazil

Itinerary with Partner flights

Europe 1 and North Africa 1

Albania, Algeria, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Hungary, Italy, Libya, Macedonia, Malta, Montenegro, Poland, Romania, Serbia, Slovakia, Slovenia, Switzerland, Tunisia

Europe 2 and North Africa 2

Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Luxembourg, Morocco, Netherlands, Norway, Portugal, Spain, Sweden, United Kingdom

Europe 3 and Near East

Armenia, Azerbaijan, Belarus, Cyprus, Egypt, Estonia, Georgia, Israel, Jordan, Latvia, Lebanon, Lithuania, Moldova, Russia, Syria, Turkey, Ukraine

Middle East

Bahrain, Iran, Kazakhstan, Kuwait, Kyrgyzstan, Oman, Qatar, Saudi Arabia, United Arab Emirates, Uzbekistan

Central and Southern Africa

Angola, Benin, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Comoros Islands, Congo, Côte d'Ivoire, Dem. Rep. Congo, Djibouti, Equatorial Guinea, Ethiopia, Gabon, Ghana, Guinea, Kenya, Liberia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mozambique, Namibia, Niger, Nigeria, Réunion, Rwanda, Senegal, Seychelles Islands, Sierra Leone, South Africa, Sudan, Tanzania, Togo, Uganda, Zambia, Zimbabwe

North Asia

Japan, Mongolia, South Korea, Ural Russia

Southeast Asia

Cambodia, China, Guam, Indonesia, Laos, Malaysia, Marshall Islands, Micronesia, Northern Mariana Islands, Palau, Philippines, Saipan (USA), Singapore, Taiwan, Thailand, Vietnam

North America

Canada, USA

Indian Subcontinent

Bangladesh, India, Maldives, Nepal, Sri Lanka

Central America, Caribbean, Hawaii, Mexico

Antigua and Barbuda, Netherlands Antilles, Aruba, Bahamas, Barbados, Belize, Bermuda, Cayman Islands, Cuba, Dominican Republic, El Salvador, Guatemala, Guadeloupe, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Nicaragua, Panama, Puerto Rico, Saint Lucia, St. Martin, Virgin Islands (USA)

South America 1

Colombia, Ecuador, French Guiana, Peru, Suriname, Trinidad and Tobago, Venezuela

South America 2

Argentina, Bolivia, Brazil, Chile

Australia and Pacific

Australia, Fiji, New Caledonia, New Zealand, Tahiti