

ITA AIRWAYS I VOLARE BUSINESS CLUB Q&A

Q) What is the ITA AIRWAYS I VOLARE BUSINESS CLUB program?

A) ITA AIRWAYS Sub program I VOLARE BUSINESS CLUB is dedicated to small and medium-sized enterprises (SMEs) and their employees and contractors.

Recipients of the ITA AIRWAYS I VOLARE BUSINESS CLUB Program are **all SMEs** based in Italy that have expenditures on ITA Airways of less than 80k/€ and are not part of the Corporate Program (i.e., do not have existing contracts).

SMEs accumulate points through fee-based purchases of airline tickets through a travel agency or on the B2B website www.ita-airways-connect.com (launching July 31).

Employees/Collaborators accumulate points through fee-based purchases of airline tickets through a travel agency by combining the FQTB (unique code associated with SMEs) and their own Flight Code (FREQUENT FLYER number) with the reservation. Reservations made through a travel agency do not need to be registered in the SME personal area.

SMEs earn 5 points for every 1.00 (ONE) Euro spent on ITA Airways flights and promotional products, excluding tax and VAT; when purchased in Cash & Points mode, and any other eventual duties or tax.

Likewise, if the SME's **employee/collaborator** is registered with the Volare program, they can earn Points on all tickets purchased by the SME within the ITA AIRWAYS VOLARE BUSINESS CLUB Program, in accordance with the Regulations of the same Volare Program.

Q) How can I assist the travel agency if it is not aware of the procedures involved in the ITA AIRWAYS I VOLARE BUSINESS CLUB program for booking tickets for employees only?

A) Whenever the **SME contact person** wants to book tickets for their employees through a travel agency, they must provide the FQTB corporate ID assigned to their company. However, should the agency encounter problems when booking tickets, the contact person is asked to present the following codes to the travel agency operator:

GDS NAME	OSI remark INPUT (Example)
AMADEUS	OS YY FQTB XXXXXX (Account Code FQTB - 6 digit)
GALILEO	SI. YY* FQTB XXXXXX (Account Code FQTB - 6 digit)
SABRE / WORLDSPAN / ABACUS / INFINI	3OSI YY FQTB XXXXXX (Account Code FQTB - 6 digit)
TOPAS	3F OSI YY FQTB XXXXXX (Account Code FQTB - 6 digit)
TRAVELSKY	OSI:YY FQTB XXXXXX (Account Code FQTB - 6 digit)
APOLLO	@:3OSIYY FQTB XXXXXX (Account Code FQTB - 6 digit)

In any case, the specific entries of each GDS should be verified by the travel agency with their GDS contact person.

Q) How can I register for the program designated for SMEs?

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

Registration of an **SME** Company in the ITA AIRWAYS I VOLARE BUSINESS CLUB program is done through a **specific form** available on the B2B website www.ita-airways-connect.com which must be filled out by an SME contact person.

Once the SME has been registered, the SME contact person will receive an email containing information about how the SME Program works, and the FQTB Code that will be simultaneously activated and along with the Company Code. The SME will then be able to access its restricted area with username and password that were provided during registration.

Until July 31, the SME personal area will not be accessible: it will not be possible to amend your data, proceed with online reservations for your employees and view your point balance.

The SME Company must then circulate the VOLARE identification code with which the **employee/collaborator** can register voluntarily and directly for the program within their personal area

In order for the **employee/collaborator** to become a VOLARE Member belonging to the SME program, they must:

- be registered in the VOLARE loyalty program;
- access their personal area within the B2C website www.ita-airways.com and/or through the ITA Airways app,
- access the "**Be part of an SME**" feature, via which they will be able to enter the Company Code and be associated with the SME.

Q) I haven't received the company code, what should I do?

A) Check with your company that it is officially enrolled in VOLARE's SME program for ITA AIRWAYS I VOLARE BUSINESS CLUB .

Q) Where can I apply for VOLARE's dedicated SME program as an employee?

A) After you receive the ID code from your company, you should enter it within your personal VOLARE area, in the section dedicated to the ITA AIRWAYS I VOLARE BUSINESS CLUB "Be part of an SME" program. Once the code entered is confirmed, your VOLARE account will be associated with the dedicated SME program and you will be able to enjoy the additional benefits (e.g. priority check-in). The accumulation and use of Volare points will follow the standard rules of the Program.

Q) As a VOLARE Member belonging to the dedicated SME program, what benefits do I receive?

A) The SME Member of the VOLARE program will be granted the following additional benefits:

- Priority check-in

In addition, the Member will have all other benefits available to them according to their membership Club. The accumulation and use of Volare points will follow the standard rules of the Program.

Q) Can an SME Member take advantage of priority check-in?

A) Yes, SME Members can priority check-in by displaying their personal area from the web and App, available for iOS and Android. Membership of the program reserved for SMEs will be indicated next to the Member's VOLARE status via the "BUSINESS CLUB" label, which will allow the Member to take advantage of priority check-in.

Q) As a VOLARE Member enrolled in the ITA AIRWAYS I VOLARE BUSINESS CLUB program, will I receive a special card?

A) There is no special card reserved for the SME program. Members will be able to view their ITA AIRWAYS I VOLARE BUSINESS CLUB membership status in their personal area, next to their VOLARE card. The "Business Club" label in the personal area will provide access to dedicated services.

Q) How do I prove my status as a VOLARE Member belonging to the dedicated SME program when I fly with ITA Airways?

A) VOLARE Member belonging to ITA AIRWAYS I VOLARE BUSINESS CLUB program will be able to attest their ITA Airways status by showing their personal area from the web and App, available for iOS and Android. Membership of the program reserved for SMEs will be indicated next to the Member's VOLARE status via the "BUSINESS CLUB" label, which will allow the Member to take advantage of additional benefits they are entitled to.

Q) What are the benefits offered by the various tiers of the VOLARE program?

A) Each VOLARE Club offers numerous benefits to enhance your travel experience, from priority check-in to ITA Airways lounge access.

Find out what services you can access at: https://www.ita-airways.com/it_it/volare/exclusive-club.html.

Q) What are the different levels of the Program and how can I join them?

A) Access to the exclusive clubs of the VOLARE program will be granted to Members upon reaching the required point threshold.

- Club Smart: no minimum score threshold.
- Club Plus: starting at 30,000 qualifying points.
- Club Premium: starting at 60,000 qualifying points.
- Club Executive: starting at 90,000 qualifying points.

Access to the subsequent Club, once the minimum score threshold is reached, will occur automatically. Promotion to the next Club will be effective once registered by the system and when the customer is notified.

Q) Where can I find my Volare Code? When should I use it?

A) This is available and viewable in the Member's personal area on the web and app. The Member should remember to use it whenever booking an ITA Airways flight and when checking in.

Q) Do my purchased flights contribute to the accumulation of points in the VOLARE program?

A) Yes, flights sold and operated by ITA Airways and also purchased and flown from 15/10/2021 contribute to the collection of points for the VOLARE program (according to the rules set out in the regulations) for all members already enrolled in the program at the time of booking and flight. Members must be enrolled in VOLARE before flying in order to accumulate points.

Please remember to enter your Volare Code when purchasing or booking your flight or when checking in. If you do not enter your card number, you can still request points through the "request points" function available in your personal area. For more information regarding the points and the distinction between qualifying and non-qualifying points, please visit the dedicated link: https://www.ita-airways.com/it_it/volare/accrual.html.

Q) How do the accelerators work?

A) There are four categories of accelerators that act cumulatively and without order of priority. The accelerators will allow the VOLARE Member to earn more points as follows:

Club Category: 0% Smart, +10% Plus, +20% Premium, +30% Executive.

Network Category: 0% Domestic, +10% International, +20% Intercontinental.

Cabin category: 0% Economy, +20% Premium Economy, +50% Business.

Category Fare: 0% Light, +20% Classic/Saver/Base, +30% Business/Flex

Q) As for the additional services, how are the points calculated?

A) The crediting basis for ancillary services is 10 points for every euro spent. Accelerators set for purchasing additional services do not apply to the purchase of airline tickets.

Q) Is there a difference between points?

A) Qualifying points are points that are used to achieve an upgrade or to retain membership in a club. Qualifying points expire at the end of the current year. Non-qualifying points represent a spendable point balance for claiming flight rewards and are valid until the VOLARE program ends. They are obtained by purchasing ITA Airways flights and ancillary services. They do not contribute towards upgrading or maintaining your membership in the Club you currently belong to.

Q) What can I use my points for?

A) Currently, accumulated points can be used to purchase ITA Airways tickets in Cash&Points mode and to use the services of partners. New business partnerships are being established and more information will be provided as soon as possible. For more information, visit https://www.loyaltyprogram.ita-airways.com/it_it/ website.

Q) Where can I view my point balance?

A) A VOLARE Member will be able to check their point balance in their personal area at www.ita-airways.com or via ITA Airways App, available for iOS and Android.

Q) My points have not been credited. How can I claim points?

A) The VOLARE member must use their Volare Code during the booking or check-in phase to obtain automatic crediting of the points.

In the event that the member does not enter their Volare Code or if the points credited do not automatically appear two weeks following the date of the flight, they can request the crediting of points relating to ITA Airways flights through the "Request points" function. The customer can submit a request in their personal area by clicking on the "Request points" section by entering the ticket number and the remaining digits in the appropriate fields. The first three digits '055' are already in the system currently. You'll therefore need to enter the next 10 digits. E.g. ticket no. 055 - 2356684274.

Please note that, to request credit for points, the request must be made within 12 months from the date of the flight and the flight must have been both sold and operated by ITA Airways.

Q) When will I be able to view the points requested with the "request points" procedure?

A) If the criteria for requesting retro-credit are met, the Member will be credited the points within 30 days of the request. Furthermore, they can check the status of your request in their personal area.
