

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: [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, Mooney Go Telepedaggio, Telepass Fleet and PagoPa payments, and payments at Mooney and Poste Italiane points of sale or 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	<p>1 Point for every €1 spent on the card.</p> <p>Standard points earned are Non-Qualifying.</p>	<p>1,25 Points for every €1 spent on the card.</p> <p>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 31 December 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>	<p>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 31 December 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>
<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</p>			

	<p>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, Mooney Go Telepedaggio, Telepass Fleet and PagoPa payments, and payments at Mooney and Poste Italiane points of sale or at fuel distribution facilities.</p>		
ITA Airways accelerators	<p>An additional 0.5 points for every €1 spent on ITA Airways tickets and services on the ITA Airways website, on the ITA Airways App and via the ITA Airways Call Center.</p>	<p>An additional 1.5 points for every €1 spent on ITA Airways tickets and services on the ITA Airways website, on the ITA Airways App and via the ITA Airways Call Center.</p>	<p>An additional 3 points for every €1 spent on ITA Airways tickets and services on the ITA Airways website, on the ITA Airways App and via the ITA Airways Call Center.</p>
	<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</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>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 Credit Card Holders are not eligible.</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>
Preferential access to the ITA Airways Fast Track	N.A.	Unlimited access	Unlimited access
	<p>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.</p>		
Priority Boarding	Unlimited	Unlimited	Unlimited
	<p>Holders of Basic and Supplementary Cards can access priority boarding upon presentation of their Card, whether physical or digital (via the American Express</p>		

	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.
	<p>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.</p> <p>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.</p> <p>Supplementary Cards are not eligible for this benefit.</p>		

Points Back*	N.A.	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.	Re-crediting of 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 31 December 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 the date of receipt of the email communication from ITA Airways confirming activation of the Points Back scheme or a ticket purchased and used within 12 months following the aforementioned communication.

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: <https://origin-slgem.americanexpress.com/content/amex/it/carte-di-pagamento/partners/itaairwaysamex.html>