

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

This annex supplements the Regulations and governs special methods of earning Points and the additional benefits granted to Members holding ITA – American Express co-branded Cards: ITA Airways American Express Credit Card, ITA Airways American Express Gold Credit Card and ITA Airways American Express Platinum Card (collectively, also “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 annex, capitalised terms have the same meaning as in the Program Regulations (see [https://www.ita-airways.com/en\\_it/volare/theprogram/regulations.html](https://www.ita-airways.com/en_it/volare/theprogram/regulations.html)).

**Base Co-branded Cards:** collectively refers to the co-branded Cards issued by American Express for the Cardholder who requests issuance and activates the Card, namely the ITA Airways American Express Credit Card, the ITA Airways American Express Gold Credit Card and the 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 provided by ITA Airways, Volare and American Express, as described below.

**Supplementary Cards:** means a Card issued to a person indicated by the co-branded Cardholder at the latter’s request, whose transactions are recorded on the account.

**Standard Accrual:** means the possibility for co-branded Cardholders to earn Qualifying or Non-Qualifying Points for each Card transaction, as described in paragraph 3 below. The ratio between Points earned and amount spent varies depending on the type of co-branded Card, as described in the benefits table in paragraph 3 below.

**ITA Airways Accelerators:** means additional points beyond those earned through the Cards, as described in the benefits table in paragraph 3 below.

**ITA Airways Fast Track:** means the ITA Airways service granting priority access to security checks in all airports partnered with ITA Airways, as listed at [https://www.ita-airways.com/en\\_it/fly-ita/airports/lounge-fast-track-service.html](https://www.ita-airways.com/en_it/fly-ita/airports/lounge-fast-track-service.html).

**ITA Airways Lounge:** means the ITA Airways service allowing access to ITA Airways-owned Lounges, as specified in the benefits table below.

**Points Back:** means the re-crediting of Volare Non-Qualifying Points under certain conditions, as described and defined in paragraph 4 below.

**Priority Boarding:** means priority boarding service on flights operated by ITA Airways.

**Annual Spend:** means the set of charges posted on a Card for the purchase of goods and services over the 12-month period starting from the month of Card issuance or renewal. The following are excluded: cash advances and/or purchases of currency and/or purchases of American Express Travelers Cheques; charges posted after Card cancellation; late payments; reversed charges; annual Card fees and stamp duties; Mooney Go Telepedaggio, Telepass Fleet, PagoPa and payments at Mooney outlets, Poste Italiane and fuel stations.

**Co-branded Cardholder:** means the natural person to whom a Base co-branded Card is issued.

## **2. Access to the Volare Program for Cardholders**

Customers wishing to activate a co-branded Card must have previously registered in the Volare Program and will be able to access all benefits provided therein, as described in the loyalty program Regulations.

In particular:

Holders of the ITA Airways American Express Gold Credit Card are entitled to direct access to Club Plus, and the related benefits, from the approval date of the Card until the end of the calendar year following the year of activation of the co-branded Card. At the end of this period, the Cardholder may retain Club Plus by reaching the Qualifying Points threshold set out in the Program Regulations, to which Points earned via Standard Accrual will contribute up to a limit of 30,000 Points. Points earned via ITA Airways Accelerators are Non-Qualifying and do not contribute to reaching or retaining Volare Club membership.

Holders of the ITA Airways American Express Platinum Card are entitled to direct access to Club Premium, and the related benefits, from the approval date of the Card until the end of the calendar year following the year of activation of the co-branded Card. At the end of this period, the Cardholder may retain the Premium level by reaching the Qualifying Points threshold set out in the Program Regulations, to which Points earned via Standard Accrual will contribute up to a limit of 60,000 Points. Points earned via ITA Airways Accelerators are Non-Qualifying and do not contribute to reaching or retaining Volare Club membership.

The customer will always be able to access a Volare Club different from the one assigned through the co-branded Card, according to the rules described in the Program Regulations.

If the co-branded Cardholder is already a Member belonging to a higher-tier Volare Club than that provided by the Card, no downgrade will apply.

### 3. Specific benefits for Cardholders

Starting from Card activation, co-branded Cardholders are entitled to the following additional benefits, depending on the Card they hold:

Benefits	ITA Airways American Express Credit Card	ITA Airways American Express Gold Credit Card	ITA Airways American Express Platinum Card
Standard accrual	1 Point for each €1 spent using the Card. Points earned via Standard Accrual are Non-Qualifying.	1.25 Points for each €1 spent using the Card. Points earned via Standard Accrual are Qualifying and Non-Qualifying up to a maximum of 30,000 Points by 31 December of the spend year, and only Non-Qualifying once such limit is reached. The limit renews each calendar year.	1.5 Points for each €1 spent using the Card. Points earned via Standard Accrual are Qualifying and Non-Qualifying up to a maximum of 60,000 Points by 31 December of the spend year, and only Non-Qualifying once such limit is reached. The limit renews each calendar year.
Standard accrual – further terms	Cardholders may view Points in the Volare statement within 12 weeks from the closing of each Card billing cycle, based on spend data provided by American Express. Amounts in euro cents are rounded to the nearest euro: down if below €0.50; up if equal to or above €0.50. Points are not earned on the excluded transactions indicated under “Annual Spend”.	Same as left.	Same as left.
ITA Airways Accelerators	Additional 0.5 Points for each €1 spent on ITA Airways tickets and services on the ITA Airways website, ITA Airways app and via ITA Airways Call Center.	Additional 1.5 Points for each €1 spent on ITA Airways tickets and services on the ITA Airways website, ITA Airways app and via ITA Airways Call Center.	Additional 3 Points for each €1 spent on ITA Airways tickets and services on the ITA Airways website, ITA Airways app and via ITA Airways Call Center.
ITA Airways Lounge access	N/A	Two lounge accesses per year to ITA Airways-owned lounges via voucher. To use the voucher and access the Lounge, Gold Cardholders must	Unlimited access to all ITA Airways-owned lounges for Base and Supplementary Platinum Cardholders, and for 1 guest for each Base Cardholder. To

		contact the ITA Airways Call Center within 24 hours of the flight (operated by ITA Airways and purchased on the official website, app or via Call Center) and provide the Volare Code, voucher code and, if available, the booking reference; or purchase the ticket at the same time as requesting voucher use. Benefit excluded for Supplementary Gold Cards.	access ITA Airways-owned lounges, Cardholders must show the ITA Airways American Express Card (physical or digital) and a ticket for a flight operated by ITA Airways to ITA staff, who will carry out the necessary checks.
Preferential access to ITA Airways Fast Track	N/A	Unlimited access	Unlimited access
Fast Track – further terms	Gold and Base Platinum Cardholders access Fast Track via boarding pass. Benefit excluded for Supplementary Cards.	Same as left.	Same as left.
Priority Boarding	Unlimited	Unlimited	Unlimited
Priority Boarding – further terms	Base and Supplementary Cardholders access Priority Boarding by showing their Card (physical or digital via the American Express mobile app) and travel document to ITA staff, who will carry out the necessary checks.	Same as left.	Same as left.
Free extra baggage	One free extra baggage twice per year via dedicated vouchers. To use vouchers, the customer must contact the ITA Airways Call Center within 24 hours of the flight and provide the Volare Code, voucher holder, voucher code and, if available, the booking reference, or purchase the ticket at the same time as requesting voucher use.	One extra baggage for each ITA Airways ticket, by entering the Volare Code when purchasing or checking in for a ticket purchased and operated by ITA Airways.	One extra baggage for each ITA Airways ticket, by entering the Volare Code when purchasing or checking in for a ticket purchased and operated by ITA Airways.

Extra baggage – further terms	Weight and size follow ITA Airways standard limits. Extra baggage must follow the same rules (including limits) as the baggage included in the purchased fare. Valid only for flights purchased and operated by ITA Airways and not cumulative with additional baggage benefits provided by the Club. Supplementary Cards excluded.	Same as left.	Same as left.
Points Back*	N/A	Re-credit of 100% of Volare Non-Qualifying Points spent on a Cash & Points ticket for flights sold and operated by ITA Airways up to a maximum of 75,000 Points, for Gold Cardholders who have reached an Annual Spend of at least €15,000. See paragraph 4 below.	Re-credit of 100% of Non-Qualifying Points spent on a Cash & Points ticket for flights sold and operated by ITA Airways up to a maximum of 125,000 Points, for Platinum Cardholders who have reached an Annual Spend of at least €10,000. See paragraph 4 below.

To enjoy the benefits provided by ITA Airways, it is always necessary to enter, when booking one or more flights sold and operated by ITA Airways or at check-in, the Volare Code associated with the co-branded Card.

#### **4. Points Back\***

Gold and Platinum co-branded Cardholders, subject to the conditions described above and upon reaching the required Annual Spend, are entitled to receive the Non-Qualifying Points indicated above, in the manner set out below.

Starting from 31 December 2023 and within a maximum of 12 weeks from reaching the required Annual Spend, the Member Cardholder will receive a dedicated communication from ITA Airways and may request Points Back within the Amex section of their Volare Personal Area.

Points Back can be redeemed only following (i) the purchase, via Cash & Points mode, by the Cardholder Member, of a flight sold and operated by ITA Airways; and (ii) the actual use of the booking for all tickets included in the same booking.

Points Back is redeemable for tickets in any travel class and on all flights sold and operated by ITA Airways.

Through Points Back, the Cardholder may request the re-crediting of Non-Qualifying Points used to purchase (i) a ticket used in the 6 months prior to the date of receipt of the email confirming activation of Points Back, or (ii) a ticket purchased and flown within the 12 months following such communication.

To request and obtain Points Back credit, the Cardholder must enter, in their Volare Personal Area, in the dedicated Points Back section, the PNR code of the flight for which they wish to request Points Back. The request is valid only if submitted after the entire booking has been used (i.e., all tickets in the booking have been flown).

If the request is valid, Points Back Points will be credited within 24 hours from the request and will be visible in the statement section with a dedicated label.

Accordingly, if Points Back is requested for a ticket purchased but not yet used, Points will not be credited and the request will be rejected.

Points Back may be obtained only once per year of Card use, subject to compliance with the relevant economic and contractual conditions. Points Back is valid for 12 months from issuance, within which the Cardholder must request the crediting of Points.

## **5. Card terms and conditions**

The Cards are issued by American Express. For the economic and contractual terms of the Cards, the issuance terms and the related benefits, please refer to the pre-contractual information documentation available on the dedicated page: <https://origin-slgem.americanexpress.com/content/amex/it/carte-di-pagamento/partners/itaairwaysamex.html>.