



2025

Irregular Operations Guidelines



AIRPORT STANDARDS
GROUND OPERATIONS
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Introduction & Objectives

Irregular Operations are stressful for passengers and for Airlines.

IROPS scenarios may be different, however they all deal with customers being disrupted. The way we react can make the difference.

Sometimes we witness different actions or solutions to the same problem, bringing out hesitancy in operations.

It is extremely important to have clear, effective processes in place to ensure things go smoothly and that every single agent knows exactly what to do and when, as well as being aware of the end-to-end processes that deal with the customer's recovery and care.

The objective of this guide is to support Stations with the best practice when managing critical situations, providing the proper information and actions, in the different scenarios.

Legal Regulation

The regulatory basis for the handling of flight irregularity/disruption situations are:

- the General Conditions of Carriage for Passengers and Baggage,
- the Hague Protocol and
- the Warsaw Agreement.
- certain IATA Resolutions, e.g. Resolution 735d/e
- air passenger/consumer rights based on local regulations such as the EC Regulation 261/2004, the US DOT, 14 CFR and so on

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1. Reasons for Irregular Operations

ITA Airways, while taking all necessary means to ensure punctuality in operations, may sometimes have to manage unforeseen events, which can cause variations to the schedule. These disruptive events are governed by local and international regulations, as well as Industry Standards that define airlines' obligations (IATA Reso 735d).

Internal procedures and policies are outlined in the company's manuals, making sure that all necessary actions are taken in compliance with regulations (Reg. EU261/04) whilst taking care of the customer's needs.

Disruptions may happen:

A. Due to force majeure

When the reasons for irregularity operations are totally beyond the control of the airline or completely unpredictable, such as:

- Technical reasons
- Aircraft damage
- Exceptional security controls involving passengers, baggage, aircraft or airport
- Bad weather conditions
- Special military/political events
- Air Traffic Congestion
- Strikes
- Other airport operating company's disservice

B. Direct airline's responsibility, as for:

- Missing crew or aircraft for reasons other than those listed above
- Overbooking
- Misconnections for reasons other than those listed above



2. Irregular Operations Scenarios


There are different disruptive scenarios that may have an impact on normal operations and, consequently, on the services to customers.


These include:

- Flight cancellation
- Delay
- Denied boarding due to overbooking
- Diversion

Some events may happen any time before the date of travel or the same day at the airport.

Let's look at the **timeline** to understand how these events impact the customers and what actions are in place.

WHEN	WHO	WHAT	HOW
 From flight booking up to -96h to ETD	Fleet Network & Alliances	Process the Schedule Change that may occur due to commercial or operational reasons. Flights are either cancelled or affected by a change in the departure or arrival scheduled time. Special events are also managed such as strike or bad weather-related disruptions.	PNRs are modified with a Schedule Change action code and eventually rebooked in case of cancellations. Passengers are notified via SMS or e-mail with the details of the new flight/time.
	ROC roc@ita-airways.com	Defines and distributes REPRO policy in case of special disruptive events	They may refer to the Contact Center if further assistance is needed or if they want to go through other options.
	Contact Center (06.00-24.00) From Italy 800 936090 From abroad +39 06 85960020	Provides assistance to Customers	Tickets are automatically fully exchanged as per Schedule Change standards by the Marketing Carrier and eventually, by the Travel Agent

WHEN	WHO	WHAT	
 From -96h to ETD	OCC	Massive passengers repro are processed through IROPS application tool or Amadeus ARD web. OCC will eventually coordinate with Airports	
	Contact Center (06.00-24.00) From Italy 800 936090 From abroad +39 06 85960020	Manages any customer's requests and provides assistance if needed	
	Airports	Provides assistance to passengers who are at the airport in case the disruption happens on the same day of departure. They are eventually supported by OCC for rebooking Collects passenger's information for compensation	
	Customer Relations <i>(CR contacts on ita-airways.com according to country of residence)</i>	Will manage eventual complaints received by the Customers	



3. Service Recovery

The Carrier causing the circumstances of a disruption is responsible to arrange assistance to customers, including:

- Rebooking or rerouting
- Refund
- Compensation
- Hotel accommodation
- Food and beverages
- Transfer to/from hotel
- Ground transportation
- Means of communication

3.1 Rebooking and/or rerouting

ITA Airways should address passenger service requests efficiently by ensuring passengers receive the required level of service at their initial point of contact, rather than redirecting them between airport staff or call centers.

Particular attention must be paid to premium passengers of ITA Airways and LHG and customers with special service needs.

When a flight is cancelled or when the customer is misconnected, passengers must be rebooked or rerouted to the next stopover point or to the final destination, with the least possible delay.

In rebooking the passenger, apply the following priority order:

- a) ITA Airways operating flights
- b) ITA Airways marketing flights and Lufthansa Group Carriers (LH, OS, SN, LX, EW, EN, 4Y, WK, VL)
- c) Other carriers if none of the above options is available

In addition, identify any passport or visa constraints that would affect rebooking customers via alternative routing.

Rebook the passenger in the same cabin or transportation class, possibly the same booking code. If this is not available, rebook in any booking code within the same cabin class, or a lower cabin class on the original carrier or on any LHG Carriers. It is recommended to use the lowest available RBD.

If the same class is not available, passengers may be upgraded to a higher class only for AZ operating flights.

In general, rebooking in a higher cabin class shall not occur on another operating carrier, unless specifically permitted by a bi-lateral agreement between parties. If booking in a higher cabin is required, preference must be given in the order described below:

IRREGULAR OPERATIONS GUIDELINES



1	First Class Customer	1.1 AZ Volare EXES/EXEC/PREM 1.2 LHG Miles&More HON/SEN 1.3 AZ Volare PLUS 1.4 LHG Miles&More FTL
2	Business Class Customer	2.1 AZ Volare EXES/EXEC/PREM 2.2 LHG Miles&More HON/SEN 2.3 AZ Volare PLUS 2.4 LHG Miles&More FTL
3	Premium / Economy Class Customer	3.1 AZ Volare EXES/EXEC/PREM 3.2 LHG Miles&More HON/SEN 3.3 AZ Volare PLUS 3.4 LHG Miles&More FTL

Rebooking must be done on the original PNR. When modifying a GDS originating PNR, change the action code to TK before ending the transaction, to make sure that the travel agent PNR is updated.

The rebooking policies apply to all revenue customers, including redemption tickets, with confirmed reservations and those revenue who have been accepted on the flight

Tickets must be exchanged on involuntary basis:

- Select Itinerary Details and Re-Price/Change E-tickets Automatically
- Select E-ticket
- Select change type reason involuntary
- Select New Itinerary and Coupons (involved flight coupon/s only)
- Issue Documents and Send e-mail to passenger
- INVOL will automatically be added to Endo/Restrictions box of the ticket
- Involuntary rerouting applies to all fares, except Industry Discount tickets
- Offload (cancel check-in) in DCS and cancel the affected unused sectors in PNR
- Re-direct baggage to follow the customer rebooked itinerary

Passengers who are rebooked on a later AZ flight for the same destination, shall be transferred directly on the new flight from the DCS.

3.1.1 Carrier's responsibility

Rebooking and reissue is in charge to the operating carrier causing the disruption.

The Operating Carrier may also be the **Validating Carrier**, the carrier issuing the ticket whose airline code appears on the ticket number (e.g.,055).

In case of IROPS, the **Original Operating Carrier** will be responsible to rebook and/or reroute the passenger, even if the **Validating Carrier** and/or the **Marketing Carrier** are different.

Validating Carrier shall not refuse to give control to the Original Operating Carrier for managing rebooking/rerouting.

When the passenger is re-accommodated on a **New Operating Carrier**, use the lowest booking code available. In case of doubts, check directly with the new operating carrier the availability on its flights to make sure passengers holds a confirmed reservation on the new flight.

The Receiving Carrier Member

(whether originally booked or carrier actually selected per above) must:

- Assist Delivering Carrier if requested to offload customers on the flight booked originally in cases where the automated solution cannot be applied
- Accept flight coupons according to IATA Resolutions 735d;
- Accept the customer even if the baggage was not redirected or travelling with the customer;
- Accept confirmed customers with correctly reissued/revalidated TKT and treat these customers in the same way as other confirmed customers of the receiving carrier, even if new receiving flight is overbooked or disrupted, the receiving carrier must treat these customers in the same way as other confirmed customers. Do not send the passenger back to the delivering carrier.

There is no requirement to call the new carrier prior to rebooking individual passengers during IRROPs

Original Receiving Carrier, originally planned to carry the passengers from the connection point, shall give control of their coupon/s irrespective of any restrictions mentioned on such coupon/s (e.g. Non-endorsed).

Flight rebooking and electronic ticket revalidation/reissue shall be made by the delivering carrier who caused the irregularity unless it is bilaterally agreed to pass the responsibility to the receiving carrier.

3.1.2 Special Passengers and rebooking rules

Some passengers must always receive specific attention: passengers with reduced mobility, unaccompanied minors and Premium Customers will be rebooked first.

- Premium Customers are First or business class revenue ticket/paid fare
- First or business class ticket/paid by miles
- Upgraded customers booked or/and accepted in first or business class
- ITA Airways Volare Program and LHG Top Tiers, regardless of their travel class.

Passengers holding redemption tickets must be rebooked as any other revenue customer.

Rebooking Matrix			
Handling Priority	Solution		
	1 st	2 nd	3 rd
Special Passengers: STCR/MEDA/WCHC/WCHS/WCHR UMNR/INAD/DEPA/DEPU/PETC/AVIH	AZ operating flight same O&D then AZ operating connecting flights then AZ marketed flights, direct or connecting, Lufthansa Group Carriers (LH, OS, SN, LX, EW, EN,4Y, WK, VL) then Ground Transportation, if applicable, and if there is no other solution by air	LHG Carries operating flights (LH, OS, SN, LX, EW, EN,4Y, WK, VL)	Other interline carrier
VIP official categories (VIP001 and VIP002)			
Volare Program Top Tiers: Executive, Premium, Plus LHG Top Tiers: HON/SEN/FTL			
Passengers traveling First Class, Business Class, Premium Economy and Superior Class			
Groups			
Other Economy class passengers			

3.1.3 Baggage rerouting

Passenger's baggage must be transferred or rerouted on the new flight/s. If there is no change of routing and the passenger is transferred on a later AZ flight, **check the baggage in with the original tag number** and baggage will be reconciled once the tag is scanned at the bay area; if there's a change in the routing, baggage is re-tagged during the reconciliation process. In case of doubts, coordinate with the baggage handling department to make sure baggage is matching the passenger's routing.

Original bag License Plate Number (LPN) should be retained when re-fighting baggage.

3.2 Refunds

ITA Airways, in accordance with Reg.EU261/04, will provide full refund, within 7 days of unused or partially used tickets in case customers renounce to travel consequently to a disruption. Refund will include all fees and taxes.

Refund is guaranteed also after travel has started and the interruption makes the continuation of travel useless (**trip in vain**). In this case, the airport will reroute the customer back to the point of origin. Ticket will be fully refunded, including flown segments as a part of "trip in vain" scenario.

Ticket refunds, when possible, will be processed by the original issuing office; in case of ITA Airways website purchase, refunds will be processed by the Contact Center. Refund requests must be accommodated by the Validating Carrier only.

In case of downgrading, customers will be refunded:

- 30% of the fare's value for flight legs \leq 1.500 km
- 50% of the fare's value for flight legs within EU $>$ 1.500 km and for all other routings between 1.500 and 3.500 km
- 75% of the fare's value for flight legs $>$ 3.500 km

3.3 Compensation

According to EU directive (Reg. 261/04), passengers who are denied boarding must receive a compensation whose amount depends on the flight distance and on the arrival time to destination.

When a compensation is due, the agents must inform the customer accordingly and apologize for the inconvenience. The EU 261/04 flyer must be delivered as per regulations.

The Airport staff will then use the specific module to collect passenger's information, such as contacts, to arrange compensation.

Customers have the choice to get a credit voucher (an EMD, subcode 98B – Transportation Credit Voucher) for a higher amount than the one fixed by the Regulation.

The compensation amounts are fixed according to the flight distance and can be reduced by 50% as per the below compensation table schema.

3.3.1 How to manage denied boarding and compensation

1. Apologize with the customers
2. Inform the customers about their rights and deliver the Reg.261/04 flyer
3. Explain that they can choose between money compensation as per EU regulations and amounts and Transportation Credit Voucher for a higher amount
4. Fill in the module with the customer's choice and contacts: send an e-mail for each customer and do not fill cumulative module since a single claim will be created by the system.
5. Send the module to: overbookingdowngrading@ita-airways.com

EU Compensation table			
Itinerary	Monetary compensation	Delayed arrival - 50%	Transportation Credit Voucher
\leq 1.500 km	250 €	2 hours	300 €
$>$ 1.500 km $<$ 3.500 km	400 €	3 hours	480 €
$>$ 3.500 km	600 €	4 hours	720 €

USA Compensation table	
Delay on arrival	Monetary compensation
Up to 1h	No compensation
1h – 4h	200% of the OW fare (up to 775USD)
Over 4h	400% of the OW fare (up to 1.550USD)

3.3.2 Transportation Credit Voucher rules & validity

Issued by:	Call Center, who will contact the customers to arrange compensation
Validity:	1 year from the date of original issue
Beneficiary:	TCV is not transferable, however it may be used to purchase tickets for other passengers
Value:	as indicated at the time of the event on the module, according to the compensation table
Use:	TCV is only valid for AZ operating flight purchases through the Call Center TCV can be used for a lower amount, in this case a new TCV will be issued for residual value
Refund:	not refundable

3.4 Hotel Accommodation

Hotel accommodation is provided in compliance with Reg. 261/04 or whenever the disruption requires an overnight stay, as decided by the airline.

Handlers must contact and determine with ITA Airways Station Managers the details of the facilities to be delivered to customers.

A passenger who requests to stay in a hotel of his/her choice will pay for his/her hotel accommodation as well as for the transfer to/from the hotel and may contact Customer Relations for reimbursement request.

Standard Hotel accommodation depends on the traveling class or tier level:

Type of passenger	HOTAC
<ul style="list-style-type: none"> • Volare Program Top Tiers, Executive and Premium Customers • First Class passengers and HON Circle Members • INC/INT Business Class travelers • DOM Superior Class travelers 	4 o 5 stars Hotel Day use allowed
<ul style="list-style-type: none"> • All other passengers, including Premium Economy 	3 stars Hotel (2 stars if 3 stars is not available)

When arranging Hotel accommodation, the following priority criteria will apply:

1. Affiliated hotels as first choice
2. Local affiliated hotel brokers (e.g. Frigerio/FAS)
3. Other hotels or brokers

Stations will try, when possible, to accommodate as per the above standards, with priority to the local operational scenario and/or any contractual constraint.

For **UMNR**, Hotel accommodation requires prior approval of a parent or legal tutor. A representative of the airline must escort the UMNR during the whole stay.

3.5 Food & Beverages

The assistance to disrupted customers include meals vouchers for food and beverages, in a reasonable relation to the waiting time.

Meal vouchers will be issued by the GH according to the following standards:

- Delay over 2h and up to 3h → breakfast or equivalent snack
- Delay over 3h → fast lunch

Stations will try, when possible, to assist as per the above standards, with priority to the local operational scenario and/or any contractual constraint.

3.6 Transfer to/from hotel

Hotel accommodation includes transportation to/from the hotel. Passengers may use the hotel shuttle, if available. If not available, the ground staff will try to arrange transportation in groups, when possible.

Transportation by taxi may be used if no collective transportation can be used or for High Value Customers.

3.7 Ground Transportation

In case no air transportation can be provided to the scheduled arrival station, quick availability of alternative transport must be arranged, if applicable.

In case of flight cancellation, bus transportation should be considered only if the distance between the departure and the arrival point is reasonable. Each station must make provisional arrangements for surface transport with bus companies.

Ground transportation must be provided from the scheduled departure airport to the scheduled arrival airport. The transportation to the passenger's address must neither be proposed nor be paid for by the airline.

The departure station must ensure that an airline or GH representative will be present to meet surface transport on arrival.

In the case of **diversion**, the Station Manager must promptly engage the bus company and make the best effort to minimize the waiting time of the passengers on arrival.

For **UMNR**, ground transportation requires prior approval of the person who handed the minor over and of the awaiting people.

Transportation by taxi may be used:

- If no collective transportation is possible
- If rerouting concerns individuals
- To transport customers from the airport to the railway or bus terminal
- To transport customers to another departure station nearby in case of a cancelled flight
- For Premium Customers
- For Special Categories of Passengers (PRM, MEDA, etc.)

Each trip must not exceed **50Km** or **50EUR** value (or equivalent in a different currency)

3.8 Means of communication

Means of communication must be provided if needed. Passengers may be offered to use wi-fi connection and/or two international calls, at ITA Airways' expenses.

3.9 Information to Customer

By providing customer regular and accurate information, they feel respected, acknowledged and the airline shows it is in control and doing everything possible for the customer.

When a flight is delayed or cancelled, an understandable reason must be announced; the information should be provided in a clear language, with a clear explanation of the situation and soon as it becomes available. The *"Board or talk"* principle applies (latest at the scheduled boarding time). Regular updates should also be provided every 30 minutes in case of unknown ETD. Announcements must be made in compliance with ITA Airways booklet, according to the scenario. Always apologize for the situation. Ensure that you fully understand the passengers' discomfort and needs, this will help prevent future complaints.

The "Keep me Informed" policy ensures timely communication with customers by allowing them to add or update their contact information at any time. It utilizes the SSR CTC M/E/R format. For check-in agents, it is recommended to collect the customer's contact details if the field is empty.

3.10 Service Recovery Matrix

Type of Service Recovery:		Ticket rebooking/rerouting	Additional Services	Compensation at airport
Denied Boarding	Voluntary	Rebooking on next AZ available flight	Meals in relation to the waiting time	Yes – TCV offered (procedure TBD)
	Involuntary	Rebooking on next available flight based on the commercial priority	<ul style="list-style-type: none"> Meals in relation to the waiting time Hotac for overnight Transportation to/from hotel or taxi to go back home 	Yes – offer TCV as an alternative to money compensation
Delay*	New departure time			
	45 min – 2h	Rebooking of outbound connections	None	NO
	2h – 3h	Rebooking on next available flight based on the commercial priority	Breakfast or snack	NO
	3h – 4h		Fast lunch	NO
	Over 5h		<ul style="list-style-type: none"> Meals in relation to the waiting time Hotac Transportation to/from hotel 	NO
	Overnight			
Cancellation*	Passenger accepts rebooking	Rebooking on next available flight based on the commercial priority	<ul style="list-style-type: none"> Meals in relation to the waiting time Hotac for overnight Transportation to/from hotel 	NO
	Passenger refuses rebooking and requests refund	Provide Call Center contacts and procedure to request refund	Meals in relation to the waiting time	
	Trip in vain	Reroute passenger to the point of origin and provide Call Center contacts to request refund	Meals in relation to the waiting time	

*Customers may refer to Customer Relations for compensation requests in case of cancellations or delay of three or more hours, when irregularity is caused by the airline (force-majeure excluded).