

## Ground Operations

### Operational Communication n° 023/2025

#### TRANSPORT OF EXTRA-SIZE PETC - DEMONSTRATION FLIGHT

##### *Above the Wing*

**Premise:** Following the recent guidelines published by ENAC, ITA Airways has decided to initiate a trial by *exceptionally* requesting authorization to **transport two extra-size PETs on a domestic network flight, whose weight exceeds the current limits for the cabin transport.**

The initiative aims to conform the Company towards a PET-friendly air transport policy, demonstrating the Carrier's commitment to creating an increasingly welcoming environment for passengers travelling with pets. The demonstration flight also represents a significant step towards meeting the needs of customers who are increasingly attentive and sensitive to animals.

This Operational Communication outlines the guidelines for passenger handling assistance on the demonstration flight only, identified as **AZ2029/23SEP LIN-FCO** and operated by an A220 aircraft.

The Company has requested exceptional authorization to sell the PETC service for two dogs weighing more than 10 kg but not exceeding 25 kg, under specific transport conditions.

For the organization of the demonstration flight, a dedicated Safety Risk Assessment has been prepared (which has incorporated contributions from all areas involved), and joint activities have been conducted between the relevant Departments with periodic update meetings.

**Effective date:** September 23rd, 2025

**Procedure** On the demonstration flight AZ2029/23SEP LIN-FCO, a maximum of two extra-large dogs may be transported, distributed as follows:

- a) **One extra-size PETC in Superior class, whose weight must not exceed 25 kgs.** The seats identified for the passenger travelling with the extra-large PETC and the positioning of the animal are: **row 1 seats DEF** (respectively 1D for the passenger; 1E blocked; 1F for the positioning of the animal on the floor in front of the seat).
- b) **One extra-large PETC in Economy class, whose weight must not exceed 14 kgs.** The seats identified for the passenger travelling in economy class with the extra-large PETC and the

positioning of the animal are: **row 27 seats DEF** (respectively 27D for the passenger; 27E blocked; 27F for the positioning of the animal on the floor in front of the seat).

Check-in at Milan Linate airport will take place at the designated ITA Airways check-in counters. The staff at the check-in counters and subsequently at boarding will have been informed of the exceptional nature of the ongoing initiative and what needs to be verified and communicated to the Customer travelling with the extra-size PET.

Below are all the transport conditions that the Customer must have been informed of at the time of purchasing the service for the demonstration flight, through direct contact by the Carrier's Customer Information Assistance Office.

The animals must meet health and documentation requirements, in line with EU regulations and the standard and specific flight procedures adopted by ITA Airways.

- Dogs must be over 6 months old:
- Dogs must weigh less than or equal to 14 kg if travelling in economy class; less than or equal to 25 kg if travelling in Superior class.
- Only two extra-large PETs are allowed on board.
- No other animals such as PETC/SVAN should be booked on the flight (and are not more sellable).
- Dogs must not belong to the following breeds:
  - Dobermann
  - Pitbull
  - Rottweiler
  - Neapolitan Mastiff
  - American Bulldog
  - Bull Terrier
  - Siberian Husky
  - Dogo Canario
  - American Bulldog
  - Charplanina Shepherd Dog
  - Anatolian Shepherd Dog
  - Central Asian Shepherd Dog
  - Caucasian Shepherd Dog
  - Serra da Estreilla Dog
  - Argentine Dogo

- Brazilian Fila
- Majorero Canapo Dog
- Canary Presa Dog
- Mallorquin Presa Dog
- Pit Bull Mastiff
- Rottweiler
- Tosa Inu

Additionally,

- The animal must not emit an unpleasant odour.
- The animal must be equipped with a **muzzle**, **collar**, and **harness** for the entire travel experience (it is emphasized that the muzzle must be worn by the animal from its entry into the terminal before departure until its exit from the terminal after arrival at destination). The harness will allow the animal to be secured on board through the restraining devices available in the cabin and provided by ITA Airways; the collar will be used if the dog is used to better respond to commands through it rather than the harness.
- The owner must bring materials for collecting waste and anything deemed necessary for the well-being of their animal throughout the travel experience (water, kibble, etc.).

The documents required for the transport of the extra-large PETC that the owner must possess and have been informed of at the time of booking are:

- **ISO-compliant microchip (ISO 11784/11785)** implanted, to ensure permanent electronic identification readable by standard scanners.
- **Valid rabies vaccination**, administered after the microchip, with a minimum waiting period of 21 days from the initial injection to be considered effective.
- **Updated basic vaccinations**, including major diseases as recommended by veterinary experts, although not always mandatory for domestic flights.
- **Veterinary health certificate** attesting the health status and therefore the fitness to fly (with flight details and duration) issued by an authorized veterinarian, usually within a few days before the trip (e.g., 7-10 days).
- **Identification documents or Pet Passport**, if available (e.g., an

EU Pet Passport or equivalent certificate), containing microchip, vaccinations, any antiparasitic treatments or tapeworm treatments.

- **Antiparasitic treatment.**

For assistance on the demonstration flight, it is emphasized that at check-in, the operator will only need to recheck the presence of the Identification Document or Pet Passport, as well as the Veterinary Health Certificate.

The owner must then present the signed waiver form at check-in, which they will have been informed of at the time of booking. The waiver releases the Company from liability for any damage to property and people caused by the animal and certifies its health and behavioral fitness. The link to download the document is available on the ITA Airways official website.

Failure to comply with even one of these transport prerequisites will result in denied boarding on the demonstration flight.

At the end of the acceptance procedures, the operator will invite the passenger departing with the extra-large PET to pass Security checks through the FAST TRACK priority channel.

At the gate assigned to demonstration flight, boarding staff must approach passengers travelling with extra-size PETs in a dedicated manner to ensure the following boarding sequence is respected:

- 1) Priority boarding for the passenger with the PET assigned to the last row.
- 2) Subsequent boarding after all others for the passenger with the PET assigned to the first row, to minimize the chances of direct interaction between the two animals and between them and the passengers during cabin transit for boarding.

In this regard, it is emphasized that the passenger accepted in Superior class will have already been informed of this necessity to avoid generating expectations for the right to priority boarding as a benefit of the travel class.

The Linate airport staff present at check-in and at the gate of flight AZ2029/23SEP LIN-FCO must also be aware of the repro policy intentionally drafted by the Company to meet the flight change needs of those, among the other passengers booked or already accepted on the flight, who do not wish to travel for various reasons on the demonstration flight for the transport of extra-size PETs. The operators are called to act accordingly as provided by the policy.

If the customer to be reprotected has purchased ASR, they must be guaranteed the same or similar seat on board (same type); if not available, they can receive a refund.

Upon arrival at the destination, the FCO airport staff must be aware of the disembarkation sequence planned for passengers travelling with extra-large PETs, namely:

- a) In case of disembarkation exclusively from the front door of the aircraft, the PET placed in the first row will have priority disembarkation, while the one positioned in the last row will be the last to leave the aircraft (in the absence of PRM passengers requiring assistance).
- b) If disembarkation occurs from both the front and rear doors, the PET in the first row will have priority exit from the front door, while the PET in the last row will have priority disembarkation from the rear door.