Boarding by Groups ITA Airways

Boarding by Groups

From January 28th, 2026

BOARDING BY GROUPS ITA AIRWAYS

INTRODUCTION

On June 05th 2024, ITA Airways implemented Zone Boarding across its network airports aiming to streamline the boarding process and improve the overall customer experience.

Currently, aligning with Lufthansa Group's procedures is a crucial step towards delivering a consistent and high-quality experience across all group airlines. The Lufthansa Group utilizes a "Boarding by Groups" procedure, which facilitates efficient and organized boarding while ensuring uniformity for passengers, particularly when connecting between different carriers within the group.

The "Boarding by Groups" method is applied to both narrow-body and wide-body aircraft at stations utilizing Altea DCS. This system includes Priority Boarding and uses the WILMA logic, which organizes passengers according to window, middle, and aisle seat assignments.

Since zone boarding has already been implemented, only minor modifications are expected; however, future changes will be assessed and adjusted as needed according to new settings and processes.

Target date: 28 January 2026

BOARDING BY GROUPS ITA AIRWAYS

BOARDING BY GROUPS: WHAT CHANGES AND WHAT DOES NOT

⭐ CHANGES

- ✓ During boarding phase passengers are now classified by Groups instead of Zones

- ✓ Economy class boarding will follow the WILMA method: Window, Middle, Aisle

- ✓ The system will designate passengers to be pre-boarded with a specific PRE group, which will be indicated on the boarding pass

- ✓ Premium Economy class + Comfort Economy seat + Emergency rows (NB) passengers will be assigned to Group 3

📌 NO CHANGES

- ✓ Narrow-bodies consist of 5 Groups, while wide-bodies have 6 Groups.

- ✓ For passengers not using Altea DCS, the boarding procedure will proceed as usual by row, accompanied by specific announcements for Priority and row boarding

DCS iPort	DCS Altea GH
TIA Seasonal stations: PNL PMI IBZ MAH	SOF Seasonal stations: HER CFU RHO EFL

BOARDING BY GROUPS ITA AIRWAYS

BOARDING BY GROUPS: PASSENGERS CATEGORIES

SHORT-MEDIUM HAUL

BOARDING GROUP	PASSENGER CATEGORIES
Group PRE	WCH-R/S/C, PWD, Family (INF and CHD up to 5* years), DEPA-U, CBBG, UMNR
Group 1	• HON LHG • AZ Volare EXES/EXEC • First class (IB/OB flights)
Group 2	• AZ Business, Superior, Premium Economy class • AZ Volare PREM and PLUS • SEN LHG • AZ and LHG FLEX Fares • AZ ITA-AMEX (AMBL, AMGO, AMPL) • Economy Comfort seats
Group 3	• Economy class Window Seats • Emergency exit row
Group 4	Economy class Middle Seats
Group 5	Economy class Aisle Seats

LONG HAUL

| BOARDING GROUP	PASSENGER CATEGORIES
Group PRE	WCH-R/S/C, PWD, Family(INF and CHD up to 5 * years), DEPA-U, CBBG, UMNR
Group 1	• HON LHG • AZ Volare EXEC/EXES • First class (IB/OB flights)
Group 2	• AZ Business Class • AZ Volare PREM and PLUS • SEN LHG • AZ ITA-AMEX (AMBL, AMGO, AMPL)
Group 3	• Premium Economy class • Comfort Economy seat
Group 4	Economy Window seat
Group 5	Economy class Middle seat
Group 6	Economy class Aisle seat

⚠️ * CHD up to 5 : For the first phase, the identification of the child's age will take place in procedural mode and only later through recognition with the DOB.

BOARDING BY GROUPS ITA AIRWAYS

BOARDING BY GROUPS: WILMA LOGIC

3 WINDOW

4 MIDDLE

5 AISLE
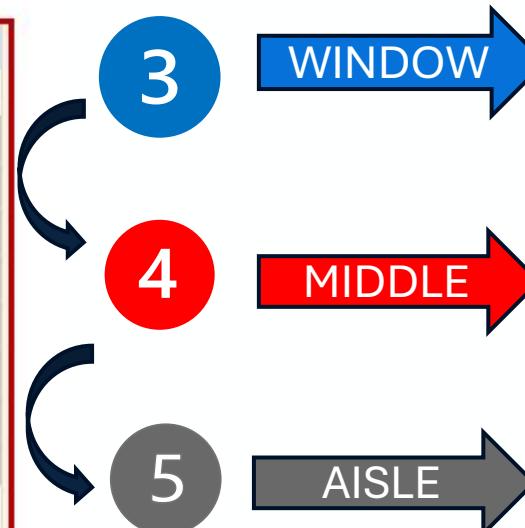
COMFORT ECONOMY
(Group 3 together with Premium economy class)

A350-900: rows: 30-32 ABCDEHJKL + 33DEH
A330 neo: 30-33 ACDEGJL + 34ACJL
A321neo: 30-31 ABCDEF + 20-22 ACDF when two cabin class configuration)

Boarding groups are determined during the check-in process and are indicated on the boarding pass. Guests travelling together - such as families, linked customers, or travel groups of up to six persons - are assigned to the same boarding group to facilitate a smoother journey.

PRIORITY

SINISI/BUSINESS
ROME/FCO
CAIRO/CAI
FLIGHT AZ896   04NOV BUSINESS

GATE   BOARDING   CLASS   GROUP   SEAT
            11:40   J   2   2A

ITA Lounge Access
E-TKT0552112812310
SEQ:000000000000003

SINISI/BUSINESS
ROME/FCO

CAIRO/CAI

AZ896 J 04NOV 12:40

11:40 **2A**

E-TKT0552112812310
0003

PRIORITY

BOARDING BY GROUPS ITA AIRWAYS
BOARDING MATERIAL

CHECK-IN	BOARDING	PROCEDURE
Digital and paper boarding pass with Group boarding	Signage at FCO/LIN HUBs and across ITA Airways network. Dedicated Boarding Announcements	OP COM for the new boarding procedure
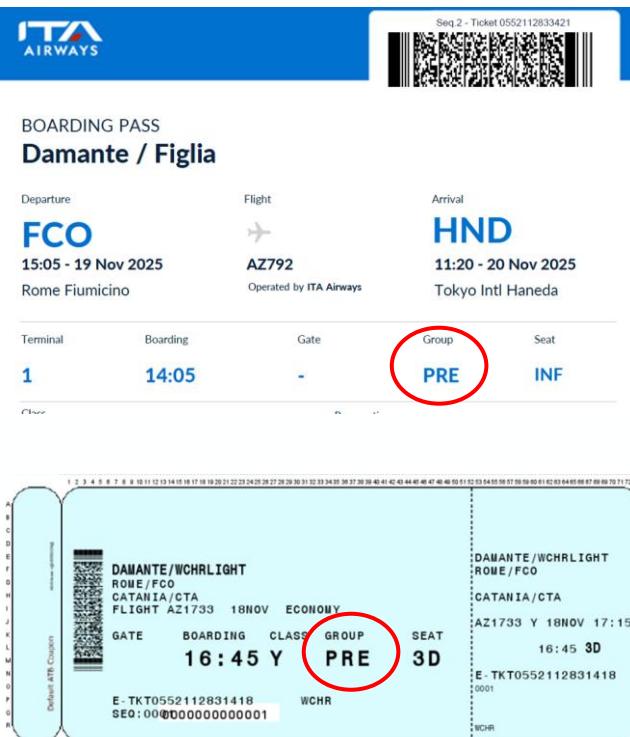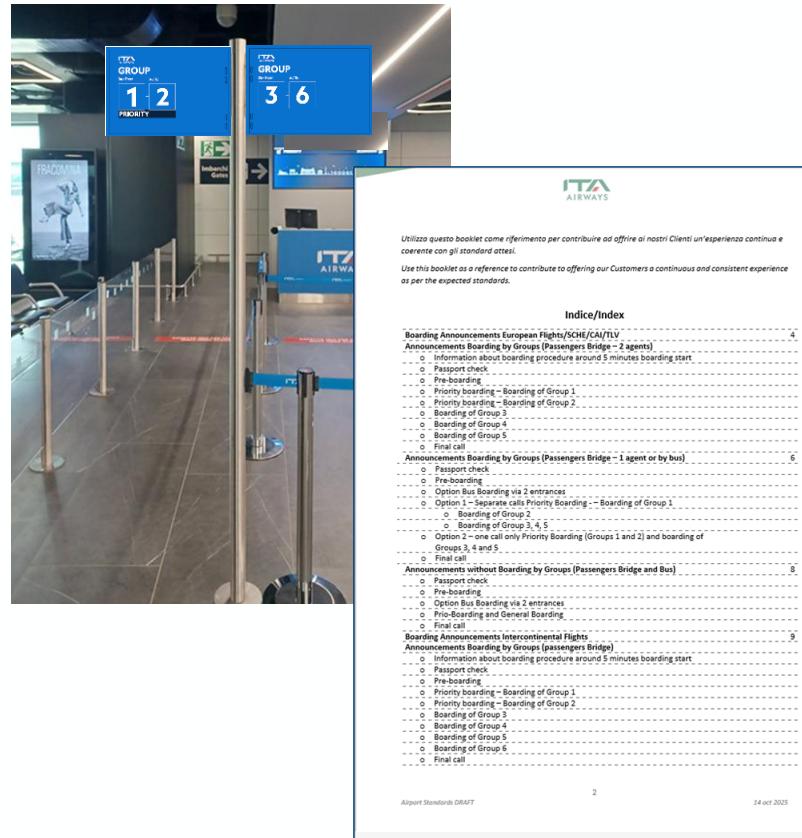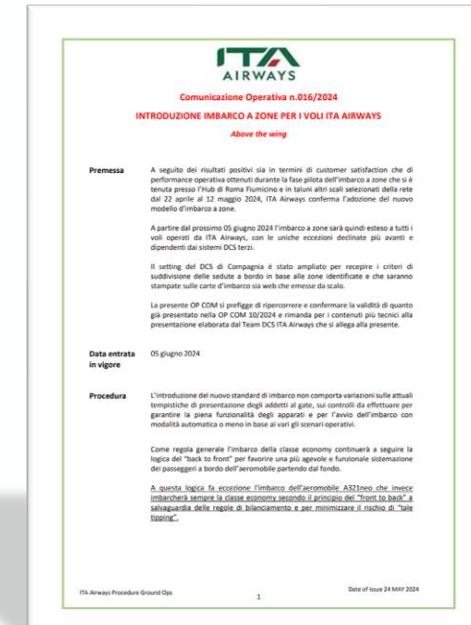
BOARDING BY GROUPS ITA AIRWAYS

TIMELINE BOARDING BY GROUPS

28 Jan 2026

Activation of Groups in Altea DCS
GO-LIVE Boarding by GROUPS for all Altea DCS Stations

Digital boarding pass with Zone
Airport boarding pass with Groups

28-29 Jan 2026

Boarding by GROUPS: agents must "open all zones" in Altea DCS to ensure a smooth boarding

Digital Boarding pass with Zone and Groups
Airport Boarding pass with Groups

30 Jan 2026

Boarding by GROUPS: in Altea CM agents must "open the zones, one at the time" from PRE to Group 6

100% Boarding pass with GROUPS

BOARDING BY GROUPS ITA AIRWAYS

ACTIVITY TRACKER

ACTION	OWNER	DUE DATE	STATUS
Passengers and Groups definition	Loyalty - Marketing		✔
«Group» wording on Boarding pass PDT	IT – Ground DCS		✔
DCS ALTEA CM PDT settings	Ground DCS	October 2025	✔
Altea PDT Test Phase	Ground DCS	October 2025	✔
Boarding by Groups - A321neo *** Weight and Balance feedback***	Ground DCS - Flight Standard and Dispatching	December 2025	✔
Group boarding announcement drafting	Ground Airport Standards – MKT	September 2025	✔
Revision of the new Airport Announcements booklet	Ground Airport Standards - MKT	10 October 2025	✔
Briefing KK/KKs Outstations	Ground Airport Standards	December 2025	✔
Briefing HUB ITA Supervision	Ground Airport Standards	December 2025	✔
Briefing HUB (FCO-LIN) Provider	Ground Airport Standards	November 2025	✔
Creation of signage/signage for airports	Marketing / Brand	November 2025	✔
Realization of FIDS boarding monitor	Marketing / Brand	10 December 2025	✔
Sending ITA/ESO airport material	Marketing – Ground Airport Standards	06 - 30 December 2025	✔
Communication new boarding method for CIAO Staff	CIAO	21 January 2026	✔
OP COM release for Ground Staff	Ground Training	22 January 2026	✔
«Group» wording on Boarding pass PROD/WEB	Ground DCS – Digital	28 January 2026	✔
Customer communication new boarding method (web site)	Marketing - Brand – Digital	28 January 2026	✔
Start-up Group Boarding	Ground Airport Standards	28 January 2026	✔
Start-up phase monitoring	Ground Airport Standards	28 Jan – 03 Feb 2026	✔