

# Boarding by Groups ITA Airways

Boarding by Groups

From January 28th, 2026



## INTRODUCTION

On June 05<sup>th</sup> 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
<b>Group PRE</b>	WCH-R/S/C, PWD, Family (INF and CHD up to 5* years), DEPA-U, CBBG, UMR
<b>Group 1</b>	<ul style="list-style-type: none"> <li>HON LHG</li> <li>AZ Volare EXES/EXEC</li> <li>First class (IB/OB flights)</li> </ul>
<b>Group 2</b>	<ul style="list-style-type: none"> <li>AZ Business, Superior, Premium Economy class</li> <li>AZ Volare PREM and PLUS</li> <li>SEN LHG</li> <li>AZ and LHG FLEX Fares</li> <li>AZ ITA-AMEX (AMBL, AMGO, AMPL)</li> <li>Economy Comfort seats</li> </ul>
<b>Group 3</b>	<ul style="list-style-type: none"> <li>Economy class Window Seats</li> <li>Emergency exit row</li> </ul>
<b>Group 4</b>	Economy class Middle Seats
<b>Group 5</b>	Economy class Aisle Seats

### LONG HAUL

BOARDING GROUP	PASSENGER CATEGORIES
<b>Group PRE</b>	WCH-R/S/C, PWD, Family( INF and CHD up to 5 * years), DEPA-U, CBBG, UMR
<b>Group 1</b>	<ul style="list-style-type: none"> <li>HON LHG</li> <li>AZ Volare EXEC/EXES</li> <li>First class (IB/OB flights)</li> </ul>
<b>Group 2</b>	<ul style="list-style-type: none"> <li>AZ Business Class</li> <li>AZ Volare PREM and PLUS</li> <li>SEN LHG</li> <li>AZ ITA-AMEX (AMBL, AMGO, AMPL)</li> </ul>
<b>Group 3</b>	<ul style="list-style-type: none"> <li>Premium Economy class</li> <li>Comfort Economy seat</li> </ul>
<b>Group 4</b>	Economy Window seat
<b>Group 5</b>	Economy class Middle seat
<b>Group 6</b>	Economy class Aisle seat

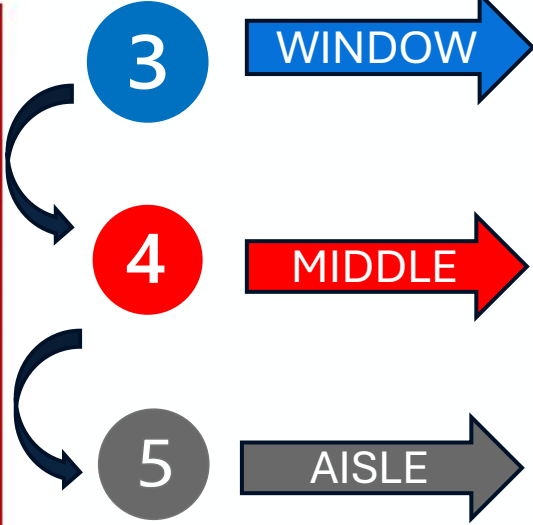


\* CHD up to 5 : For the first phase, the identification of the child's age will take place in procedural mode and only later through recognition with the DOB.

# BOARDING BY GROUPS ITA AIRWAYS



## BOARDING BY GROUPS: WILMA LOGIC



### 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.





# BOARDING BY GROUPS ITA AIRWAYS

## BOARDING MATERIAL



### CHECK-IN

Digital and paper boarding pass with Group boarding

Seq 2 - Ticket 055211283421

BOARDING PASS

Damante / Figlia

Departure

FCO

15:05 - 19 Nov 2025

Rome Fiumicino

Flight

AZ792

Operated by ITA Airways

Arrival

HND

11:20 - 20 Nov 2025

Tokyo Intl Haneda

Terminal

1

Boarding

14:05

Gate

-

Group

PRE

Seat

INF

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72

DAMANTE/WCHRLIGHT

ROME/FCO

CATANIA/CTA

FLIGHT AZ1733 18NOV ECONOMY

GATE BOARDING CLASS GROUP SEAT

16:45 Y PRE 3D

E-TKT0552112831418

SEQ:0000000000001

WCHR

DAMANTE/WCHRLIGHT

ROME/FCO

CATANIA/CTA

AZ1733 Y 18NOV 17:15

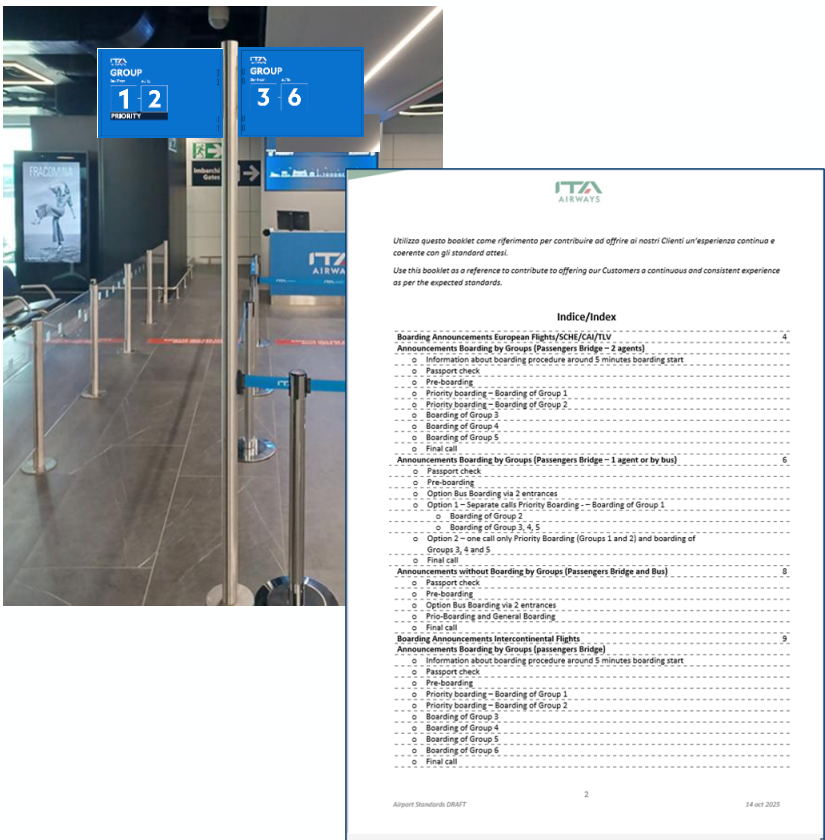
E-TKT0552112831418

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WCHR

### BOARDING

Signage at FCO/LIN HUBs and across ITA Airways network.  
Dedicated Boarding Announcements



### PROCEDURE

OP COM for the new boarding procedure

Comunicazione Operativa n.016/2024

INTRODUZIONE IMBARCO A ZONE PER I VOLI ITA AIRWAYS

Above the wing

Premessa

A seguito dei risultati positivi sia in termini di customer satisfaction che di performance operativa ottenuti durante la fase pilota dell'imbarco a zone che si è tenuta presso l'hub di Roma Fiumicino e in taluni altri scali selezionati della rete dal 22 aprile al 22 maggio 2024, ITA Airways conferma l'adozione del nuovo modello d'imbarco a zone.

A partire dal prossimo 05 giugno 2024 l'imbarco a zone sarà quindi esteso a tutti i voli operati da ITA Airways, con le uniche eccezioni destinate più avanti e dipendenti dai sistemi DCS terzi.

Il setting del DCS di Compagnia è stato ampliato per recepire i criteri di suddivisione delle sedili a bordo in base alle zone identificate e che saranno stampate sulle carte d'imbarco via web emesse da scalo.

La presente OP COM si prefigge di ripercorrere e confermare la validità di quanto già presentato nella OP COM 10/2024 e rimanda per i contenuti più tecnici alla presentazione elaborata dal Team DCS ITA Airways che si allega alla presente.

Data entrata in vigore

05 giugno 2024

Procedura

L'introduzione del nuovo standard di imbarco non comporta variazioni sulle attuali tempistiche di presentazione degli addetti al gate, sui controlli da effettuare per garantire la piena funzionalità degli apparati e per l'avvio dell'imbarco con modalità automatica o meno in base ai vari gli scenari operativi.

Come regola generale l'imbarco della classe economy continuerà a seguire la logica del "back to front" per favorire una più agevole e funzionale sistemazione dei passeggeri a bordo dell'aeromobile partendo dal fondo.

A questo punto si evidenzia l'imbarco dell'aeromobile A321neo che mette in evidenza ancora la classe economy secondo il principio del "front to back" a salvaguardia delle regole di bilanciamento e per minimizzare il rischio di "tail streaming".

ITA Airways Procedure Ground Ops

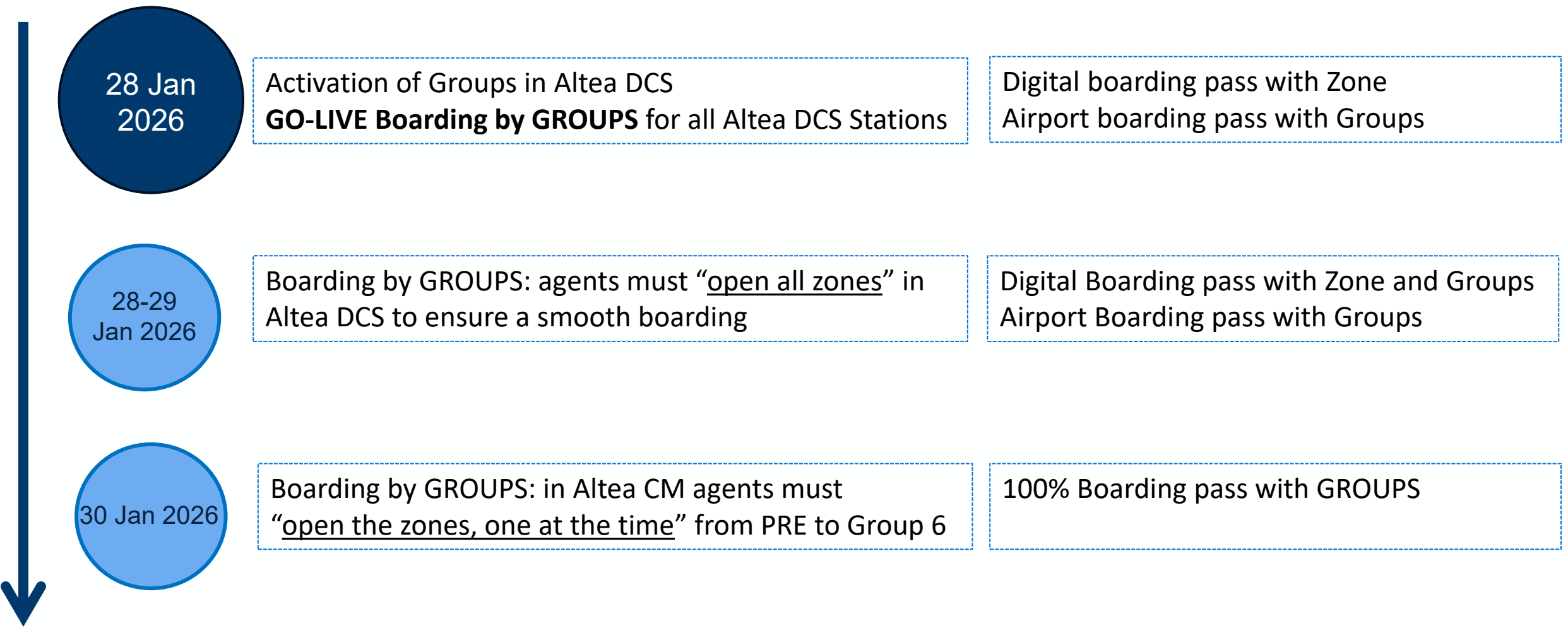
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Date di Issue 24 MAR 2024

# BOARDING BY GROUPS ITA AIRWAYS



## TIMELINE BOARDING BY 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	✓