

Factsheet

ITA Upgrade Product



ITA UPGRADE FACTSHEET

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Rev. Optimization – Ancillary Management

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1 OVERVIEW UPGRADES

The Upgrade products are separated into different types:

- Upgrade with an offer
- Fixed Upgrade
- Upgrade spoilage recovery
- Upgrade at the airport
- Upgrade onboard

These five upgrade products are defined as follows:

- **Upgrade with an offer:** All customers who visit the dedicated landing page on the .com website or receive an email invitation can submit an online bid for an upgrade.
- **Fixed Upgrade:** All customers who have already purchased a ticket, if space is available, may purchase an immediate upgrade for a pre-defined price
- **Upgrade spoilage recovery:** Within 24 hours of departure, the Customer Center proactively contacts Economy and Premium Economy passengers on selected INC flights (ITA market) who have not used either the Upgrade with an Offer or the Fixed Upgrade option.
- **Upgrade at the airport:** at the airport it is possible to request an upgrade at the dedicated desk or upon invitation from the staff.
- **Upgrade onboard:** Upgrades can be requested onboard at the cabin crew

Economy Class passengers can upgrade their ticket into Premium Economy or Business Class. The owner of a Premium Economy or Economy Class ticket can buy an upgrade into Business Class.

1.1 Availability

The availability of the different product types varies depending on compartments and touchpoints.

The Upgrades are only available in the *after sales* flow and not directly in the initial sales flow.

To proceed with the Upgrades a valid Economy Class Ticket or Premium Economy Ticket is needed.

TOUCHPOINT	.COM			APP			NDC			SERVICE CENTRE			WEB CHECK-IN		
	TARGET COMPARTMENT			TARGET COMPARTMENT			TARGET COMPARTMENT			TARGET COMPARTMENT			TARGET COMPARTMENT		
	CONT	ICONT		CONT	ICONT		CONT	ICONT		CONT	ICONT		CONT	ICONT	
	J	P	J	J	P	J	-	-	-	J	P	J	-	-	-
	AIRPORT TICKET COUNTER			CHECK-IN COUNTER			GATE			ONBOARD			PLUSGRADE		
	TARGET COMPARTMENT			TARGET COMPARTMENT			TARGET COMPARTMENT			TARGET COMPARTMENT			TARGET COMPARTMENT		
	CONT	ICONT		CONT	ICONT		CONT	ICONT		CONT	ICONT		CONT	ICONT	
	J	P	J	J	P	J	-	-	-	-	P	J	J	P	J

Legend

J – Business class	Available	CONT: all routes within Italy, EU and North Africa
P – Premium class	Not available	ICONT: all intercontinental and MEO routes

**Please note that the Onboard upgrade is not available when the flight is operated with the 32Q aircraft.*

1.2 Timeframes

The type of upgrade available depends on the passenger's current stage in the journey. Please find below the timeframes categorized by upgrade type.

	< 360 days before departure	48h before departure	2h-1h before departure	departure
Upgrade with an offer	Possible			Not possible
Fixed upgrade	Possible	Not possible**		Not possible
Upgrade spoilage recovery	Not possible	Possible		Not possible
Upgrade at the airport	Not possible		Possible*	Not possible
Upgrade onboard	Not possible			Possible

* The possibility of accepting an Upgrade at the airport depends on the departure airport, as it is subject to the local catering service agreements.

** The Fixed Upgrade through the Contact Center is available until the passenger has checked in

The following time limits may be extended in cases where in-flight meals are provided.

1.3 Closing window for Upgrade

The **closing window** for accepting an Upgrade with an offer depends on different factors. Please find below the detailed Upgrades' closing window policy:

- ✓ Up to **1 hour and 30 minutes before** the scheduled departure time for **domestic flights**.
- ✓ Up to **3 hours and 30 minutes before** the scheduled departure time for international and inter-continental flights departing from Rome **Fiumicino** and Milan **Linate**.
- ✓ Up to **7 hours and 30 minutes before** the scheduled departure time for **all other flights**.

It is possible to request an **Upgrade at the airport** from 2 hours to 40 minutes before the departure of the flight, depending on the country of departure.

2 EXCEPTION

There are several exclusions – from the Upgrades products – due to technical, operational or legal reasons:

- Passengers travelling with a child under 2 years of age without a seat
- Passengers booked within a group
- Flight booking which is not yet confirmed
- Bookings with the SSRs on the *tables below*:

Category	SSR
WHEELCHAIR FOR STEP	WCHS
WHEELCHAIR FOR CABIN SEAT	WCHC
MEDICAL CASE	MEDA
OXY SUPPLY BY AIRLINE	AOXY
PERSONAL OXY	PPOC
PAX OWN OXY	POXY
PAX WITH ANIMAL IN CABIN	SVAN
BLIND PAX	BLND
PAX WITH COGNITIVE DISABILITY	DPNA
DEAF PAX	DEAF
STRETCHER PAC	STCR
MEDICAL EQUIPMENT	MEQT
PET IN CABIN	PETC
PET IN CABIN DOMESTIC	PETD
INFANT	INFT
UNACC. MINOR	UNMR

Category	SSR
STAFF TICKETS	STAF
GROUPS	GRPF
UPGRADE	UPGD
UPGRADE	SAUA
BID UPGRADE	UPGP
M&M UPGRADE	STAR
CABIN BAGGAGE	CBBG
DEPORTEE	DEPA
DEPORTEE	DEPU
EMOTIONAL SUPPORT ANIMAL	ESAN
EXTRA SEAT	EXST
FREQUENT TRAVELLER REDEMPTION	FQTR
FREQUENT TRAVELLER UPGRADE	FQTU
INADMISSIBLE PAX	INAD
PLUSGRADE LHG	PLUS

Please note that only one upgrade per flight is permitted. Therefore, if any of the above SSRs corresponding to an upgrade is already present in the booking, it will not be possible to purchase an additional upgrade.

In addition, specific Fare Basis are excluded from upgrades depending on the upgrade type

Fixed Upgrade:

Category	Fare Basis
Polpen	*TVD*
Penitentiary Police	*PO01*
Staff*	*ID*
Award	*AD*
Award	*RG*
Group Pax	*GGR*
Group Pax	*TTG*

Others Upgrade:

Category	Fare Basis
Corporate	*TY*
Tour Operator	*TTA*
Vfr	*TVVL*
Seamen	*MRN25*
Seamen	*PO2*
Cruise	*TTAOS*
Cruise	*CROW*
Cruise	*TAW*

Seamen Dom	*SCN*
Polpen	*TVD*
Penitentiary Police	*PO01*
Staff*	*ID*
Award	*AD*
Award	*RG*
Humanitarian**	*HM*
Group Pax	*GGR*
Group Pax	*TTG*

*Staff Fare Basis: ID00, IDCL, IDCM, IDCN, IDFS, IDML, IDMM, IDPF, IDZ0, IDZA, IDZI, IDZL, IDZM, IDZN, IDZV

** Humanitarian Fare Basis: &HM&&&& e &&&HM&&&

Please note that Upgrade onboard is allowed, except in the following cases: passengers travelling with pets, PRM or UMR passengers, or passengers with special meal requests

3 CUSTOMER BENEFITS

Passengers upgraded to a higher cabin class do not automatically receive all the associated benefits of that cabin. The benefits granted vary depending on the type of upgrade applied.

The applicable conditions are outlined in the table below:

Upgrade type						
Upgrade with an offer	✓	✗	✗	✓	✗	✗
Fixed Upgrade	✓	✗	✗	✓	✓*	✗
Upgrade spoilage recovery	✓	✗	✗	✓	✗	✗
Upgrade at the airport	✓	✗	✗	✓	✗	✗
Upgrade on board	✓	✗	✗	✗	✗	✗

✗ = Benefits of original booking class

✓ = Benefits of upgraded class included

= Checked baggage

= Airport priority services

= Ticket conditions

= Mileage

= Lounge access

= Carry-on luggage

**Please note that lounge access is not available for passengers upgraded to Premium Economy cabin*

4 FULFILLMENT

Upgrade products are fulfilled in different ways depending on the product and the channel they are sold in. All products are fulfilled with EMD-A.

Upgrade type	SSR	RFISC	Description
Upgrade at the airport – Continental & Intercontinental	UPEB	060	Upgrade Economy to Business
Upgrade at the airport – Intercontinental	UPPB	061	Upgrade Premium to business
Upgrade at the airport – Intercontinental	UPEP	06Z	Upgrade Economy to Premium
Upgrade on board – Intercontinental	UBYC	09H	Upgrade on board Y to J
Upgrade on board – Intercontinental	UBPC	09I	Upgrade on board P to J
Upgrade on board – Intercontinental	UBYP	09K	Upgrade on board Y to P
Upgrade Spoilage – Recovery	PUYC	04D	Proactive Res Upg Eco to Biz
Upgrade Spoilage – Recovery	PUYP	07I	Proactive Res Upg Eco to Prem
Upgrade Spoilage – Recovery	PUPC	09J	Proactive Res Upg Prem to Biz
Upgrade with and offer	UPGP	UPP	Plusgrade
Fixed Upgrade	UPGD	0BJ	Fixed Upgrade

Notes:

For the Onboard upgrade, an EMD-A is issued through Salesforce.

5 CHANGES & REFUNDS

Upgrades must always be made for all passengers including in the booking and paid for using a credit card.

The fare conditions of the originally purchased ticket will remain valid and will also apply in the event of acceptance of the Offer and the resulting upgrade. This includes, by way of example but not limited to:

- cancellation policies,
- change fees,
- baggage allowance,

In the event a customer bought a seat product in the Economy or Premium Economy cabin before being upgraded to a higher cabin, ITA Airways will not refund the purchase of the seat.









In the event of a ticket change by the customer, ITA Airways will not in any way be obliged to assign a seat in the service class for which the upgrade was requested.

Once the Offer has been accepted by ITA Airways and the amount has been charged to the customer's credit card, the refunds and changes policies are defined according to the fare conditions of the original ticket. Standalone refund of an upgrade EMD is not permitted. In case the ticket is refundable against fee, the fee is only to be deducted from the ticket value and the upgrade EMD is refunded in full.


In case of rebooking the customer will be entitled to a full refund of the upgrade amount after the rebooking has been processed. A new upgrade must be requested separately for the updated flight, subject to availability.

5.1 Voluntary rebooking and refunds

Please refer to the table below for a more detailed view of the voluntary rebooking & refund policy.

POLICY VOLUNTARY REBOOKINGS & REFUNDS		
Upgrade with an offer	Rebooking	
	Refund	
Fixed upgrade	Rebooking	
	Refund	
Upgrade spoilage recovery	Rebooking	
	Refund	
Upgrade at the airport	Rebooking	
	Refund	
Upgrade onboard	Rebooking	✘
	Refund	✘

✘ = no rebooking or no refund

 = according to the fare conditions of the original ticket

In the case of travel with a passenger aged between 3 and 14 years (on two separate bookings), if only one of the two upgrades — whether through the Upgrade with an Offer or Fixed Upgrade option — has been confirmed, travel in different classes (e.g., one in Business Class and the other in Economy Class) is not permitted.

In such cases, the accepted upgrade offer will be refunded, unless the Unaccompanied Minor procedure is requested for the child, subject to payment of the applicable fee.

5.2 Involuntary rebooking and refunds

The eligibility for involuntary rebooking and refunds depends on the Upgrade type.

Please refer to the table below for a more detailed view of the involuntary rebooking & refund policy.

POLICY INVOLUNTARY REBOOKINGS & REFUNDS		
Upgrade with an offer	Rebooking	✓
	Refund	✓
Fixed upgrade	Rebooking	✓
	Refund	✓
Upgrade spoilage recovery	Rebooking	✓
	Refund	✓
Upgrade at the airport	Rebooking	✓
	Refund	✓
Upgrade onboard	Rebooking	✗
	Refund	✗

✗ = no rebooking or no refund

✓ = full rebooking or refund possible

Please find below a list of events that are considered involuntary:







- Service Disruptions by the Airline:** In the event of a service disruption caused by the Airline (e.g., flight cancellation, aircraft change), ITA Airways will re-accommodate the customer in the upgraded class on the next available flight. If the upgraded class is not available, the customer will be refunded the amount paid for the Upgrade to the same credit card used for payment.
- Inability to Board the Upgraded Cabin:** Should ITA Airways be unable to board the customer in the upgraded cabin, the passenger will be rebooked in the original cabin and refunded the amount paid for the Upgrade to the same credit card used for payment.
- Missed Flight Due to Connection Issues:** If the customer misses their flight due to a delay or cancellation of a connecting flight operated by ITA Airways or a Partner Airline, they may be eligible for a refund.
- Upgrade Not Received After Acceptance:** If the Offer has been accepted and the credit card has been charged, but the customer did not receive the Upgrade, a refund request may be submitted. To be processed, the refund request must include the boarding pass for the relevant flight.

Failure to provide the original boarding pass will release ITA Airways from any obligation to refund the amount paid for the Upgrade.


- **Illness or Death:** Refunds may be granted in cases of illness or death affecting:
 - **Immediate family members**, including spouse, children (including adopted), parents, siblings, grandparents, grandchildren, parents-in-law, brothers-in-law/sisters-in-law, sons-in-law, and daughters-in-law. Proof of relationship must be provided through an official document (e.g., family status certificate or equivalent issued by the relevant civil authority).
 - **Relatives or friends** traveling under the same booking reference (PNR).
 - The illness or death must be supported by a valid hospital certificate or death certificate.

- **Traveling with a Minor:** If traveling with a passenger aged between 3 and 14 years (inclusive) and only one of the two passengers has received an upgrade confirmation, a refund may be requested.

Please refer to the table below for a more detailed view of the voluntary rebooking & refund policy.

POLICY VOLUNTARY REBOOKINGS & REFUNDS		
Upgrade with an offer	Rebooking	
	Refund	
Fixed upgrade	Rebooking	
	Refund	
Upgrade at the airport	Rebooking	
	Refund	
Upgrade onboard	Rebooking	✘
	Refund	✘

✘ = no rebooking or no refund

 = according to the fare conditions of the original ticket