



## GROUND OPERATIONS

### Comunicazione Operativa n.006/2026

### Aggiornamento policy Servizi Ancillari

*Above the wing*

#### Premessa

Nell'ambito dell'allineamento dei processi di ITA Airways con i vettori del Gruppo LHG, sono state rimodulate le policy di eccedenza bagaglio oltre che implementate alcune funzioni relative all'incasso delle stesse e all'emissione dei documenti relativi, specialmente nei casi di incasso eccedenze bagaglio interline con i vettori del Gruppo.

Contestualmente è stata invece differenziata la possibilità di trasporto animali in cabina, introducendo, per il solo mercato domestico una specifica SSR "PETD" che identificherà la possibilità di trasportare un animale del peso totale (trasportino e cibo inclusi) di 12 KG anziché 8 KG. Vengono anche aggiornate le policy relative all'acquisto del posto, e viene introdotto un ulteriore prodotto dedicato al servizio di Upgrade che andrà a sostituire uno di quelli esistenti.

**Entrata in vigore** 02 Marzo, 2026

#### Procedura

Relativamente al servizio di acquisto di eccesso bagaglio, sono state introdotte, andando a modificare le precedenti, le nuove tipologie di Code e Subcodes, dei servizi ancillari che identificano le eccedenze bagaglio.

➤ **ECCELENZE BAGAGLIO:**

- **SBAG**, *second checked bag*, disponibile solo per i voli da e per gli Stati Uniti, Sud America e rotte Sub Sahariane per le tariffe di classe economica.
- **MBAG**, *additional checked bag*, disponibile su tutte le tratte con tariffe di classe Economica e Premium con prezzi dedicati e differenziati. Lo stesso sarà anche disponibile sulle tratte ove è presente il Servizio SBAG, ma con un pricing differenziato.

Product	Description
<b>First bag</b> 0CC (pre-paid & ATO)	- <b>FBAG</b> is a discounted First piece of Baggage applicable only to passengers travelling with a LIGHT fare ticket in economy class - Weight max.: 23 kg. Dimensions max.: 158 cm (H+W+D)
<b>Second bag</b> 0CD (pre-paid & ATO)	- <b>SBAG</b> is a discounted additional baggage in Economy Class available only on USA, South America and Sub-Saharan Africa routes with FBA of 0PC or 1PC - Weight max.: 23 kg. Dimensions max.: 158 cm (H+W+D)
<b>Additional bag</b> <b>standard</b> 0C3 (pre-paid & ATO)	- <b>MBAG</b> is a standard additional baggage exceeding FBA rules available on all routes - Weight max.: 23 kg / Dimensions max. 158 cm (H+W+D) Applicable <b>only</b> to Economy / Premium Economy Class
<b>Heavy Additional</b> <b>Bag up to 32KG</b> 0FM (any channel)	- <b>IBAG</b> is an additional piece of baggage exceeding FBA rules, available on all routes - <b>Weight: 32 kg</b> / Dimensions max. 158 cm (H+W+D) Applicable <b>only</b> to Business Passengers
<b>Oversized</b> <b>Bag</b> 0K2 (any channel except Web)	- <b>OVBG</b> is a bag <b>exceeding size</b> , available on all routes - Weight max.: 23 kg. / <b>Dimensions from 159cm to 203cm (H+W+D)</b> Applicable to all Passengers
<b>Pre-paid Overweight</b> HPS (direct channels, website excluded)	- <b>HBAG</b> is a bag <b>exceeding weight</b> , available on all routes - <b>Weight: from 24kg to 32 kg.</b> / Dimensions from 159cm to 203cm (H+W+D) Applicable <b>only</b> to Economy / Premium Economy Class and Business Saver on domestic routes
<b>Overweight at the airport</b> HBS (check-in)	- <b>HBGS</b> is a bag <b>exceeding weight</b> , available on all routes - <b>Weight: from 24kg to 32 kg.</b> / Dimensions from 159cm to 203cm (H+W+D) Applicable to all Passengers

## ➤ ANIMALI TRASPORTATI IN CABINA

Il Servizio di trasporto animali in cabina verrà differenziato tra itinerari interamente domestici, ed itinerari internazionali come di seguito descritto:

- **PETD**, verrà introdotto e sarà disponibile esclusivamente sui voli domestici. Il peso massimo è di 12 kg, trasportino e cibo inclusi. Potrà essere acquistato solo tramite Contact Center, in aeroporto e attraverso canali GDS esterni, ed il campo libero previsto in fase di prenotazione richiederà il format specifico come in esempio (CAT o DOG W-10KG D-00X00X00CM) dove lo 0 indica le misure del trasportino.
- **PETC**, il cui peso massimo è invece di 8 kg, includendo il trasportino, e che potrà essere acquistato anche online.

A seguire uno schema, supporto degli operatori, con i dettagli identificativi dei due servizi.

Product	Description
Pet in Cabin <sup>1</sup> PETC OBT	<ul style="list-style-type: none"> <li>• Weight incl. transport bag max. 8kg on all routes</li> <li>• Dimensions of the transport bag max 55x40x23</li> <li>• Transport bag needs to fit under the seat in front of the passenger</li> <li>• Transport bag needs to be of soft material</li> <li>• Only cats and dogs allowed</li> <li>• Must meet all regulations listed on the carrier's homepage</li> <li>• Only one SSR PETC is allowed per passenger</li> <li>• The carrier can hold up to 2 animals of the same species, provided that the total weight (animals, carrier, and food necessary for the journey) falls within the limits indicated above</li> <li>• The pet must be at least 3 months old</li> </ul>
Pet in Cabin PETD PED	<ul style="list-style-type: none"> <li>• This product is applicable only on domestic routes and ITA prime flights</li> <li>• Weight incl. transport bag max. 12kg</li> <li>• Dimensions of the transport bag max. 55x40x23cm (HxWxD)</li> </ul>
Animal in Hold AVIH OBS	<ul style="list-style-type: none"> <li>• Transport of animals in the aircraft's hold</li> <li>• The animal must travel in a rigid kennel, the shell of which must be made solely of fiberglass or rigid plastic.</li> <li>• Must meet all regulations listed on the carrier's homepage</li> <li>• If the kennel has wheels, these must be removed; if they are retractable, they must be secured with adhesive tape</li> <li>• The kennel must be equipped with: <ul style="list-style-type: none"> <li>- a metal door fitted with a locking system that secures the locking points located in the center, top, and bottom of the door</li> <li>- side air vents, which must not be made of plastic but must be made of metal</li> </ul> </li> </ul>

**Importante: MBAG, IBAG e PETC** saranno completamente interlineabili.

Ciò significa che questi prodotti potranno essere venduti anche sui voli operati da LHG (codeshare/prime) e viceversa, attraverso l'emissione di un unico EMD con quotazione automatica. **Al momento tale possibilità rimarrà disponibile solo tramite ARDWEB, e non attraverso Altea CM**

L'acquisto di entrambi i servizi offrirà ora la possibilità di fruire di un **"Grace Period"** come di seguito dettagliato: Il rimborso completo per i servizi BAG **tramite il Service Center** sarà consentito fino alle 23:59 del giorno successivo (ora locale del punto vendita) all'emissione dell'EMD, se richiesto almeno 5 giorni prima del volo, salvo quando viene rimborsato insieme al biglietto durante il relativo periodo di tolleranza.

Il periodo di tolleranza si applica agli acquisti effettuati durante la prenotazione o dopo la prenotazione. In caso invece di cambi e/o richiesta di rimborsi al di fuori del suddetto Grace Period, si seguirà quanto stabilito nella regola tariffaria del biglietto acquistato.

➤ **SEAT**

I nomi commerciali dei prodotti Seat saranno aggiornati sia sulla rete domestica sia su quella internazionale. Questa modifica riguarda le cabine Economy, Premium Economy e Business e comporta una standardizzazione e una rinomina dei prodotti Seat.

Il grafico a supporto degli operatori per l'individuazione della nuova nomenclatura

		Current		To Be	
DOMINZ	E c o	Seat Name	Padis	Seat Name	Padis
		Back Row Seat	O	Back Seat	O
		Standard Seat	OW	Classic Seat	OW
		Front of Cabin Seat	FC	Preferred Zone	FC
		Extra Space Seat	L	Extra Legroom Seat	L
	B i z	Front of Cabin Seat	FC	Classic Seat	FC
		Extra Space Seat	L	First Row Seat	L
INC	E c o	Back Row Seat	O	Back Seat	O
		Standard Seat	OW	Classic Seat	OW
		Duo Seat	Q	Duo Seat	Q
		Front of Cabin Seat	FC	Preferred Zone	FC
		Comfort Seat	EK	Legroom Seat	EK
		Extra Space	L	Extra Space	L
	P r e m	Standard Seat	OW	Classic Seat	OW
		Duo Seat	Q	Duo Seat	Q
		Extra Space Seat	L	First row Seat	L
	B i z	Standard Seat	OW	Classic Seat	OW
		Duo Seat	Q	Duo Seat	Q
		Extra Space Seat	L	Privacy Seat	L

Come per i precedenti servizi anche la nuova policy ASR prevederà un **“Grace Period”**, come di seguito dettagliato:

Il rimborso completo per ASR tramite il Service Center è consentito se richiesto entro le 23:59 del giorno successivo (ora locale del punto vendita) all'emissione dell'EMD e almeno 5 giorni prima del volo, per acquisti effettuati durante o dopo la prenotazione; la regola dei 5 giorni non si applica quando il rimborso avviene insieme al biglietto durante il relativo periodo di tolleranza. In caso invece di cambi e/o richiesta di rimborsi al di fuori del suddetto Grace Period, si seguirà quanto stabilito nella regola tariffaria del biglietto acquistato.

➤ **UPGRADE**

Verrà introdotto un nuovo prodotto di upgrade, il **“Fixed UPG”**, che sostituirà l'Instant Upgrade tramite la piattaforma Plusgrade e acquistabile solo via WEB sul sito ITA Airways. Dopo l'acquisto di un biglietto in Economy o Premium, i passeggeri potranno effettuare un upgrade pagando un prezzo predefinito, che dipenderà sia dalla classe tariffaria del biglietto originariamente acquistato sia dalla classe tariffaria della cabina di destinazione disponibile al momento dell'upgrade. Il PNR così come il nominativo nella PNL di scalo risulterà aggiornato con la nuova classe di prenotazione, con biglietto riassociato, pur rimanendo il FARE BASIS e l'RBD del biglietto nella classe originale.

Il servizio sarà interlineabile all'interno dei vettori del gruppo a partire dal 1 Aprile.

Si riporta, a supporto degli operatori uno schema di remind sui benefits previsti da ciascuna tipologia di Upgrade:

Upgrade type						
<b>Upgrade with an offer</b>	✓	✗	✗	✓	✗	✗
<b>Fixed Upgrade</b>	✓	✗	✗	✓	✓*	✗
<b>Upgrade at the airport</b>	✓	✗	✗	✓	✗	✗
<b>Upgrade on board</b>	✓	✗	✗	✗	✗	✗

✗ = Benefits of original booking class  
 ✓ = Benefits of upgraded class included

= Checked baggage      = Airport priority services      = Ticket conditions  
 = Mileage      = Lounge access      = Carry-on luggage

**Importante:** L'ingresso in lounge sarà consentito solo con l'upgrade alla classe Business

Eventuali cambi e/o rimborsi seguiranno quanto previsto nella regola tariffaria del biglietto originariamente acquistato come da schema in calce:

POLICY VOLUNTARY REBOOKINGS & REFUNDS		
<b>Upgrade with an offer</b>	Rebooking	
	Refund	
<b>Fixed upgrade</b>	Rebooking	
	Refund	
<b>Upgrade at the airport</b>	Rebooking	
	Refund	
<b>Upgrade onboard</b>	Rebooking	✗
	Refund	✗

✗ = no rebooking or no refund  
 = according to the fare conditions of the original ticket



**GROUND OPERATIONS**  
**Operational Communication n.006/2026**  
**Ancillary Services policy update**  
*Above the wing*

**Premise** As part of the alignment of ITA Airways' processes with the LHG Group carriers, the excess baggage policies have been revised, and several functions related to the collection of excess baggage fees and the issuance of the relevant documents, particularly in cases of interline excess baggage collection with Group carriers, have been implemented.

At the same time, the rules for transporting animals in the cabin have been differentiated by introducing, for the domestic market only, a specific SSR "PETD," which identifies the possibility of transporting an animal with a total weight (including carrier) of 12 KG instead of 8 KG. The policies related to seat purchase have also been updated, and an additional product dedicated to the Upgrade service has been introduced, replacing one of the existing ones.

**Effective date** March 2<sup>nd</sup>, 2026

**Procedure** Regarding the excess baggage purchase service, new types of Codes and Subcodes have been introduced, replacing the previous ones, for the ancillary services that identify baggage excesses.

- **EXCESS BAGGAGE:**
  - **SBAG, Second checked bag:** available only for flights to and from the United States, South America, and Sub-Saharan routes for Economy Class fares.
  - **MBAG, Additional checked bag:** available on all routes for Economy and Premium Class fares, with dedicated and differentiated pricing. It will also be available on routes where the SBAG service is offered, but at different prices.

Product	Description
<b>First bag</b> 00C (pre-paid & ATO)	- <b>FBAG</b> is a discounted First piece of Baggage applicable only to passengers travelling with a LIGHT fare ticket in economy class - Weight max.: 23 kg. Dimensions max.: 158 cm (H+W+D)
<b>Second bag</b> 00D (pre-paid & ATO)	- <b>SBAG</b> is a discounted additional baggage in Economy Class available only on USA, South America and Sub-Saharan Africa routes with FBA of 0PC or 1PC - Weight max.: 23 kg. Dimensions max.: 158 cm (H+W+D)
<b>Additional bag</b> <b>standard</b> 0C3 (pre-paid & ATO)	- <b>MBAG</b> is a standard additional baggage exceeding FBA rules available on all routes - Weight max.: 23 kg / Dimensions max. 158 cm (H+W+D) Applicable <b>only</b> to Economy / Premium Economy Class
<b>Heavy Additional</b> <b>Bag up to 32KG</b> 0FM (any channel)	- <b>IBAG</b> is an additional piece of baggage exceeding FBA rules, available on all routes - <b>Weight: 32 kg / Dimensions max. 158 cm (H+W+D)</b> Applicable <b>only</b> to Business Passengers
<b>Oversized</b> <b>Bag</b> 0K2 (any channel except Web)	- <b>OVBG</b> is a bag <b>exceeding size</b> , available on all routes - Weight max.: 23 kg. / <b>Dimensions from 159cm to 203cm (H+W+D)</b> Applicable to all Passengers
<b>Pre-paid Overweight</b> HPS (direct channels, website excluded)	- <b>HBAG</b> is a bag <b>exceeding weight</b> , available on all routes - <b>Weight: from 24kg to 32 kg.</b> / Dimensions from 159cm to 203cm (H+W+D) Applicable <b>only</b> to Economy / Premium Economy Class and Business Saver on domestic routes
<b>Overweight at the airport</b> HBS (check-in)	- <b>HBAGS</b> is a bag <b>exceeding weight</b> , available on all routes - <b>Weight: from 24kg to 32 kg.</b> / Dimensions from 159cm to 203cm (H+W+D) Applicable to all Passengers

➤ **ANIMALS TRANSPORTED IN THE CABIN**

The cabin pet transport service will be differentiated between itineraries that are entirely domestic and international itineraries, as described below:

- **PETD** will be introduced and will be available exclusively on domestic flights. The maximum allowed weight is 12 kg, Kennel and food included. It could be purchased only through the Contact Center, at the airport, and via external GDS channels. The free-text field required during booking will need to follow the specific format shown in the example (CAT or DOG W-10KG D-00X00X00CM), where the 0 indicates the kennel dimensions.
- **PETC**, for which the maximum weight is 8 kg, including the carrier, and which can also be purchased online

A summary table, intended as support for operators, will follow with the identifying details of the two services

Product	Description
<b>Pet in Cabin<sup>1</sup></b> PETC OBT	<ul style="list-style-type: none"> <li>• Weight incl. transport bag max. 8kg on all routes</li> <li>• Dimensions of the transport bag max 55x40x23</li> <li>• Transport bag needs to fit under the seat in front of the passenger</li> <li>• Transport bag needs to be of soft material</li> <li>• Only cats and dogs allowed</li> <li>• Must meet all regulations listed on the carrier's homepage</li> <li>• Only one SSR PETC is allowed per passenger</li> <li>• The carrier can hold up to 2 animals of the same species, provided that the total weight (animals, carrier, and food necessary for the journey) falls within the limits indicated above</li> <li>• The pet must be at least 3 months old</li> </ul>
<b>Pet in Cabin</b> PETD PED	<ul style="list-style-type: none"> <li>• This product is applicable only on domestic routes and ITA prime flights</li> <li>• Weight incl. transport bag max. 12kg</li> <li>• Dimensions of the transport bag max. 55x40x23cm (HxWxD)</li> </ul>
<b>Animal in Hold</b> AVIH OBS	<ul style="list-style-type: none"> <li>• Transport of animals in the aircraft's hold</li> <li>• The animal must travel in a rigid kennel, the shell of which must be made solely of fiberglass or rigid plastic.</li> <li>• Must meet all regulations listed on the carrier's homepage</li> <li>• If the kennel has wheels, these must be removed; if they are retractable, they must be secured with adhesive tape</li> <li>• The kennel must be equipped with:               <ul style="list-style-type: none"> <li>- a metal door fitted with a locking system that secures the locking points located in the center, top, and bottom of the door</li> <li>- side air vents, which must not be made of plastic but must be made of metal</li> </ul> </li> </ul>

**Important:** MBAG, IBAG and PETC will be fully interlineable. This means that these products can also be sold on flights operated by LHG (codeshare/prime) and vice versa, through the issuance of a single EMD with automated pricing. **Now, this option will remain available only via ARDWEB and not through Altea CM.**

The purchase of both services will now offer the possibility to benefit from a Grace Period, as detailed below: A full refund for BAG services through the Service Center will be allowed until 23:59 on the following day (local time of the point of sale) after the EMD issuance, if requested at least 5 days before the flight, except when the refund is processed together with the ticket during its respective tolerance period.

The tolerance period applies to purchases made during the booking or after the booking. In cases of changes and/or refund requests outside the above-mentioned Grace Period, the conditions set out in the fare rules of the purchased ticket will apply

➤ **SEAT**

The commercial names of the Seat products will be updated on both the domestic and international network. This change applies to the Economy, Premium Economy, and Business cabins and involves standardization and renaming of the Seat products.

A reference chart to assist operators in identifying the new naming will follow

		Current		To Be	
DOW/INZ	E c o	Seat Name	Padis	Seat Name	Padis
		Back Row Seat	O	Back Seat	O
		Standard Seat	OW	Classic Seat	OW
		Front of Cabin Seat	FC	Preferred Zone	FC
		Extra Space Seat	L	Extra Legroom Seat	L
	B i z	Front of Cabin Seat	FC	Classic Seat	FC
		Extra Space Seat	L	First Row Seat	L
	INC	E c o	Back Row Seat	O	Back Seat
Standard Seat			OW	Classic Seat	OW
Duo Seat			Q	Duo Seat	Q
Front of Cabin Seat			FC	Preferred Zone	FC
Comfort Seat			EK	Legroom Seat	EK
Extra Space			L	Extra Space	L
P r e m		Standard Seat	OW	Classic Seat	OW
		Duo Seat	Q	Duo Seat	Q
		Extra Space Seat	L	First row Seat	L
B i z		Standard Seat	OW	Classic Seat	OW
		Duo Seat	Q	Duo Seat	Q
		Extra Space Seat	L	Privacy Seat	L

As with the previous services, the new ASR policy will also include a **“Grace Period”**, as detailed below:


A full refund for ASR through the Service Center is permitted if requested by 23:59 on the day following the EMD issuance (local time of the point of sale) and at least 5 days before the flight, for purchases made during or after the booking. The 5-day rule does not apply when the refund is processed together with the ticket during its respective tolerance period. In cases of changes and/or refund requests outside the above-mentioned Grace Period, the conditions set out in the fare rules of the purchased ticket will apply

➤ **UPGRADE**


A new upgrade product, **“Fixed UPG,”** will be introduced. It will replace the Instant Upgrade through the Plusgrade platform and will be purchasable only via the ITA Airways website. After purchasing an Economy or Premium ticket, passengers will be able to upgrade by paying a predefined price, which will depend both on the fare class of the originally purchased ticket and on the fare class available in the destination cabin at the time of the upgrade. The PNR, as well as the passenger’s name in the system PNL, will appear updated with the new booking class, with the ticket reassociated, while the ticket’s FARE BASIS and RBD will remain in the original class.

The service will be interlineable within the group’s carriers starting from **April 1<sup>st</sup>**.


A reminder chart outlining the benefits associated with each type of Upgrade is provided below to support the operators.


Upgrade type						
<b>Upgrade with an offer</b>	✓	✗	✗	✓	✗	✗
<b>Fixed Upgrade</b>	✓	✗	✗	✓	✓*	✗
<b>Upgrade at the airport</b>	✓	✗	✗	✓	✗	✗
<b>Upgrade on board</b>	✓	✗	✗	✗	✗	✗

✗ = Benefits of original booking class  
 ✓ = Benefits of upgraded class included

 = Checked baggage

 = Airport priority services

 = Ticket conditions







 = Mileage

 = Lounge access

 = Carry-on luggage

**Important:** Lounge access will be available only with upgrade to Business class

Any changes and/or refunds will follow the provisions of the fare rules of the original ticket, as outlined in the table below:

POLICY VOLUNTARY REBOOKINGS & REFUNDS		
<b>Upgrade with an offer</b>	Rebooking	
	Refund	
<b>Fixed upgrade</b>	Rebooking	
	Refund	
<b>Upgrade at the airport</b>	Rebooking	
	Refund	
<b>Upgrade onboard</b>	Rebooking	✗
	Refund	✗

✗ = no rebooking or no refund

 = according to the fare conditions of the original ticket