



ITA Airways Joins Star Alliance

FRONT LINE STAFF GUIDELINES

04.11.2025 valid from 01.04.2026

HUB Supervision & Airport Standards

ITA AIRWAYS JOINS STAR ALLIANCE

PURPOSE OF THE GUIDELINES

Welcome to Star Alliance.

As part of Star Alliance, ITA Airways will be included in a global alliance.

This guideline intends to provide an overview of Star Alliance, including information about the network, ITA Airways customer expectations, products and services offered by STAR.

The information contained herein must also be useful to know the standards required by STAR and that ITA Airways must comply with in order to enter the Alliance.

The objective is also to support staff in assisting customers and responding to inquiries about Star Alliance.

These Guidelines are not comprehensive but must be considered a support for those not accessing online courses or to be used for briefing with Providers.

Staff are encouraged to consult additional reference materials for any further information required.

Reference: <https://www.staralliance.com/en/home>

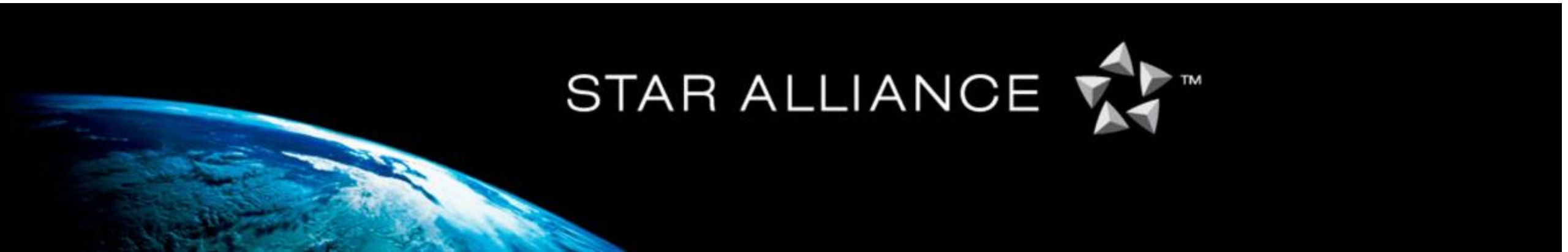
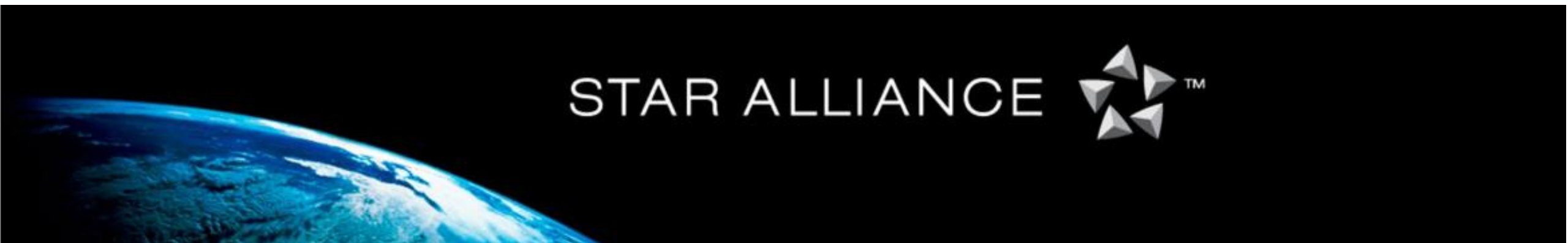


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STAR ALLIANCE



01. OVERVIEW

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ABOUT STAR ALLIANCE

HISTORY

Star Alliance was founded in 1997 by five major airlines AC, LH, SK, TG, UA. It began with five of the world's leading airlines, joined by a common idea – to be the leading global airline alliance for the high-value international traveller. The mission was clear – to achieve together what would be impossible alone. That mission has been accomplished again for over a decade.

Star Alliance remains a top global airline alliance, adapting to new challenges and expanding its network. At present, there are 25 full members, and ITA is expected to join soon as the 26th member.

STRATEGY

Star Alliance's strategy has evolved since foundation:

- 1997 – 2018: emphasis on network establishment and growth
- 2018 – future: focus on enhancing pax experience by tailoring solutions for member airlines

Star Alliance is the largest of the three global airline and covers 95% of the world, with 17k daily departures to 190 countries.



STAR ALLIANCE



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ABOUT STAR ALLIANCE

VISION

Star Alliance focuses on expanding its global network to provide travelers with extensive connectivity and seamless journeys.

By adding new routes and offering tailored services, the alliance ensures consistent quality and reliability, enhancing passenger experience and loyalty.

A world effortlessly connected

MISSION

Star Alliance's network expansion focuses on creating a connected travel system that offers flexibility and convenience across member airlines. Prioritising consistent quality and service builds passenger trust and loyalty. The alliance also aims to boost member airlines' profitability through collaboration and shared benefits, ensuring sustainable growth.



Collectively enrich customer journeys and reinforce their loyalty by creating tailored solutions that empower us beyond our own individual capabilities

STAR ALLIANCE



Together. Better. Connected.

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STAR ALLIANCE MEMBERS



Star Alliance
25 Member Airlines

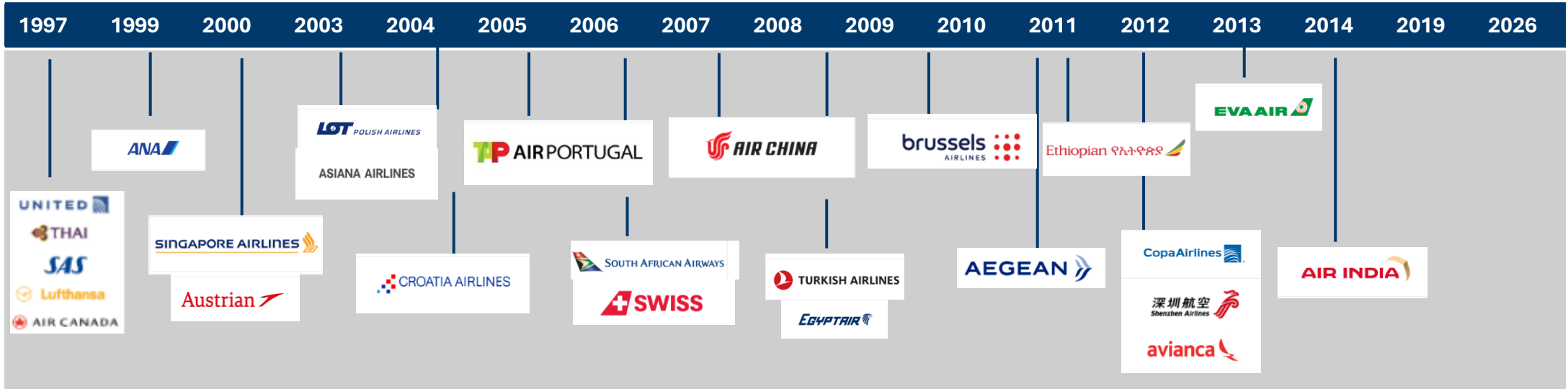
Star Alliance covers 95% of global destinations with over 50 hubs and 25 member airlines, including major carriers and regional partners. With over 50 major hubs worldwide, Star Alliance ensures seamless connections across continents and regions. The alliance consists of 25 member airlines, which include both prominent global carriers and smaller regional airlines. This diverse membership allows Star Alliance to serve a wide range of destinations and customer needs. Its network, expanded by Connecting and Intermodal Partners, reaches more than 1,160 airports worldwide, offering broad travel options.

Star Alliance is managed from its dual headquarters in Frankfurt and Singapore. The alliance coordinates a variety of shared services to enhance the travel experience, such as airport co-location for smoother transfers, integrated digital tools, a unified frequent flyer program, and access to joint lounges. While each airline maintains its unique culture and service approach, all members are united by a commitment to high standards of safety and customer service.



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STAR ALLIANCE TIMELINE



02.

GENERAL INFORMATION

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INTRODUCING CORE VALUES AND STANDARDS

Star Alliance from the beginning was built on shared aims and values which guided and shaped the Alliance's collective activities. The commitment to a common vision has ensured that each member carrier works collaboratively to provide a seamless and cohesive experience for customers across the global network.

The core Values and Standards document details the product and service commitments that all member carriers must meet, individually and jointly, to achieve the primary strategic aim of making the customer journey across the Alliance better.

The document defines exactly how, and how often, compliance with each Standard is measured.

It also explains the consequences that can be imposed on those airlines that weaken the Alliance offering to its customers by failing to meet these standards.



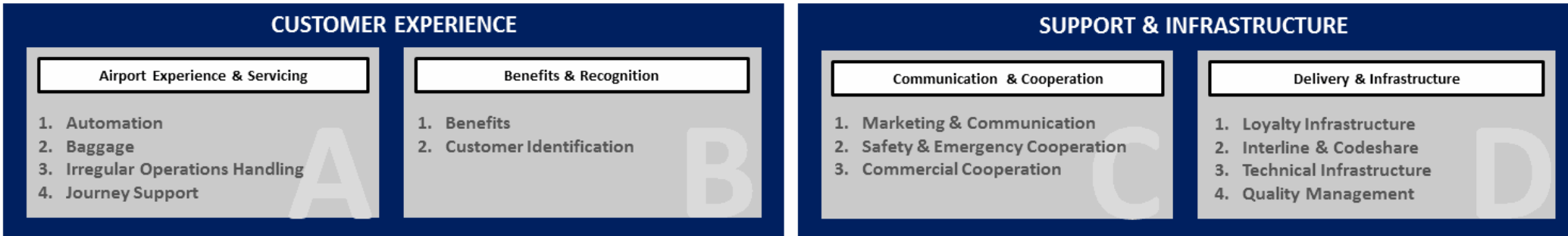
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STAR ALLIANCE: CORE VALUES AND STANDARDS

The Standards were extensively reviewed and refreshed in 2025. They are structured around 4 Core Values, that describe the theme or area of the Star Alliance product offering that members seek to deliver. Each Core Value comprises several focus areas (**13** in total), which identify in more detail the aspect of service or activity to which a particular standard belongs. Each focus area identify in more details the aspect of service or activity to witch a particular Standard belongs or relates (**54** standards). Success in achieving this goal depends on each member complying fully with the standards that began 51 in 2026.

The focus for the first months was to assist ITA Airways in understanding and take necessary action to comply with the Standards. The standards define the activities, processes, offerings and related policies that all members must adopt without exception, to support the consistent delivery of the core values and to comply with them. They assign ownership and define specific deliverables, benefits and compliance measurements and methodologies.



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CUSTOMER EXPECTATIONS

Star Alliance aims to meet high-value international customers' expectations by ensuring consistent benefits and service across all member airlines.
Customers expect the Alliance to consistently deliver specific, tangible benefits when flying with any member carrier.



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STAR ALLIANCE CUSTOMER JOURNEY



Star Alliance empowers its member airlines to enhance the overall customer experience. The Customer Journey consists of four key stages: Booking, Airport, Connection, and Loyalty. STAR develops tailored solutions for member airlines at each of these stages to ensure smoother and more efficient travel experiences.



BOOKING EXPERIENCE

Every day, over 17,500 Star Alliance flights carry passengers to 1,150 destinations across the globe. Providing a broad selection of flights and seamless seat selection on interline journeys, Star Alliance enhances the booking process through innovative design and technology. Star Alliance is enhancing the booking experience with its Free Seat Selection solution for interline flights.



AIRPORT EXPERIENCE

From biometrics to baggage tracking, the company offers digital-first solutions designed to enhance airport experiences and ensure customers' peace of mind. The Star Alliance shared digital platform supports interline check-in and connects passengers to over 100 airlines worldwide. The Star Alliance Baggage Hub is set to process more than 20 million bag scans, providing significant benefits to member airlines and their customers.



LOYALTY EXPERIENCE

Offering seamless mile earning and redemption across the entire alliance, along with priority benefits and lounge access, the company delivers secure backend technology solutions to enhance customer advantages. Star Alliance Gold status grants customers privileges such as priority services, Gold Track security clearance, and access to over 1,000 airport lounges globally.



CONNECTION EXPERIENCE

From enabling rebooking technology to physically accelerating passengers and baggage during tight connections, their technological solutions reduce costs and improve customer connection experiences across more than 50 hubs worldwide. The Star Connection Centres are set to support 300,000 at-risk connections in 2024, delivering significant cost savings and enhancing the airport experience.

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BENEFITS OF ITA AIRWAYS JOINING STAR ALLIANCE

Greater Global Connectivity

ITA Airways' integration into the Star Alliance network significantly expands the range of destinations available, thanks to:

- Coordinated schedules and code-sharing among airlines, enabling easier and faster connections
- A seamless travel experience, with the possibility of through check-in for members of participating frequent flyer programs

Benefits for Frequent Flyers and Premium Customers

Loyalty program members and elite customers enjoy exclusive advantages, including:

- Earning and redeeming miles on all flights operated by alliance members
- Access to premium services such as dedicated lounges, priority boarding and baggage handling, and recognition of status across all member airlines



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BENEFITS OF ITA AIRWAYS JOINING STAR ALLIANCE

Harmonization of Operational Procedures

Joining Star Alliance means adopting shared standards across all member airlines. This includes:

- Uniform procedures for managing irregular operations and common guidelines for providing services and amenities to passengers during disruptions
- Consistent baggage handling and claims processing, reducing confusion and wait times for travelers

Aligned Operational Standards

Star Alliance requires all members to adopt common policies and procedures, ensuring:

- A consistent and predictable travel experience for all customers, at every stage of their journey
- Standardized check-in procedures and baggage policies

Integrated Customer Service

The harmonization of IT systems and customer service procedures allows passengers to:

- Easily manage bookings and access loyalty program benefits across all alliance airlines
- Receive consistent, high-quality customer service, regardless of the airline they are flying with



03.

AIRPORT INFORMATION

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ROLE OF CUSTOMER FACING STAFF



Customer-facing staff play a vital role in ensuring a seamless travel experience, from the first contact and throughout the journey. With professionalism and attention, ITA Airways' people represent not only the Italian flag carrier, but also the shared values of Star Alliance, helping to strengthen the trust and satisfaction of international customers.

Their ability to understand and anticipate travelers' expectations translates into a personalized service, capable of retaining those who choose the Star Alliance network and making every journey enjoyable, efficient and consistent with the alliance's standards of excellence.



Smile and Greet: begin interactions with a warm smile and a friendly greeting



Maintain Approachable Posture: stand with open body language to welcome passengers. Make eye contact with the guest



Use Simple Language: avoid abbreviations and technical language



Focus on the Passenger: pay full attention to the passenger and their needs. Look for guests requiring assistance



Ensure Understanding: repeat information and confirm your understanding, if needed

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PREMIUM CUSTOMERS

Each member airline determines a customer's tier status according to its own frequent flyer programme. Nevertheless, all member carriers recognise Star Alliance Premium customers to ensure consistent treatment throughout the network.

Star Alliance acknowledges two tiers of Premium customer status: **Star Alliance Gold and Star Alliance Silver**

The methods to enhance customer recognition include:

- Connecting and recognising Customers across the entire Star Alliance network
- Extensive utilisation of codeshare flight options and carrier agreements
- Ensuring acknowledgement of Star Alliance Gold/Silver status throughout the network



This Star Alliance Gold benefit allows Customers to proceed more quicker through security by using dedicated lanes. It is currently available at 140 locations globally and is being rolled out airport by airport across our network.

All Star Alliance Gold Customers (including those travelling in Economy Class) and customers in First or Business Class on a flight operated by a Star Alliance member airline are eligible for Star Alliance Gold Track access.



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BENEFITS AND PRIVILEGES

 <p>PRIORITY AIRPORT CHECK IN Avoid the queues at check-in by going to the Priority counters, where available looking for the Star Alliance Gold sign</p>	 <p>PRIORITY BAGGAGE HANDLING Customer bags are among the first on the belt, so they can move on quickly</p>	 <p>PRIORITY BOARDING Board at convenience with First Class and Business Class passengers where this is offered at the gate</p>	 <p>AIRPORT LOUNGE ACCESS Escape the crowds in over <u>1,000</u> lounges world-wide when flying on a member airline flight</p>	 <p>GOLD TRACK PRIORITY LANES AT DESIGNATED AIRPORTS Move more smoothly through airport security and Immigration by utilizing exclusive Gold Track priority lanes</p>	 <p>PRIORITY AIRPORT Stand-by If a passenger's travel plans change and the flights are fully booked, status grants higher priority on waitlists, unless the ticket was obtained through rewards</p>	 <p>PRIORITY RESERVATION WAITLIST If at the time of reservation, seats in desired class of service are not available, the status give higher priority on the waitlist when a reservation is possible, except when travelling on an award ticket</p>	 <p>EXTRA BAGGAGE ALLOWANCE Customer can take an extra 20 kg (44 pounds) where the weight concept applies or an extra piece where the piece concept applies. Depending on member airlines</p>
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STAR ALLIANCE  GOLD

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STAR ALLIANCE GOLD MEMBERSHIP CARDS & AIRPORTS HUB
















AIRLINES		HUB AIRPORT(S)	FFP PROGRAM	STAR ALLIANCE GOLD STATUS
	A3	Athens	Miles+Bonus	Gold
	AC	Toronto, Montreal, Vancouver	Aeroplan	50K, 75K, Super Elite, VIP Super Elite
	CA	Beijing, Chengdu, Shanghai	Phoenix Miles	Gold, Platinum
	AI	Delhi, Mumbai, Chennai, Kolkata, Bengaluru & Hyderabad	Maharaja Club	Gold, Platinum
	NZ	Tokyo - Narita, Tokyo - Haneda	Airpoints	Gold, Elite, Elite Priority One
	NH	Seoul - Incheon, Seoul - Gimpo	ANA Mileage Club	Diamond, Platinum, Super Flyers
	OZ	Seoul - Incheon, Seoul - Gimpo	Asiana Club	Platinum, Diamond Plus, Diamond
	OS	Vienna	Miles&More	Senator, HON Circle
	AV	Bogota, Colombia; San Salvador, El Salvador; Lima, Peru.	Lifemiles	Diamond, Diamond Cenit 1 Million, Diamond Cenit 2 Million, Gold, Gold Cenit 1 Milion
	SN	Brussels	Miles&More	Senator
	CM	Panama	ConnectMiles	Gold, Platinum, Presidential
	OU	Zagreb	LH Miles&More	Senator, HON Circle
	MS	Cairo	Egyptair Plus	Platinum, Elite, Gold

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STAR ALLIANCE GOLD MEMBERSHIP CARDS & AIRPORTS HUB



AIRLINES		HUB AIRPORT(S)	FFP PROGRAM	STAR ALLIANCE GOLD STATUS
	ET	Addis Ababa (main hub), Lomé (Togo), Lilongwe (Malawi), and Liège (Belgium- cargo hub)	ShebaMiles	Gold, Platinum
	BR	Taipei	Infinity Mileagelands	Gold, Diamond
	LO	Warsaw Chopin Airport	Miles&More	Senator
	LH	Frankfurt am Main, Munich	Miles&More	Senator, HON Circle
	ZH	Shenzhen, Guangzhou	Phoenix Miles	Gold, Platinum
	SQ	Singapore	PPS Club KrisFlyer	Gold, Solitaire, Solitaire Life member Gold
	SA	Johannesburg	Voyager	Gold, Platinum, Lifetime Platinum
	LX	Zurich/Ginevra	Miles&More	Senator, HON Circle
	TP	Lisbon	Miles&Go	Gold, Navigator
	TG	Suvarnabhumi Airport Bangkok	Royal Orchid Plus	Gold, Platinum
	TK	Istanbul	Miles&Smiles	Elite, Elite Plus
	UA	Chicago, Denver, Houston, Los Angeles, New York/Newark, San Francisco and Washington D.C. International:Tokyo,Guam	MileagePlus	Premier Gold, Premier Platinum, Premier 1K, GS
	AZ	Rome Milan	Miles&More	Senator, Hon Circle

04.

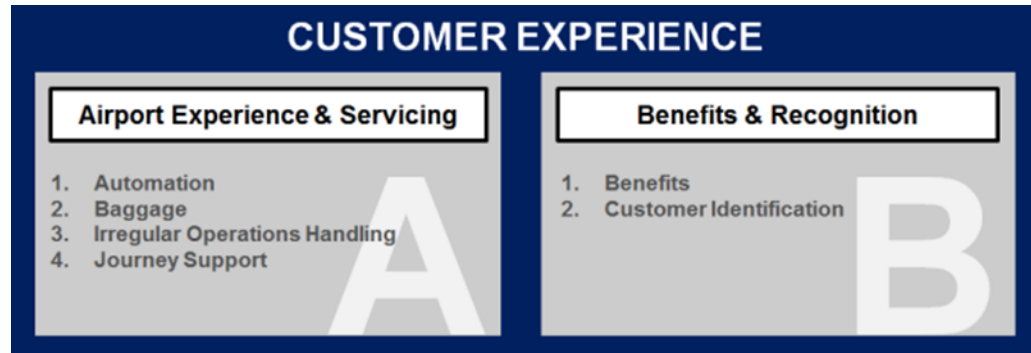
STAR NCI STANDARDS

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STAR NCI STANDARDS



At the time of ITA formally joining Star Alliance, we aim for full compliance across all Standards. Compliance with Standards is an essential part of Alliance membership and as such, Airline compliance with these Standards is closely monitored through various methods. Star Alliance worked closely with ITA Airways to achieve to secure alliance membership. All Standards available under the Core Values “**A** Airport Experience & Servicing” and “**B** Benefits & Recognition” includes a depiction of the Customer Journey map. Let's delve into which of these standards we need to know and apply to ensure that ITA Airways complies with the requirements required by star alliance at the time of entry into the alliance.



Each Standard has a unique reference number. The first letter (A/B/C/D) indicates the Core Value under which the Standard is listed, and the first number indicates the focus area.

#	Standard Name	Complementary
	Airport Experiencing & Servicing	
A1.1	Fast Bag Drop	A1.1-2

Some Standards have related additional information (called 'Complementary Information') which should be referred to; this numerical reference uniquely identifies that document.

Airport Experiencing & Servicing
A1.1 Digital Journey Check-in
A1.2 Automated Travel Document Check
A1.4 2D Barcode
A1.5 Unpaid Seat Selection
A1.6 Paid Seat Selection
A2.1 Special Baggage Handling and Procedures
A2.2 Baggage Tracking
A2.3 Baggage Recovery
A3.1 IRROPS Communication
3.2 IRROPS Rebooking
A4.1 External & Promotional Branding
A4.2 Customer Experience, Operational, & Environment Branding
A4.3 Aircraft Branding
A4.5 Star Alliance Airport Team (SAAT)
A4.6 Customer Feedback Handling

Benefits & Recognition
B1.1 Star Alliance Gold Check-in & Fast Bag Drop
B1.2 Star Alliance Gold Track Security / Immigration
B1.3 Star Alliance Gold Boarding
B1.4 Priority Waitlisting for Star Alliance Gold & Silver Customers
B1.5 Priority Baggage Handling
B1.6 Carry-on baggage allowance for Star Alliance Gold customers
B1.7 Checked Baggage Allowance for Star Alliance Gold Customers
B1.8 Lounge Access Policy
B1.9 Lounge Product & Service Requirements
B2.1 Application of Status Qualifying Credit
B2.2 Identification of Star Alliance Gold and Silver Customers
B2.3 Star Alliance Frequent Flyer Number Capture

A1.1 Digital journey check-in

The Star Alliance member carriers have established an off-airport check-in policy as another step towards increasing customer satisfaction and simplifying airport processes.

At the carrier hub station(s), member carriers must provide the ability for customers to arrive at the airport already checked in with boarding passes for all carriers' own flights that are open for check-in, where permitted by applicable laws.



- *Inform customers about off-airport check-in options*
- *Proactively highlight the availability of alternative check-in solutions, such as online check-in, mobile app check-in, and other remote methods. Explain the benefits, including increased convenience, reduced wait times, and less congestion at airport counters.*
- *Advise customers to complete their check-in prior to arriving at the airport whenever possible. Emphasize how these alternatives contribute to a smoother travel experience and quicker processing on the day of travel.*
- *Assist customers with information on how to access and use online or mobile check-in options*

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STANDARD NCI REQUIREMENTS A1.2-A 2.1

A1.2 Automated Travel Document Check

At the carrier hub station(s), member carriers must provide the ability for customers using self-service channels to have their travel documents checked automatically to ensure entitlement to travel, for their whole journey (all segments, including interline).



Agents need to verify OK TO BOARD status in Altea CM

ADC Check Status		
AZ681	17SEP	EZE-FCO
AZ680	25DEC	FCO-EZE

STA 08:45+1

ADC STATUS - OK to Board

ADC STATUS - Checks not required



Baggage Information

[Learn More](#)

A2.1 Special Baggage Handling and Procedures

Check-in agents must be able to inform customers of other carriers' special baggage requirements and restrictions to provide a hassle-free travel experience across two or more member carriers on a single itinerary.



In case of doubt please verify in the Star Alliance web site at the following link:

<https://www.staralliance.com/en/baggage>

STANDARD NCI REQUIREMENTS A 2.3

A2.3 Baggage Recovery

Service recovery plays a crucial role in the overall customer experience. To ensure a uniform approach to service recovery, Star Alliance member airlines must adhere to standardized procedures when handling any baggage delivery disruptions. During flight operations, the operating Star Alliance carrier is required to maintain a presence in the baggage claim area to assist customers with baggage inquiries, which may involve having a clearly identifiable office or desk. Airlines are also expected to proactively reach out to customers and notify them of any mishandled baggage, providing prompt service recovery whenever possible.



Ensure when necessary to inform passengers about any delays exceeding standard expectations in the arrival baggage delivery.



Operator priorities for handling the delivery of recovered luggage:

- Immediate delivery of priority luggage during the baggage service opening hours.*
- Delivery of economy luggage within six hours of receipt. (time of delivery may be subject to the local operational scenario and/or any contractual constraint)*
- Consideration of the specific needs of premium customers.*
- Offering an "Urgent Delivery" option in addition to standard transportation methods.*
- Implementing a management system for performance monitoring.*

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STANDARD NCI REQUIREMENTS A3.1-A3.2

A3.1 IRROPs Communication

In cases of flight delays, cancellations, or rerouting, established procedures guarantee that affected passengers and the relevant Star Alliance carriers receive prompt updates and effective rebooking. The goal of IRROPs is to assist passengers and their baggage in recovering promptly, ensuring a more seamless travel experience.

Priority should be given to premium passengers with Star Alliance Gold and Silver status.

Agents must follow the carrier’s policies when communicating with customers and provide necessary support. Additionally, all airline systems and airport displays, including FIDS, must be regularly updated.



“We see you – we help you”

Agents are expected to handle service requests from passengers on Star Alliance itineraries by following the approach “We see you – we help you”. The aim is to offer as much assistance as possible within the airline’s capacity. If agents can resolve the issue directly, they will do so; otherwise, they will advise passengers on the appropriate next steps. The intention is to avoid passengers being redirected multiple times at airports or call centers, ensuring they receive the expected service at their first point of contact.



All Star Alliance carriers provide Star with a contact list for the reference guide to help other member carriers address passenger ticket or booking issues in both voluntary and involuntary situations. This contact list should always be available to local station managers, ticketing, service desk and call centre and must be kept up to date.

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STANDARD NCI REQUIREMENTS A3.1-A3.2

In cases of involuntary flight disruption, proceed with the customers rebooking as quickly and seamlessly as possible to keep the negative impact on the customers' travel experience to a minimum.



COMMUNICATION EXPECTATIONS

Star Alliance customers expect immediate and transparent updates during service disruptions. Communication should start as soon as a disruption is identified and no later than the scheduled departure time, with updates every 15 minutes or as needed. To coordinate across member airlines, a standard customer message is sent to each carrier's SITA address so airport agents can efficiently share information about affected passengers. This system ensures timely, consistent communication and support for all impacted travelers.

REBOOKING EXPECTATIONS

Coordinated Rebooking
Procedures are standardized across member airlines for efficiency and consistency.

Minimizing Delays
Efforts are made to provide onward carriage with the least possible delay.

Star Alliance Priority: When rebooking, Star Alliance carriers are considered first, whenever possible.

Consistent Booking Classes:
Common booking classifications facilitate rebooking in the same class as the original ticket.

HARMONISED AMENITY OFFERINGS AND SERVICES DURING DELAYS

Harmonized Services and Dedicated Assistance
Star Alliance aims for uniform services across member airlines, with dedicated help and amenities during controllable delays, and an enhanced support package for eligible premium travelers during uncontrollable disruptions.

Controllable Delays
For controllable delays, Star Alliance carriers supply amenities like refreshments, meals, and transportation to affected passengers.

Uncontrollable Delays
During uncontrollable delays, premium customers (First Class, Business Class, and Star Alliance Gold) traveling internationally receive a consistent package that may include hotel and meal vouchers, travel assistance, and other support.

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STANDARD REQUIREMENTS A4.2



A4.2 Customer Experience, Operational, & Environment Branding

To ensure a consistent customer experience across all airports with Star Alliance Member airlines, member carriers are required to ensure that Star Alliance branding is applied consistently across all airport signage, branding within the airport environment, and onboard branding.



- *Agents must ensure that FIDS are consistently updated and that all signage adheres to the established guidelines of ITA Airways and Star Alliance.*
- *All Star Alliance signage and branding should remain clearly visible and correctly positioned throughout customer-facing areas.*
- *Maintain a consistent and professional appearance of all branded materials, promptly reporting any damage or discrepancies to supervisor for immediate resolution.*
- *Assist customers by directing them to Star Alliance branded areas and explaining the benefits of Star Alliance membership where appropriate.*
- *Regularly monitor the airport environment to ensure that all Star Alliance branding remains up to date and in line with current standards*

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STANDARD NCI REQUIREMENTS B1.1



B1.1 Star Alliance Gold Check-in & Fast Bag Drop

Star Alliance Gold members benefit from premium check-in services. At airports with separate check-in options, member airlines must provide dedicated or shared facilities with first and business class passengers, ensuring shorter wait times than standard check-in.

Similarly, where premium Fast Bag Drop is available, Star Alliance Gold customers should have access to faster service with reduced wait times compared to regular Fast Bag Drop.



- *Ensure that dedicated Star Alliance Gold check-in counters or areas are clearly marked and accessible to eligible customers.*
- *Verify the customer's Star Alliance Gold status before granting access to premium check-in or Fast Bag Drop services.*
- *Direct Star Alliance Gold customers to the designated facilities, ensuring they experience minimal waiting times compared to standard options.*
- *Where premium Fast Bag Drop is available, prioritize Star Alliance Gold members and facilitate a swift baggage drop process.*

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STANDARD NCI REQUIREMENTS B1.2

B1.2 Star Alliance Gold Track Security / Immigration

Member airlines are required to provide Star Alliance Gold Track security lanes at departure and transfer security checkpoints at designated airports for Star Alliance Gold passengers, regardless of their travel class, as well as for those flying First and Business Class on their own flights. They must also offer Star Alliance Gold Track immigration (fast track immigration service) at departure, transfer, and arrival immigration points at approved airports to Star Alliance Gold passengers, irrespective of travel class, along with customers travelling in First and Business Class on their own metal.



- *Verify the passenger's Star Alliance Gold status or confirm that they are travelling in First or Business Class on a Star Alliance member airline.*
- *Direct eligible passengers to the Star Alliance Gold Track security lanes at departure and transfer security checkpoints, regardless of their travel class.*
- *Inform Star Alliance Gold passengers, as well as First and Business Class customers, that they may use the Gold Track immigration fast track service at approved airports during departure, transfer, and arrival.*
- *Assist with any queries regarding the location of the Gold Track lanes.*
- *Always check eligibility and ensure only qualified passengers access the Gold Track services.*



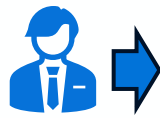
For the latest list of implemented airports:
<https://www.staralliance.com/en/gold-track>

STANDARD NCI REQUIREMENTS B1.3

B1.3 Star Alliance Gold Boarding

Star Alliance Gold members are given the chance to board the aircraft alongside other premium passengers, before regular economy passengers.

The boarding procedures and announcements must clearly include the boarding process for Star Alliance Gold members.



Agents are required to:

- Allow Star Alliance Gold passengers to board ahead of economy class.*
- Integrate the boarding of Star Alliance Gold members smoothly into their existing boarding system.*

Select one of the following approaches:

- If boarding announcements are made for the airline's premium passengers, include Star Alliance Gold members in these announcements.*
- If a dedicated boarding lane exists for premium passengers, permit Star Alliance Gold members to use it.*
- If premium zone boarding is in place, ensure Star Alliance Gold customers are part of this priority area.*

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STANDARD NCI REQUIREMENTS B1.5

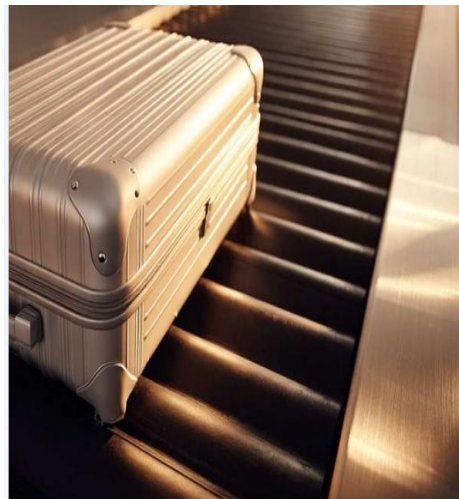


B1.5 Priority Baggage Handling

A harmonised and consistent handling of Priority Baggage is key to delivering one of the core Star Alliance Gold benefits. Member carriers must:

- Secure Star Alliance priority identification by applying the Star Alliance priority bag tag for Star Alliance Gold customers travelling in any class and for customers travelling a minimum of one leg of the journey in first class or business class.

When no Star Alliance priority flag is attached, ensure the word “PRIORITY” or “PRIO” is printed or displayed on any self-tagged baggage label



- *Apply the Star Alliance priority bag tag to all baggage belonging to Star Alliance Gold customers, regardless of travel class.*
- *Also apply the priority bag tag to the baggage of any traveler flying at least one segment in First or Business Class, even if they do not have Gold status.*

- *Ensure that all checked baggage marked with the Star Alliance priority tag is delivered to the conveyor belt before any standard baggage.*
- *Give priority handling to these items to guarantee expedited delivery for eligible passengers.*

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STANDARD NCI REQUIREMENTS B1.6

B1.6 Carry-on baggage allowance for Star Alliance Gold customers

Consistent carry-on baggage allowance and handling over a multi-carrier itinerary benefits the passengers as it ensures that there will be no unexpected additional restrictions or charges throughout the entire course of a Star Alliance itinerary.

Member carriers must provide Star Alliance Gold customers travelling across two or more member carriers an allowance of at least 2 pieces in First and Business Class.



Business Class	 2 pieces bagagli	Carry-on baggage max.: 22 x 16 x 9 inches, 18 lbs Dimensioni bagaglio a mano max.: 55 x 40 x 23 cm, 8 kg Additional handbag/ Notebook: 16 x 12 x 6 inches In aggiunta 1 borsetta o 1 Notebook di dimensioni: 40 x 30 x 15 cm
Economy Class	 1 piece bagaglio	Also applicable for Premium Economy Limitazioni valide anche in Premium Economy



- *Check if the customer holds Star Alliance Gold status.*
- *Ensure their itinerary involves at least two Star Alliance member airlines.*
- *If traveling in First or Business Class, guarantee a minimum allowance of two carry-on pieces.*
- *Inform the customer that this allowance applies throughout their Star Alliance journey.*



STANDARD NCI REQUIREMENTS B1.7



B1.7 Checked Baggage Allowance for Star Alliance Gold Customers

Star Alliance Gold customers travelling across two or more member carriers are given additional checked baggage allowance. Member carriers must provide the following additional checked baggage allowance:

- Piece concept: Member carriers must offer one piece in addition to the standard non-elite baggage allowance to Star Alliance Gold customers with maximum dimensions of 158 cm or 62 inches. The maximum weight of each piece may be determined by each member carrier.
- Weight concept: Member carriers must offer Star Alliance Gold customers 20 kg in addition to the standard non-elite baggage allowance for each class.



- *Verify the customer's Star Alliance Gold status at check-in.*
- *If the customer is travelling on an itinerary involving two or more Star Alliance member airlines, apply the additional checked baggage allowance*
- *Inform the customer of any applicable size or weight limits set by your airline.*

ITA AIRWAYS JOINS STAR ALLIANCE

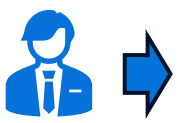


STANDARD NCI REQUIREMENTS B1.8



B1.8 Lounge Access Policy

Eligible premium customers departing on Star Alliance member carrier and eligible Connecting Partner operated flights will enjoy harmonized access to applicable member carrier owned lounges and Star Alliance Branded Lounges wherever they are available. Eligible customers departing on Star Alliance member carrier operated flights will have access to third party contract lounges wherever they are provided by a member carrier (this does not cover Paid Lounge Members).

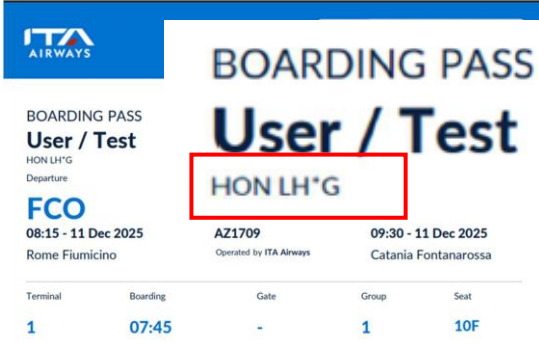


- *Verify that the customer is eligible for lounge access, ensuring they are departing on a Star Alliance member carrier or eligible Connecting Partner operated flight.*
- *Direct eligible customers to the appropriate member carrier owned lounge or Star Alliance Branded Lounge, where available.*
- *If the flight is operated by a Star Alliance member carrier, inform eligible customers about access to third party contract lounges, should these be provided by the carrier.*

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STANDARD NCI REQUIREMENTS B2.2



B2.2 Identification of Star Gold & Silver Customers

The clear identification of Star Alliance Gold and Silver customers ensures that front line staff and relevant systems recognise premium customers and treat them accordingly at all touchpoints throughout the entire journey.

- Boarding pass Customer identification: XX*G for Star Alliance Gold customers - XX*S for Star Alliance Silver customers where XX is the IATA 2 letter code
- Reservation PNR Premium Customer identification: the reservation includes the Alliance tier level followed by the airline tier level. Agents must identify the Alliance customer status within the Service information FQTV SSR, which specifies the alliance status in the first letter G or S (GOLD or SILVER)

Services
Add Service Price Services Create TSM Update Service Status

Passenger	Services	Sector & O/D	Type	Code	Details
1 SAWAYN / Brady	Show All Hide All FQTV ACCRUAL	ALL AZ ALL AZ	cen	FQTV	★ AC50176206

Remarks, Other Service Information(OSI), Special Keyword (SK)
Add / Modify / Delete Remarks Add / Modify / Delete Other Service Information Add / Delete Special Keyword



- Frontline employees identify Star Alliance Gold and Silver passengers to guarantee consistent and suitable service during their travel.
- Passenger Name Record details include the passenger's Alliance Tier level, allowing staff to identify and distinguish Gold and Silver members.
- During check-in, staff offer expedited handling and attentive assistance to ensure premium passengers benefit from all privileges and receive excellent service.

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STANDARD NCI REQUIREMENTS B2.3

B2.3 Frequent Flyer Number Capture

Star Alliance members can enter their Frequent Flyer Program (FFP) number at customer touchpoints when flying with any member airline to receive mileage credit and Star Alliance Gold or Silver recognition. The FFP number can be added to the reservation or check-in system. If there is a name mismatch, passengers should contact their FFP team for assistance.



In Altea CM, input the frequent flyer number in the details section and save it using the FQTV button to display Gold status in the customer list. If no FFP number is in the reservation, add it via the add service option using the FQTV accrual feature.

AZ76 06FEB FCO (1) → BCN Barcelona Josep Tarradellas (1) Gate: None Boarding: 13:25 Baggage: Open STD: 14:05
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 THAISTARTEST Watana AZ76 06FEB FCO-BCN			Y(Y)					AZ-CLASSIC, Service

Select Customer: 1 Expand [SF2] 1 of 1 Selected

Enter frequent flyer information to add.

Frequent Flyer Details
FQTV Number: TG ... ZW00002 Purpose: Accrual Tier: []

Adv [F2] Save FQTV Exit

Customer	Bkg	Tkt	Cabin	Sec	Seat	Ac
1 THAISTARTEST Watana AZ76 06FEB FCO-BCN			GOLD			Y(Y)

ITA AIRWAYS JOINS STAR ALLIANCE



STANDARD NCI REQUIREMENTS B2.3



If the customer's reservation does not include a frequent flyer program (FFP) number, use the add service option and choose the FQTV accrual feature to enter the FFP number.

Services

Information Message

- Information message (68200)
 - TICKET RECONCILIATION NEEDED (23951)

Show Search panel

Services

- Animals
- Baggage
- Frequent Flyer Number
 - FQTR Redemption
 - FQTU Upgrade
 - FQTV Accrual
- Meals / Beverage
- Medical Case
- Lounge
- Others
 - Generic SSR
 - Generic SVC
 - Others
- Passenger Assistance
 - Blind Passenger (BLND)
 - Deaf Passenger Information (DEAF)
 - Deportee Accompanied by an Escort (DEPA)
 - Deportee Unaccompanied (DEPU)

Passenger Association

1. THAISTARTEST / Watana

Sector Association

1. AZ076|Y|FCO - BCN|06FEB26|14:05|HK1

FQTV Accrual

Enter Frequent Flyer Number for Accrue Mileage (FQTV)

Airline Frequent Flyer Number

e.g. AZ

Comment

Services Summary

Passenger	Services	Sector & O/D	Type	Code	Details	Status	Delete All
1 THAISTARTEST / Watana	Show All Hide All						
	<input checked="" type="checkbox"/> FQTV ACCRUAL	ALL AZ				HK	Delete Set
		ALL AZ	SSR	FQTV	★ TGZW00002 G / GOLD	HK1	-

05

LOUNGE INFORMATION

STAR ALLIANCE LOUNGE



TYPES OF LOUNGES

Star Alliance Member Carrier's Owned Lounges

Star Alliance member carrier's own lounge refers to a premium airport lounge operated directly by one of the airlines that belongs to the Star Alliance network. They may offer more personalised or premium experiences.

First Class Lounges

A member carrier's owned lounge used to accommodate that member's own First-Class Customers.

Business Class Lounges

A member carrier's owned lounge used to accommodate that member's own Business Class Customers.

Star Alliance Gold Lounges

A member carrier's owned lounge used to accommodate all Star Alliance Gold Customers.

Star Alliance branded Lounges

Lounges with Star Alliance branding operated by a third party or member carrier on behalf of a subset of Star Alliance member carriers.

Contract Lounges

Lounges owned and operated by a third party and contracted for use by Star Alliance member carriers.



