

## FAQ SkyTeam for external use from the exit date

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| Is ITA Airways leaving the SkyTeam alliance?  | Effective today, ITA Airways is departing the SkyTeam Alliance, with a gradual process expected to conclude by 30, April 2025. Both ITA Airways and SkyTeam are committed to working closely together to ensure a smooth and seamless transition for customers and partners. ITA Airways will continue to collaborate with selected SkyTeam member airlines through existing bilateral agreements, maintaining the benefits available to customers.  |
| Why is ITA Airways leaving SkyTeam?   | Following the investment in ITA Airways by the Lufthansa Group, the cooperation with SkyTeam will come to an end.  |
| Can I still earn Volare points on flights operated by the 10 SkyTeam airline partners of ITA Airways? | <p>It will be possible to continue earning Volare points on flights operated by SkyTeam airlines that are partners of ITA Airways through existing bilateral agreements, maintaining the benefits available to customers. For more clarity, the following is a list of the ten airline partners of ITA Airways with whom the Italian carrier will continue to collaborate on the accrual of points also after the exit of ITA Airways from SkyTeam:</p> <ul style="list-style-type: none"><li>a. Aerolineas Argentinas</li><li>b. Aeromexico</li><li>c. AirEuropa</li><li>d. Air France</li><li>e. Delta</li><li>f. KLM</li><li>g. Korean Air</li><li>h. Middle East Airlines</li><li>i. Virgin Atlantic</li><li>j. Saudia</li></ul> |
| Can I still use my Volare points to purchase flights on SkyTeam airlines?                             | Yes, you will be able to use Volare points to purchase airline tickets in Cash & Points with SkyTeam airlines, which will continue to be partners of ITA Airways based on the existing bilateral agreements.   |
| What will happen to my Elite or Elite Plus status within the SkyTeam alliance?                        | The benefits associated with SkyTeam Elite and Elite Plus status will remain unchanged until 30 April, 2025. However, ITA Airways will continue to collaborate with selected SkyTeam member airlines through existing bilateral agreements, maintaining the benefits available to customers.   |

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| Can I continue to use SkyPriority services?   | Yes, as an Elite Plus member or as a passenger with a Business or First Class ticket, you can continue to benefit from SkyPriority services until 30 April 2025. However, ITA Airways will continue to collaborate with selected SkyTeam member airlines through existing bilateral agreements, maintaining the benefits available to customers. |
| Is an ITA Airways ticket on a flight operated by a SkyTeam partner still valid?   | Yes, this type of ticket remains valid due to the codeshare agreements in place between the carriers, regardless of the Alliance.  |
| Will I have access to SkyTeam dedicated services after 30 April 2025? (call center, excess baggage, lounges, free seat pre-selection, priority boarding, etc.)? | SkyPriority services, including lounge access, will continue to be provided based on agreements with the selected member airlines.   |
| Is the SkyPriority service still available at the airport? Can I access it with my frequent flyer card from a SkyTeam airline?                                  | The SkyPriority service will continue to be available for all customers of the Alliance carriers based on the agreements with selected member carriers.  |
| What will happen to SkyTeam benefits for ITA Airways customers?   | SkyTeam benefits will apply to customers of ITA Airways until 30 April 2025. However, ITA Airways will continue to collaborate with selected SkyTeam member airlines through existing bilateral agreements, maintaining the benefits available to customers.   |
| Will ITA customers still be able to access SkyTeam services? (Lounge, SkyPriority?)   | SkyTeam services will continue to be available based on agreements with selected carriers.   |
| Will ITA Airways join a new airline alliance?   | ITA Airways and Volare have activated agreements with 4 airlines of the Lufthansa Group - all belonging to Star Alliance: Lufthansa Airlines, SWISS, Austrian Airlines and Brussels Airlines. The reciprocal point accumulation and redemption agreements activated do not imply, at this stage, ITA Airways joining the Star Alliance.          |