



READ AND SIGN
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Topic: HOTAC on ITA

Dear All

Effective immediately, ITA no longer wants to use the service provided by Layover Solutions, but they contracted a different service provider: Value Group.

On the next page you may find their contact details.

In case of disruptions on ITA leading to hotel booking, please contact Value Group for rooms.

Thank you for your cooperation!

Norbert

IROPs management Value Group & ITA Airways

Communication channels and persons involved

Value Group Operations Center 24h

Numbers:  +49 69 9579 9878 / +390287046616

 +393460184035

e-mail:  ops.de@valueg.com / opsvg@valueg.com

VG App Disruption Cockpit: <https://dc.valueg.com/#/login>

Value Group Operations Director

Number:  +390287046616

Value Group Germany Commercial Contact. Michel Nap

Numbers:  +31 627253283

Email:  m.nap@valueg.com

Important notes:

- Each station manager cell phone should have saved in Contacts these numbers, so when calling from Value Group, they will see Value Group contact calling.
- Communications will be in Spanish language, although sometimes other languages could be used if both parts feel well talking in other common language.

Service and procedure

1. Disruption happens (ground transportation, hotel accommodation and/or meals are needed)
2. Station manager (SM) requests service to be done through the communication channels, providing the following information:
 - Airport where services are requested.
 - Type of service requested.
 - Flight number.
 - Expected number of passengers.
 - Number of passengers with reduced mobility, if applicable.
 - Expected time and location for the pick-up and/or the drop-off of the passengers, if applicable.
 - Number and type of rooms in case SM knows passengers' needs.
 - Details of the new flight/s, if applicable.

SM can do a preliminary request, which is considered as a pre-alert.

Formal requests are done always by e-mail.

3. Value Group Operations Center (VG OPS) receives the information and activates the request.
4. VG OPS performs the proper tasks of the request:
 - Book the number of rooms and/or the number of vehicles requested by the SM.
 - Reply to the SM, by email, indicating the Hotel/Hotels and/or the name and the contact of the vehicle drivers.
5. VG OPS communicates to the SM:
 - Time expected.
 - Mobile numbers of drivers of vehicles, if needed.
 - Any deviation from the expected standard of service.
6. SM and VG OPS communicates each other with the conclusion of the service requested.