



READ AND SIGN

Revision: 0 | Issued: 07.02.2026

Topic: ITA new boarding procedure

Dear all,

Please be informed that since the new ITA boarding procedure, **we are NOT allowed anymore to board group 1 and 2 together**. The boarding procedure will be conducted as per following order:

- First, we board **PRE** (pax who have on the boarding pass PRE, who are families with CHD till 5 years of age and persons who need assistance) **extra manual announcement**;
- Then we board **group 1** (LH HON pax, executive pax and very important FQTV);
- Then **group 2**: CC class pax;
- The group 3: (all pax sitting at window);
- Then 3-4: (window and middle);
- The 4-5: (middle and aisle);

Please set the announcement calls as example below:

1.Call		2.Call		3.Call		4.Call	
Sitzgruppe		Sitzgruppe		Sitzgruppe		Sitzgruppe	
1	—	2	—	3	—	3	bis 4

Zurück Alt+X Formular zurücksetzen Alt+R **Speichern & Zurück**



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Please use the following text for manual PRE announcement:

GERMAN

Guten Morgen / Guten Tag / Guten Abend,
wir heißen Sie herzlich willkommen für Ihren ITA Airways Flug AZ 407 nach ROME.
Wir bitten höflich alle Familien mit Neugeborenen oder mit Kindern bis fünf Jahren sowie unsere
Passagiere mit eingeschränkter Mobilität, einzusteigen.
Wir bitten alle anderen Passagiere, geduldig zu warten, bis Ihre Boarding-Gruppe aufgerufen wird.

ENGLISH

Good morning / afternoon / evening,
We welcome you to your ITA Airways flight AZ407 to ROMA
We kindly ask families with babies or children up to age of five and our passengers with reduced
mobility to board now.
We kindly ask all other passengers for their patience until your boarding group is called.

ITALIAN

Buongiorno/buon pomeriggio / buonasera,
Vi diamo il benvenuto sul vostro volo ITA Airways AZ 407 per ROMA. Chiediamo cortesemente alle
famiglie con neonati o bambini fino a cinque anni e ai nostri passeggeri con mobilità ridotta di
imbarcarsi. Chiediamo cortesemente a tutti gli altri passeggeri di attendere
fino a quando il gruppo di imbarco verrà chiamato.