

## Topic: ITA Airways - ZAMZAM Water Procedure

Dear all,

ITA Airways has begun allowing the transport of ZAMZAM water as checked luggage on flights from JED.

In short, these water containers can **only be purchased from an authorized seller in JED** and accepted on flights from JED. In FRA passengers with ZAMZAM water will likely be in transit and not approach the check-in with these special water containers.

Should passengers have inquiries about whether they have the option to bring ZAMZAM water on their return flights they should be informed of the procedure to purchase the containers from the authorized seller in JED and, provided their return flight is operated by ITA, check them in with the ITA Airways staff in JED.

In the rare case that passengers are disrupted and must recheck their luggage on an ITA flight in FRA the ZAMZAM water can be accepted free of charge using the special baggage attribute ZAMM.



For the full detailed procedure please see the attached bulletins from ITA Airways.

<b>GROUD OPS TRAINING BULLETIN</b> 004/2024	<b>SUBJECT</b> Check-In	<b>TITLE</b> "ZAMZAM" water check-in procedure
<b>DATE OF ISSUE</b> 30 Jul 2024	<b>EFFECTIVE DATE</b> 02 AUGUST 2024	<b>APPROVED BY</b> ITA Airways Ground Ops Training Dpt

### INTRODUCTION

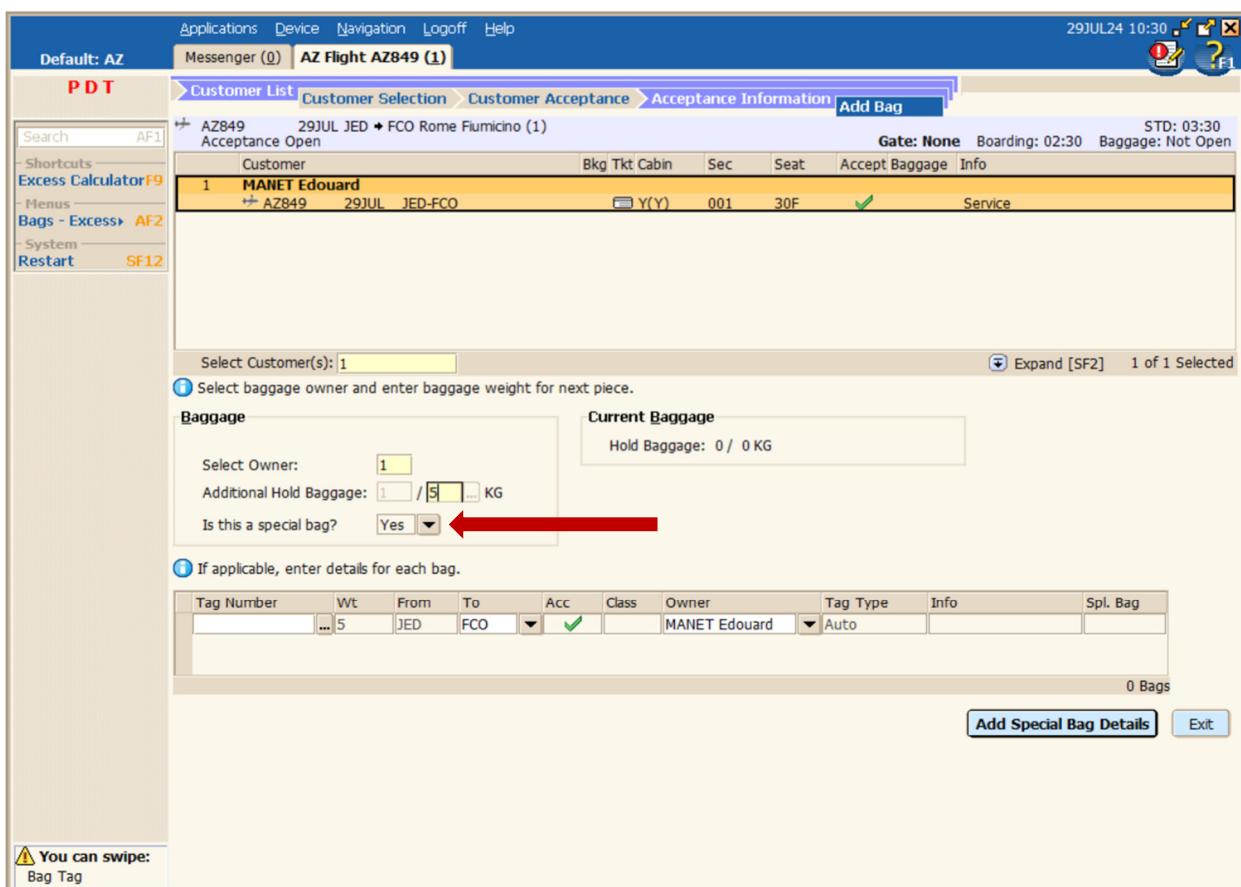
As per ITA Airways Baggage policy, following the Start-up of operations in Jeddah airport, all passengers departing on AZ operating flights will be entitled to transport 1 pc of ZAMZAM WATER free of charge. In case a passenger shall ask to send a second pc of ZAMZAM standard baggage policy will apply.

The maximum capacity is **5 liters**, anyway the system will always consider "**KG**" as default unity of measure.

This Training bulletin aims to details the correct check in procedure to register ZAMZAM water as checked baggage.

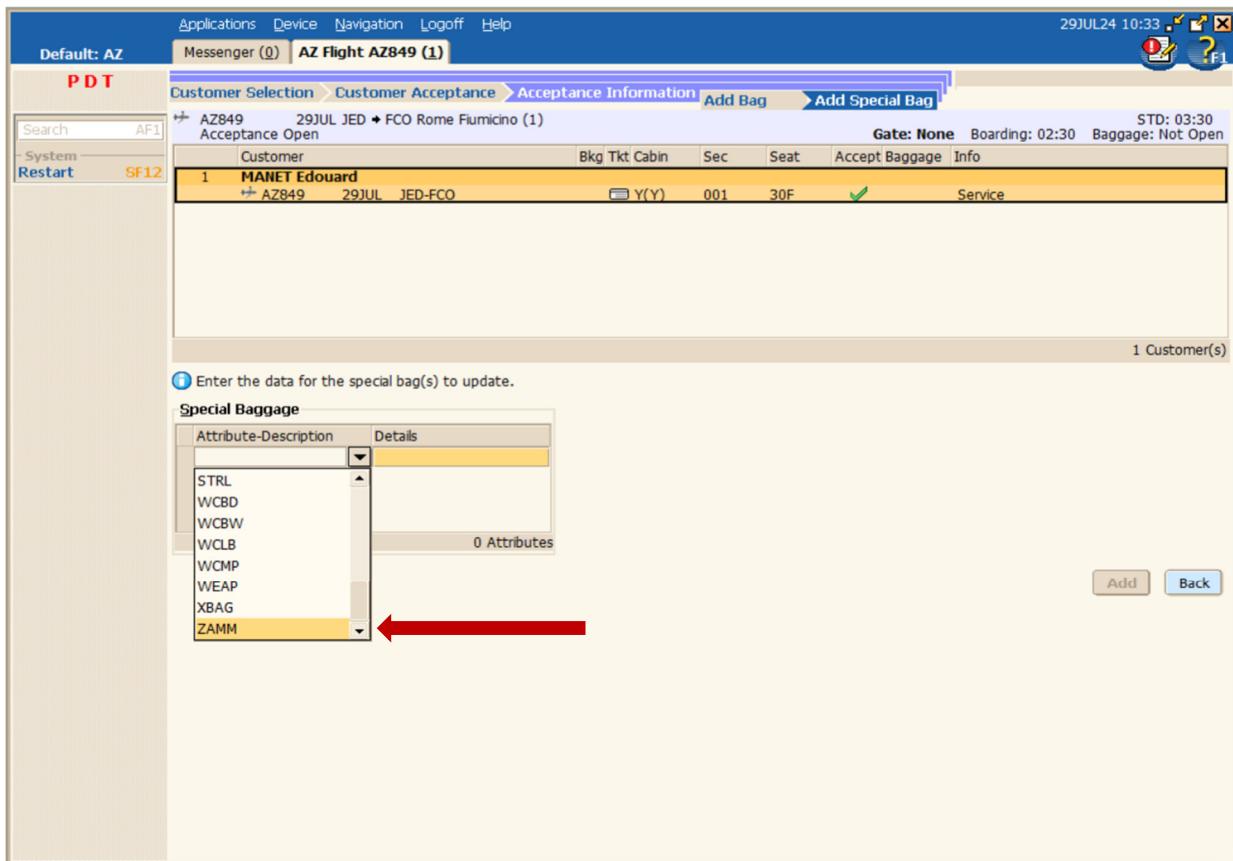
### POLICY

During check-in the user must insert the ZAMZAM as a SPECIAL BAGGAGE



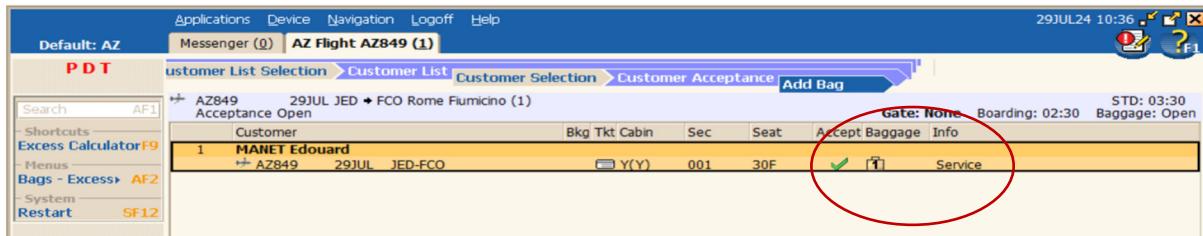
The screenshot shows the ITA Airways GOT software interface. The main window title is "Customer List" for flight AZ849. The "Acceptance Information" tab is active. In the "Baggage" section, the "Additional Hold Baggage" field contains "5 KG". A red arrow points to the "Is this a special bag?" dropdown menu, which is set to "Yes". A note at the bottom left says "You can swipe: Bag Tag".

Select from list ZAMM and add "Special Baggage Details"



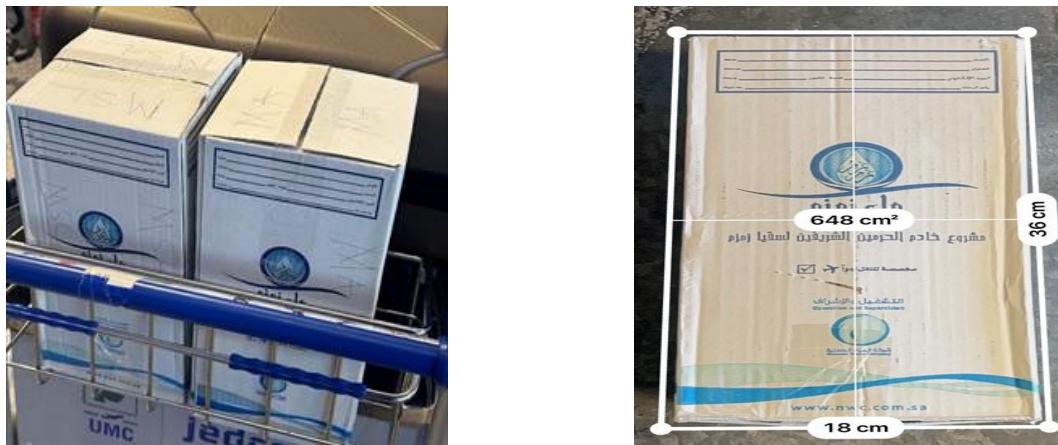
LET'S KEEP INFORMED

The ZAMZAM water information is now correctly updated with related baggage data.

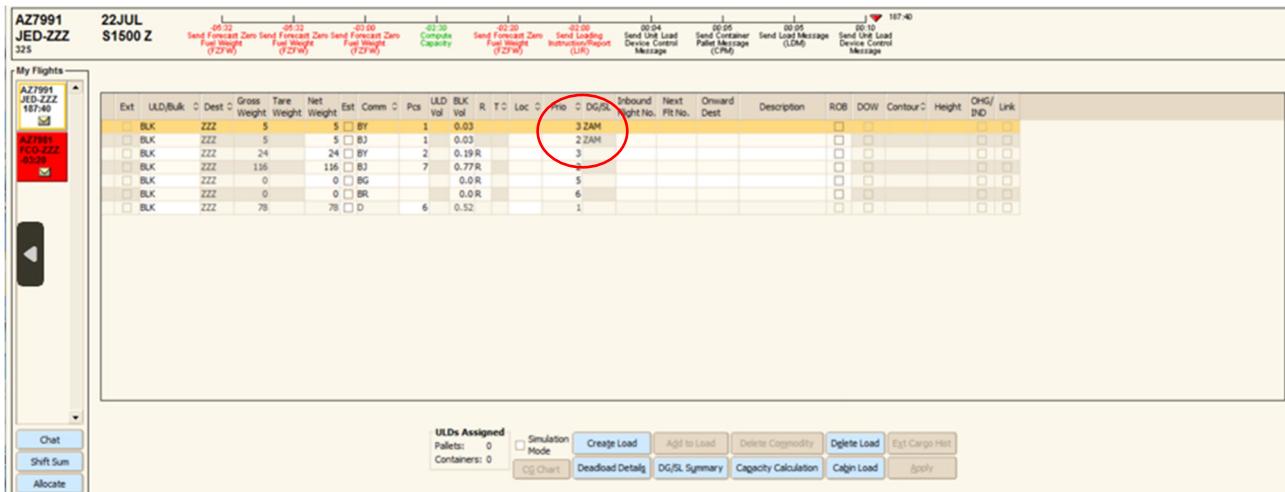


The ZAMZAM water can only be purchased inside Jeddah Airport and by official retailer.

Below supporting images of the authorized box containing the water.



If ZAMZAM water is duly registered in Altea CM, it will be correctly reflected in Altea FM as per below screenshot:





## GROUND OPERATIONS

### Operational communication n° 023/2024

#### ZAMZAM water transport from JED

*Above the wing/Below the wings*

**Premise** With the startup of the operations in JEDDAH hub, in order to comply with the requirements of passengers traveling to this destination for spiritual-religious reasons, ITA Airways has decided to offer free transport of a container with a maximum capacity of five liters of water known as "ZAMZAM" (also called ZEMZEM), the Holy Water for the Islamic religion.

The only containers authorized for air transport are those sold directly at the JED hub by an authorized retailer and packaged specifically for transport in the hold.

This OP COM declines the additional free allowance details and refers to Training Bulletin No. 004\_2024 issued for technical specifications

**Effective date** August 2<sup>nd</sup>, 2024

**Procedure** With the startup of operations from the new Saudi hub, on ITA Airways flights, airport operators at JED must first ensure that the containers carried by passengers are only those sold at the hub and authorized for their capacity (max 5 liters) and packaging for transport in the hold.

The transport of ZAMZAM water in the passenger cabin is not allowed.

Following what can be authorized free of charge:

- **Individual passengers:** authorized **free of charge** transport of one container with a maximum of 5 liters of ZAMZAM water from JED to the entire ITA Airways network (DOM, INT, and INC).
- **Group passengers:** authorized **free of charge** transport for each passenger in the group of one container with a maximum of 5 liters of ZAMZAM water from JED to the entire ITA Airways network (DOM, INT, and INC).

The baggage tag produced for the water containers will follow the labeling of the rest of the passengers' checked baggage, based on their final destination.

For each passenger, the free allowance is obviously to be considered on top of the free baggage allowance foreseen by the fare and eventual further additional benefits related to other titles (e.g., membership of FQTV exclusive clubs).



Free baggage allowance of one container of ZAMZAM water applies to all passengers departing from JED on flights operated by ITA Airways, regardless of the passenger's nationality and the point of origin of the entire itinerary.

For passengers who request it, the transport of a second container of ZAMZAM water can be authorized applying the foreseen fee according to the current baggage policy (no other exceptions and/or different pricing are provided).

The DCS has already been set to accept ZAMZAM water as special registered baggage free of charge (only first container).

When entering the information into the DCS, operators must still consider the unit of measurement 'KG' as valid because the specification in liters is not provided.

In transit and/or destination stations, all operators are kindly requested to handle ZAMZAM water containers with care.