

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.



1 Customer(s)

Enter the data for the special bag(s) to update.

Special Baggage

Attribute-Description	Details
STRL	
WCBD	
WCBW	
WCLB	
WCMP	
WEAP	
XBAG	
ZAMM	

0 Attributes

Add Back

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

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

INTRODUCTION

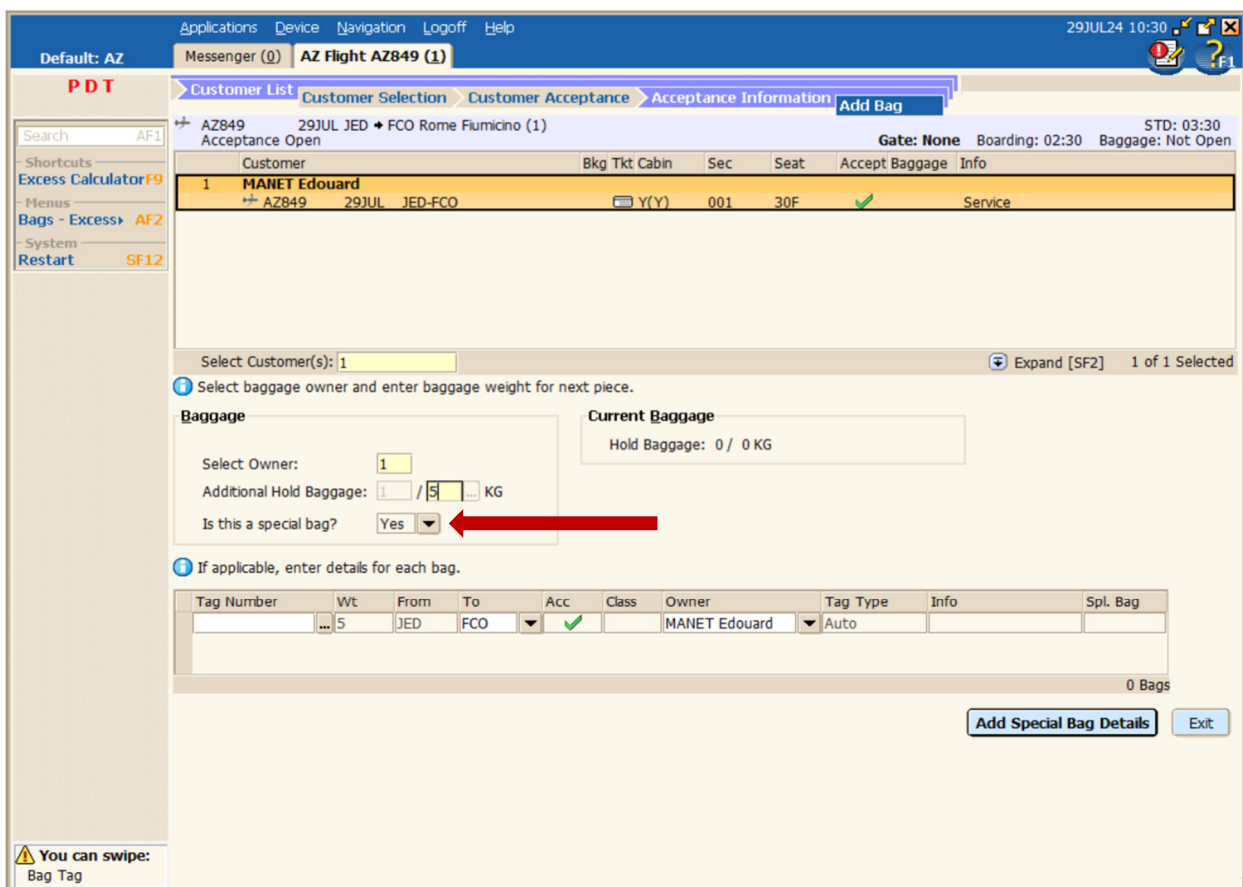
As per ITA Airways Baggage policy, following the Start-up of operations in Jeddah airport, all passengers departing on AZ operating flights will be entitled to transport 1 pc of ZAMZAM WATER free of charge. In case a passenger shall ask to send a second pc of ZAMZAM standard baggage policy will apply.

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



Default: AZ | Applications | Device | Navigation | Logoff | Help | 29JUL24 10:30

Messenger (0) | AZ Flight AZ849 (1)

PDT

Customer List | Customer Selection | Customer Acceptance | Acceptance Information | Add Bag

Search: AF1

Shortcuts: Excess Calculator F9, Menus: Bags - Excess AF2, System: Restart SF12

AZ849 29JUL JED → FCO Rome Fiumicino (1)

Acceptance Open

Gate: None | Boarding: 02:30 | Baggage: Not Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 MANET Edouard	AZ849	29JUL	JED-FCO	Y(Y)	001	30F	✓	Service

Select Customer(s): 1

Select baggage owner and enter baggage weight for next piece.

Baggage

Select Owner: 1

Additional Hold Baggage: 1 / 5 KG

Is this a special bag? Yes

Current Baggage

Hold Baggage: 0 / 0 KG

If applicable, enter details for each bag.

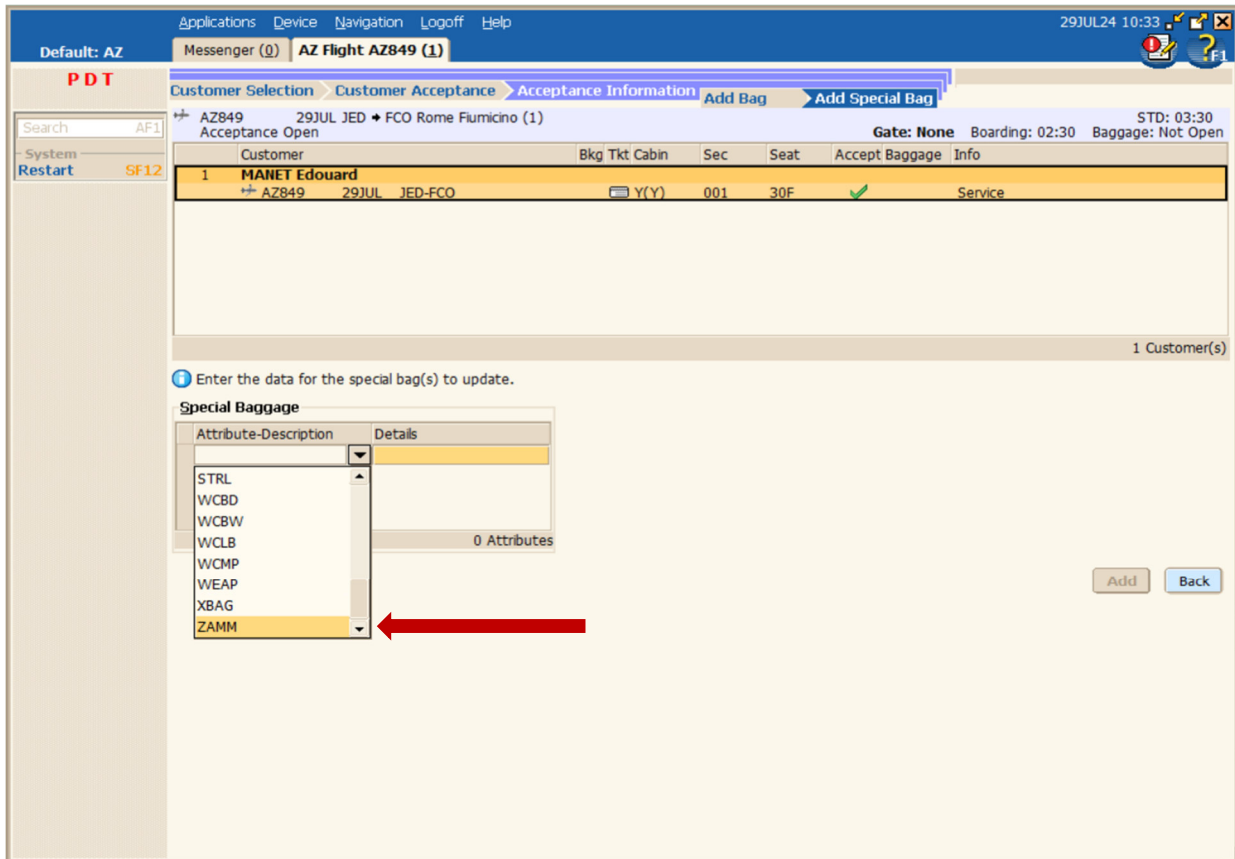
Tag Number	Wt	From	To	Acc	Class	Owner	Tag Type	Info	Spl. Bag
...	5	JED	FCO	✓		MANET Edouard	Auto		

0 Bags

Add Special Bag Details | Exit

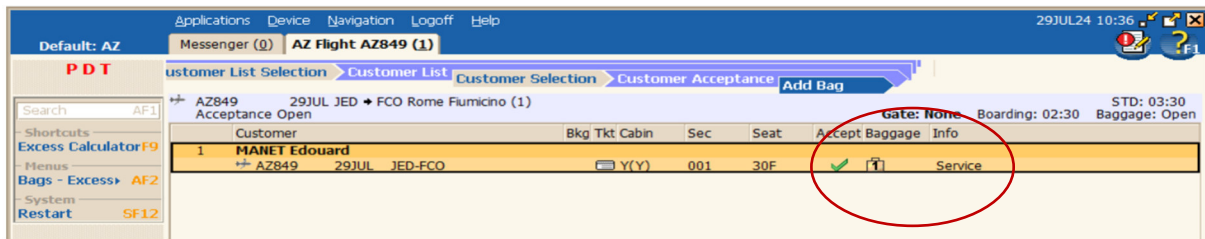
You can swipe: Bag Tag

Select from list ZAMM and add “Special Baggage Details”



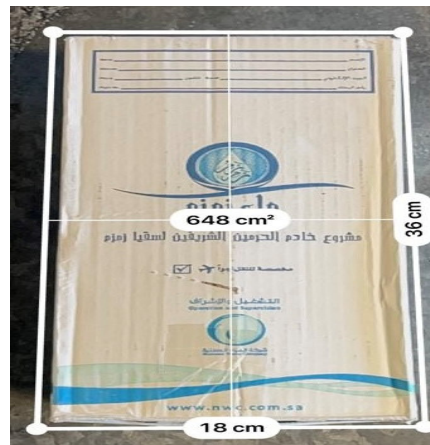
The screenshot shows the ITA Airways Ground Training software interface. The top menu bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The status bar at the top right shows the date and time: '29JUL24 10:33'. The main window is titled 'AZ Flight AZ849 (1)' and contains several tabs: 'Customer Selection', 'Customer Acceptance', 'Acceptance Information', 'Add Bag', and 'Add Special Bag'. The 'Acceptance Information' tab is active, displaying flight details for AZ849 on 29JUL from JED to FCO Rome Fiumicino (1). The flight status is 'Acceptance Open'. The gate is 'None', boarding is at 02:30, and the standard time (STD) is 03:30. The baggage status is 'Not Open'. Below the flight details, there is a table with columns: Customer, Bkg Tkt Cabin, Sec, Seat, Accept Baggage, and Info. The table shows one customer, MANET Edouard, with booking reference AZ849, cabin Y(Y), seat 001, and seat 30F. The 'Accept Baggage' column has a green checkmark, and the 'Info' column shows 'Service'. Below the table, there is a section titled 'Special Baggage' with a sub-header 'Attribute-Description'. A list of attributes is shown: STRL, WCBBD, WCBVW, WCLB, WCMF, WEAP, XBAG, and ZAMM. A red arrow points to the 'ZAMM' option. To the right of the list, there is a 'Details' section with '0 Attributes'. At the bottom right of the 'Special Baggage' section, there are 'Add' and 'Back' buttons.

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

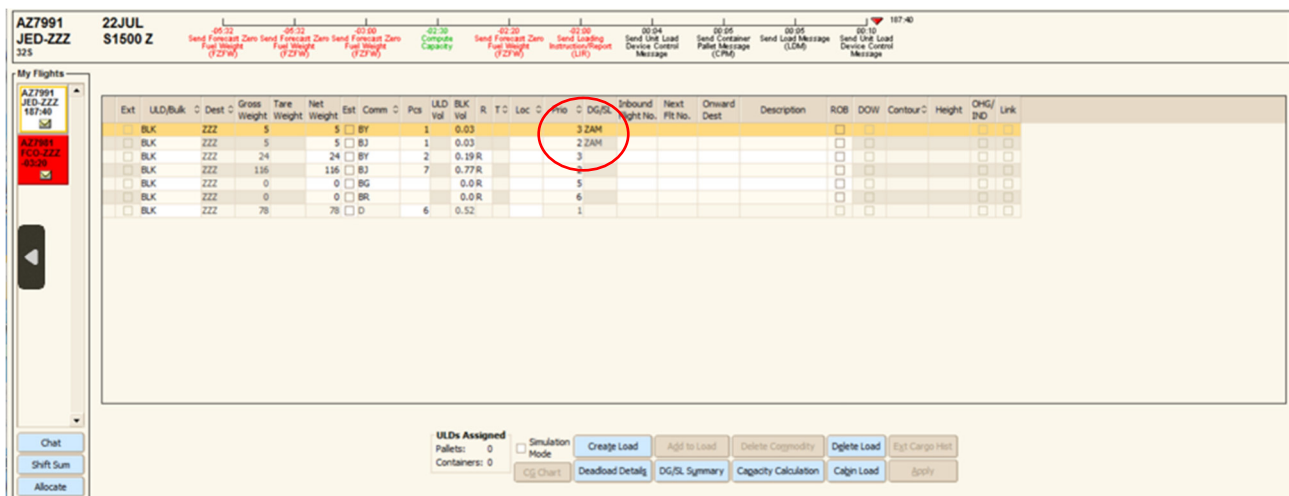


The ZAMZAM water can only be purchased inside Jeddah Airport and by official retailer.

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 2nd, 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.