

**AEROITALIA (W2 8400-8999)**

**OPERATED BY AEROITALIA**

HEAD OFFICE: VIALE CESARE PAVESE 8, 00144, ROME

WEB: [WWW.AEROITALIA.COM](http://WWW.AEROITALIA.COM)

CONTACT: [WWW.AEROITALIA.COM/EN/ASSISTANCE/CONTACTS](http://WWW.AEROITALIA.COM/EN/ASSISTANCE/CONTACTS)

**CONTENT AVAILABILITY**

CLASSIC AND BIZ PRODUCTS ARE AVAILABLE UNDER W2 CODE

CLASSIC INCLUDES:

1 LARGE CABIN BAG (TROLLEY BAG 55x40x20cm, MAX 10kg)

1 SMALL CABIN BAG (40x30x20CM, MAX 10KG, under the seat)

SEAT CAN BE PRESELECTED, EXCEPT ROWS 1-4 AND EXTRA LEGROOM

PRIORITY BOARDING

BIZ INCLUDES:

1 SMALL CABIN BAG (40x30x20CM, MAX 10KG)

1 LARGE CABIN BAG (55x40x20CM, MAX 10KG)

1 CHECKED-IN BAG (100x80x30CM, MAX 32KG)

ANY SEAT CAN BE PRESELECTED, INCLUDING EXTRA LEGROOM, SUBJECT TO AIRCRAFT AVAILABILITY

PRIORITY BOARDING

CHECK-IN

ONLINE CHECK-IN IS AVAILABLE 30 DAYS IN ADVANCE AND UP TO 3H BEFORE DEPARTURE AT [WWW.AEROITALIA.COM](http://WWW.AEROITALIA.COM).

FREE CHECK-IN CAN BE PERFORMED AT THE AIRPORT.

## SEAT

NON-CHARGEABLE SEAT CAN BE PRESELECTED BASED ON PRODUCT ATTRIBUTES DESCRIBED ABOVE.

PREMIUM CHARGEABLE SEATS CAN BE BOOKED FOR CLASSIC FARE ONLY VIA OPERATING AIRLINE'S WEBSITE [WWW.AEROITALIA.COM](http://WWW.AEROITALIA.COM).

## BAGGAGE

BAGGAGE ALLOWANCE AS PER PRODUCT ATTRIBUTES DESCRIBED ABOVE.

ADDITIONAL BAG IN HOLD, UP TO 23KG, SSR XBAG (SECOND), PRICE 59 EUR/BAG.

ADDITIONAL BAG IN HOLD, UP TO 32KG, SSR BULK, PRICE 69 EUR/BAG.

PRIORITY BOARDING AND CABIN BAG, SSR PBRD; PRICE 54 EUR/PASSENGER/SEGMENT.

## SPORT EQUIPMENT

ANY TYPE OF SPORT EQUIPMENT CAN BE SOLD AS SSR SPEQ;

PRICE 59 EUR/PASSENGER/SEGMENT/ITEM.

## BIKE

SSR BIKE ; PRICE 59 EUR/PASSENGER/SEGMENT/ITEM.

## WEAPON

SSR WEAP; PRICE 69 EUR/PASSENGER/SEGMENT/ITEM.

ANIMALS CAN BE BOOKED IN ACCORDANCE WITH THE OPERATING AIRLINE'S RULES AVAILABLE AT

<https://www.aeroitalia.com/en/transparency/legal-info-v3>

ANIMAL IN CABIN, SSR PETC; PRICE 109 EUR/SEGMENT/ANIMAL.

ANIMAL IN HOLD IS NOT ALLOWED.

OTHER ANCILLARY SERVICES ARE AVAILABLE ONLY ON OPERATING AIRLINE'S WEBSITE.

CONNECTING ROUTES:

CONNECTIONS ARE NOT ALLOWED

MULTIPLE FLIGHTS CAN BE BOOKED IN ONE RESERVATION BUT TICKETS MUST BE ISSUED SEPARATELY. PASSENGERS HAVING A STOP BETWEEN THOSE FLIGHTS MUST PICK UP THEIR LUGGAGE AND CHECK-IN AGAIN FOR THE NEXT FLIGHT.

NAME CHANGE

ALLOWED ONLY THROUGH AEROITALIA OWN CUSTOMER CENTRE UP TO 4H BEFORE THE ORIGINAL FLIGHT DEPARTURE WITH FEE 50 EUR PER DIRECTION AND FARE AND TAX DIFFERENCE / MUST BE DONE IN THE SAME PNR.

NAME CHANGE FEE SHALL BE COLLECTED AS CP TAX.

TICKET MUST BE REISSUED.

TYPO CORRECTIONS ARE NOT ALLOWED.

REBOOKING (VOLUNTARY CHANGES)

-BIZ FARE TYPE:

FREE CHANGES PERMITTED UP TO 4H BEFORE THE ORIGINAL FLIGHT DEPARTURE

-CLS FARE TYPE:

CHARGE 50.00 EUR PER DIRECTION UP TO 4H BEFORE THE ORIGINAL FLIGHT DEPARTURE

NO CHANGES PERMITTED LATER 4H BEFORE FLIGHT/NO-SHOW

ANY APPLICABLE DIFFERENCE AMOUNT MUST BE COLLECTED

DOWNGRADE NOT ALLOWED

REISSUE TO BE COLLECTED WITH -OD- TAX CODE IN THE NEW TICKET

VOID PERMITTED PROVIDED PRIOR SEGMENT CANCELLATION.

ROUTE CHANGE IS NOT ALLOWED.

CANCELLATIONS OR INVOLUNTARY CHANGES

FOR SCHEDULE CHANGE OF LESS THAN 3H, PLEASE REVALIDATE THE TICKET AND FILL IN THE ENDORSEMENT BOX ("REVALIDATION DUE TO INVOL CHANGE").

FOR SCHEDULE CHANGE ABOVE 3H OR CANCELLATION WITH REACCOMMODATION, IF CHANGES ARE ACCEPTED, PLEASE REISSUE THE TICKET AND FILL IN THE ENDORSEMENT BOX ("REISSUE DUE TO INVOL CHANGE").

IF PASSENGER DOES NOT ACCEPT THE NEW SCHEDULE OFFERED OR NO ALTERNATIVE IS OFFERED, CHOOSE ONE OF THE FOLLOWING OPTIONS:

ONE TIME REBOOKING ANYTIME UP TO 4H BEFORE DEPARTURE, WITHIN A TIME FRAME OF -14 AND +30 DAYS AGAINST THE DEPARTURE DATE OF THE MODIFIED FLIGHT. PLEASE KEEP THE SAME PRODUCT WITH NO PENALTY OR FARE DIFFERENCE FEE APPLIED BY FILLING IN THE ENDORSEMENT BOX ('REISSUE DUE TO INVOL CHANGE'). YOU MUST KEEP THE SAME ORIGINAL TICKET MASK WHEN PROCESSING THE REISSUE.

YOU ARE ALLOWED TO ASK FOR TICKET AND TAXES REFUND VIA BSP LINK. YOU MUST REMOVE THE SEGMENT PRIOR REQUESTING THE REFUND VIA BSP LINK AND INCLUDE PNR HISTORY WHEN REQUESTING THE RA. CUSTOMERS CAN REQUEST THE REFUND OF ADDITIONAL SERVICES PAID VIA THE OPERATING AIRLINE WEBSITE BY CONTACTING THE AIRLINE DIRECTLY.

IF NO ACTION IS TAKEN IN THE PNR UP TO 4H BEFORE DEPARTURE, THE PASSENGER WILL BE CONSIDERED AS NO-SHOW.

NO-SHOWS

NO-SHOW PASSENGERS CAN CLAIM FOR AIRPORT TAX REFUND VIA BSP LINK;

## INFANT

ANY CHILD AGED 0-2 CAN BE BOOKED WITHOUT A SEAT AS SSR INFT.

ONLY ONE INFANT PER ADULT CAN BE BOOKED; PRICE 35 EUR/SEGMENT.

ONE TROLLEY OR ONE SMALL 23 KG HOLD BAGGAGE IS INCLUDED.

## CHILD

ANY CHILD AGED 2-18 CAN BE BOOKED ONLY ACCOMPANIED BY AN ADULT; PRICE 100% OF THE APPLICABLE FARE.

UNACCOMPANIED MINOR IS NOT ALLOWED.

## PASSENGERS WITH SPECIAL NEEDS

SERVICING DISABLED PASSENGERS AND PASSENGERS WITH REDUCED MOBILITY IS FREE OF CHARGE.

THE OPERATING AIRLINE MUST BE INFORMED ABOUT ANY SPECIAL ASSISTANCE REQUEST BY ADDING THE RESPECTIVE SSR IN THE PNR FOR EACH SEGMENT, AT LEAST 48H IN ADVANCE.

## TICKETING

TICKETING MUST BE COMPLETED WITHIN 24H FROM THE DATE OF BOOKING FOR CLASSIC AND WITHIN 48H FOR BIZ.

IF THE BOOKING IS MADE WITHIN THE LAST 72H BEFORE DEPARTURE TICKETING MUST BE COMPLETED WITHIN 2H.

IF ADDING A SEGMENT ON A BOOKING ALREADY ISSUED, THIS MUST BE TICKETED OR REMOVED BEFORE THE TICKETING TIME LIMIT.