



# **SERVICE CHARTER AIRLINE STANDARDS**

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Air Italy is an Italian airline with registered offices in Olbia, Costa Smeralda, Sardinia.

The company was founded on 29 March 1963 under the name Alisarda, with the aim of promoting tourism in Sardinia. The name was changed to Meridiana in 1991 and to AIR ITALY on 1 March 2018.

Thanks to its merger with the Eurofly airline and its takeover of the firm Air Italy, in the past five years Meridiana established a substantial presence in the international leisure segment and continues to expand towards medium and long-haul destinations, collaborating with all the major tourism operators on the national market.

In December 2017 the firm announced its expansion to new domestic destinations, from Milan Malpensa, reflecting an important strategic shift for the firm. Specifically this means connections from Milan Malpensa to Rome, Naples, Palermo, Catania and Lamezia Terme, scheduled to allow optimum connections with the new intercontinental flights to New York, Miami and Bangkok (operating since September 2018).

In February 2018 Meridiana - Italy's oldest privately-owned airline with more than 50 years in operation - announced a new phase of growth and development as an indication of considerable change, evidenced by its new identity under the name Air Italy.

The Air Italy network also includes direct international flights from Milan Malpensa to Accra, Cairo, Dakar, Lagos, Mombasa, Zanzibar and flights to and from Olbia Costa Smeralda, scheduled flights to Rome, Milan Linate and seasonal connections to a large number of Italian and European destinations.

The Air Italy fleet currently consists of 8 Boeing 737 NG e 3 Boeing 767-300s. The fleet will be gradually renewed, beginning with 8 new aircraft in the course of 2018, including 3 new Boeing 737 MAX 8s and 5 Airbus A330-200s, with the B767-300s phased out by the end of the year.





Air Italy is delighted to present its first standard airline Service Charter, published in accordance with the requirements of the memorandum GEN-06 ENAC (National Body of Civil Aviation).

The founding principles of the services provided by Air Italy are :

- ❖ Equality and impartiality, non-discrimination, the right to information, continuity, participation, efficiency and effectiveness in compliance with DPCM 30.12.1998 Mobility Charter.
- ❖ Outstanding quality of services in terms of safety, friendliness, elegance and courtesy.

This Service Charter summarises the Airline by giving an overview of its performance, including the regularity and punctuality of flights, the quality of services delivered to passengers, luggage handling and mobility assistance, cleanliness and comfort on board, information and all aspects that contribute directly to our users' flight experience. Service quality is measured and monitored by our internal quality control system.

The Service Charter is intended as a formal statement to our customers of our commitment to constantly improve our services in order to maintain them at the highest international standards.



## SERVICES, INFORMATION, SPECIAL ASSISTANCE



In the interests of complete transparency and conciliation, Air Italy has established the following methods of contact with passengers.

### ❖ Website

On the Air Italy website ([www.airitaly.com](http://www.airitaly.com)) you'll find a complete overview of our services, as well as functions for searching, booking and managing flights for all the available destinations. You can also request special assistance to meet your individual needs.

**In the “Before your Flight” area, you'll find the Special Assistance section:**

- Reduced mobility
- Visually impaired

Special assistance is provided subject to prior communication with the company at both the departure airport and the transit or arrival points, and during your time at the airport. We ask passengers who require assistance to inform the company at least 48 hours in advance, so that we can activate all the necessary procedures at the departure, transit and arrival airports.

Passengers with reduced mobility can add special assistance to existing bookings by emailing us at [assistenzespeciali@airitaly.com](mailto:assistenzespeciali@airitaly.com), or book by contacting our Call Centre on the dedicated line +39 0789 52609 option 1, indicating the names of passengers, journey and dates required and a telephone number which will be used by our Call Centre staff to call back customers who require this service.

**For same-day flights, it is advisable to contact the Call Centre.**

Furthermore, the website gives all the information you need for your journey: car parking and hire, contact numbers for the airline (in Italy and abroad). The website is available in Italian, English, French, Spanish and German. It also provides information about the company and has sections dedicated to press releases (Media Centre).

Lastly, the website offers an online Air Italy assistance service (chat) and the opportunity to register for the Meridiana Club.

### ❖ Social Networks

For assistance in real time, our Social Customer Care service is available 24 hours a day every day.

- [Facebook](#)
- [Twitter](#)
- **WhatsApp** +39 347 0767469

The apps are available for iOS and Android, and can be downloaded from Apple Store, iTunes and Google Play,

The quality of the assistance we provide is included in our monitoring programme and can be viewed in the Performance Figures section of this Service Charter.



## DESCRIPTION OF THE FLEET (UPDATED NOVEMBER 12, 2018)



❖ Aircraft type: **Boeing 737 MAX 8**

**Quantity:** 2

**Average age:** 1

**Air and noise pollution:** in compliance with certification parameters (\*\*)

**Seat pitch** (distance between seats): P/Y:32"; Y:29"

**Aisle width:** floor to 25": 15", above 25": 20"

**Seating for passengers with disabilities or reduced mobility:** available

**PRM seating:** 3 WCHC; 11 WCHR/WCHS

**Wheelchair on board:** YES

**Child restraint system:** 15 infant seat belts

**Frills on board** (screens, satellite phone etc): Music



❖ Aircraft type: **AIRBUS 330-200**

**Quantity:** 5

**Average age:** 15 anni

**Air and noise pollution:** in compliance with certification parameters (\*\*)

**Seat pitch** (distance between seats): **C: 78"; Y:31"- 34"**

**Aisle width:** **C: 20.14" ; Y18.07"**.

**Seating for passengers with disabilities or reduced mobility:** available

**PRM seating:** 5 WCHC; 14 WCHR/WCHS

**Wheelchair on board:** YES

**Child restraint system:** 30 infant seat belts

**Frills on board** (screens, satellite phone etc): Screens and IFE with connectivity.

(\*\*) Available at:

<https://www.easa.europa.eu/document-library/type-certificates>

**Type Certificate Data Sheets (TCDS)**

## DESCRIPTION OF THE FLEET (UPDATED NOVEMBER 12, 2018)



❖ Aircraft type: **Boeing 767**

**Quantity:** 3

**Average age:** 23

**Air and noise pollution :** in compliance with certification parameters (\*\*).

**Seat pitch** (distance between seats): C:46", Y:30"-34"

**Aisle width:** floor to 25": 15", above 25": 20"

**Seating for passengers with disabilities or reduced mobility:** available

**PRM seating:** 5 WCHC; 14 WCHR/WCHS

**Wheelchair on board:** YES

**Child restraint system:** 30 infant seat belts

**Frills on board** (screens, satellite phone etc): Screens



❖ Aircraft type: **Boeing 737**

**Quantity:** 7

**Average age:** 15

**Air and noise pollution:** in compliance with certification parameters (\*\*)

**Seat pitch** (distance between seats): C: 30"-32"

**Aisle width:** floor to 25": 15", above 25": 20"

**Seating for passengers with disabilities or reduced mobility:** available

**PRM seating:** 3 WCHC; 11 WCHR/WCHS.

**Wheelchair on board:** YES

**Child restraint system:** 30 infant seat belts

**Frills on board** (screens, satellite phone etc): NO

(\*\*) Available at:

<https://www.easa.europa.eu/document-library/type-certificates>

**Type Certificate Data Sheets (TCDS)**



## ENVIRONMENT POLICY



Air Italy has a Policy for the Environment and a reduction in the emission of harmful gases, and is gradually replacing its fleet of aircraft.

The Air Italy fleet currently consists of **7** Boeing 737 NG, **3** Boeing 767-300, **5** Airbus A330-200 and **2** 737-8 MAX. The fleet will be gradually renewed with the addition of new aircraft, including Boeing 737 MAX and Airbus A330-200, and by phasing out the B767-300.

The new aircraft are characterised by high levels of efficiency and fuel economy.

**Our focus has always been on technologies geared to innovation and reliability. Our planes constantly undergo rigorous efficiency testing and are updated to the most advanced standards. Flight instruments are in line with the latest advanced technologies.**

Other aspects of our policy concern:

- ❖ increasing attention to environmentally-friendly buying in the various divisions of the airline
- ❖ used toners and printer cartridges have long been recycled via the Eco Box system which collects only this type of waste
- ❖ differentiated waste disposal for all large packaging.





## SERVICE CHARTER

# FARES

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### ❖ Fares

Information about tariffs and any special deals can be found in Air Italy's statement on the general terms and conditions of transport, bookings and payments at:

Website - [www.airitaly.com](http://www.airitaly.com)

App mobile – Air Italy

Call Centre

WTS (Wenb Trade System) travel agencies

Travel agencies

Airport Ticket counters

**AIR ITALY**



## HAND LUGGAGE AND HOLD LUGGAGE



### ❖ Hand luggage

#### Dimensions and weight

A single item of luggage may be brought into the cabin, with dimensions not exceeding 55 x 40 x 20 cm and weighing no more than 8 kg.

Passengers may also carry a personal item (handbag or document bag, belt bag or laptop bag) in addition to their cabin luggage; this must be placed under the seat, and must not be larger than 40 x 30 x 15 cm. Boarding staff will place a red label on small items of luggage for identification purposes.

Any luggage which does not pass our checks will not be accepted on board. On busy flights it may also be necessary to place some hand luggage in the hold.

### ❖ Hold luggage

The Air Italy website [www.airitaly.com](http://www.airitaly.com) lists the different conditions of transport for hold luggage by type of flight and tariff. These conditions apply to all flights operated by Air Italy; while flights operated by other carriers are subject to the transport conditions of the operator.

#### Dimensions and weight

##### - Weight (standard):

All items of hold luggage may weigh up to 23 kg.

Where the weight exceeds 23 kg and is below the maximum of 32 kg, the excess weight charge will apply.

##### - Dimensions (standard):

The total sum of height+length+width of hold luggage must not exceed 158 cm including handle, pockets and wheels.

##### - Luggage labels:

Every item of hold luggage must be labelled with the passenger's name and address.

Following numerous claims for damage sustained by polycarbonate and ABS plastic luggage, which indicates the fragile nature of this type of material, Air Italy will transport such items as hold luggage without accepting responsibility for damage sustained in transit; the airline does, however, accept full responsibility for delay, loss or theft of luggage.

## TRANSPORT IN THE CABIN



### ❖ Transport of medical devices and mobility aids

The Air Italy website [www.airitaly.com](http://www.airitaly.com) gives information regarding the types of medical devices accepted on board.

Passengers who need a wheelchair (including back-up battery, where permitted) can check this in as hold luggage free of charge and in addition to the standard luggage allowance, but wheelchairs can never be taken into the cabin. Air Italy flights can carry a maximum of 2 wheelchairs, depending on type and availability of space in the hold.

### ❖ Transport of assistance dogs for visually impaired passengers

In compliance with the safety standards stipulated by law, Air Italy limits the number of passengers with reduced mobility on board its aircraft.

Special assistance is provided subject to informing the airline (at least 48 hours in advance) at both the departure and arrival airport and during the time spent in the airport.

Visually impaired passengers can travel with or without accompaniment. Guide dogs may travel free of charge subject to request at the time of booking, provided they are muzzled and kept on a lead. Guide dogs may travel on our direct flights to the United Kingdom, in accordance with the UK's Pet Passport Scheme. It is the passenger's responsibility to ensure the animal is fully compliant with the criteria of the Pet Passport Scheme.

The company does not accept responsibility for animals which do not have the correct documentation, and advises contacting the UK airport authorities before travelling to confirm the details of the Pet Passport. You can also get advice from the UK Guide Dogs for the Blind Association or the Defra Pet Travel Scheme helpline.



## PROHIBITED ITEMS AND HIGHER LIMITS OF LIABILITY FOR LUGGAGE



The safety measures provided by the National Security Programme include the prohibition on transporting the following items in passengers' **hand luggage**:

- ❖ Liquids (the transport of liquids in hand luggage is limited for safety reasons. For more information, consult the ENAC website and the website [www.airitaly.com](http://www.airitaly.com)) .
- ❖ Toy guns.
- ❖ Catapults, kitchen knives and implements, knives (of any size)
- ❖ Letter openers, razor blades
- ❖ Professional tools
- ❖ Javelins, scissors, syringes (\*).
- ❖ Knitting needles
- ❖ Baseball-type bats
- ❖ Pool cues

Note(\*): passengers may carry syringes in hand luggage only when in possession of a medical certificate. Passengers carrying such items should also inform check-in staff.

In addition, the following items must not be taken **on board**:

- ❖ Explosives, ammunition, fireworks and flares
- ❖ Inflammable liquids such as lighter gas, colourants, solvents or solids such as matches
- ❖ Compressed gases, corrosive substances, flammable liquids or solids
- ❖ Oxidising substances such as oxidisers and peroxides
- ❖ Corrosive materials such as mercury, acids, alkalis and car batteries
- ❖ Poisons and pathogenic agents
- ❖ Radioactive materials, foul-smelling substances and other hazardous items.



## SERVICE CHARTER

# TRAVEL INSURANCE AND HIGHER LIMITS OF LIABILITY FOR LUGGAGE

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**Air Italy offers various types of travel insurance with its partner Allianz:**

- ❖ All inclusive insurance starting from 17 euro
- ❖ All inclusive Extended starting from 77 euro
- ❖ Winter sports starting from 25 euro
- ❖ Business travel starting from 10 euro

To obtain enhanced protection for the transport of valuable items, passengers can complete a **Declaration of Higher Value**, in accordance with regulation no.889/2002 of the European Parliament, which can be downloaded from [www.airitaly.com](http://www.airitaly.com).



## TRANSPORTING ANIMALS

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The only animals permitted to be transported on Air Italy flights are dogs, cats, birds, rabbits, guinea pigs, hamsters and ferrets.

This service is subject to availability.

We remind you that:

- ❖ for flights between countries within the European Community, cats and dogs must be in possession of a passport issued by a vet, indicating the animal's vaccinations and state of health; they must also bear an electronic system of identification or an identifying tattoo.
- ❖ for domestic flights in Italy, cats and dogs must travel with a health card and a microchip; anti-rabies vaccination is not obligatory.
- ❖ animals less than three months old, and therefore not yet vaccinated against rabies, may not be brought into Italy or travel in Europe.
- ❖ for flights to and from the United Kingdom, transport of animals is not permitted, with the exception of guide dogs for the blind. You can find all the information in the relevant section of the [www.airitaly.com](http://www.airitaly.com) website.

It is the passenger's responsibility to check any arrangements or restrictions in their destination country with the embassy or consulate, or by consulting the IATA **Travel Information Manual** or the website of the **Ministry of Health**.

Failure to comply with a country's procedures or restrictions will lead to the animal being unable to disembark.



## TRANSPORTING ANIMALS



### ❖ Conditions for transport in cabin

- the animal must remain throughout the journey in a travelling case, which must not exceed the following dimensions: 48x33x29 cm
- the total weight (including food and the case itself) must not exceed 10 kg
- the travelling case must be well-ventilated, waterproof, resistant, rigid or semi-rigid, and comply with the aforementioned conditions
- the travelling case must allow the animal to be in a comfortable position, to turn and to lie down.

If these conditions are not met or the animal disturbs other passengers, the flight captain may ask for it to be placed in the hold.

### ❖ Transport in the hold is subject to the following conditions:

- the animal must travel in a robust travelling case
- the body of the travelling case must be made only of fibreglass or rigid plastic
- if the travelling case has wheels, these must be removed by the passenger; if they are retractable, they must be covered by adhesive tape.

#### Travel tips:

- It is important that the animal is accustomed to the carrying case
- Feed the animal up to 4 hours prior to departure, and ensure that it has enough food for the journey
- Consult your vet to determine whether or not to administer tranquilizers.

To find out the cost of special luggage such as animals in the hold or in the cabin, you can check with our sales channels ([www.airitaly.com](http://www.airitaly.com) website, call center, travel agencies, or at the airport).



## TRANSPORTING ANIMALS TO AND FROM THE UNITED STATES



### ❖ Transporting dogs into the United States

The permit to transport non-immunised dogs, issued by Centres for Disease Control and Prevention (CDC) , replaces the letter of authorisation and must be included in the import documents of a non-immunised dog. Dogs arriving in the United States must be healthy and, with a small number of exceptions, must be immunised against rabies and hold a valid vaccination certificate.

Dog owners should complete the form before departure. Anyone bringing a non-immunised dog into the United States must have a copy of a “non-immunised dog permit” from the CDC. If the dog is denied entry on arrival in the United States, the importer is liable for the costs of treatment, assessment and re-exportation.

### ❖ Valid certificate of anti-rabies vaccination

The certificate of anti-rabies vaccination must contain all the following information:

- 1.Name and address of the owner
- 2.Breed, sex, date of birth (approximate age if unknown), colour, markings and other identifying information about the dog
- 3.Date of anti-rabies vaccination and information regarding the vaccine
- 4.Expiry date of the vaccination
- 5.Name, license number, address and signature of the vet who administered the vaccination.

The CDC does not accept the following as proof of anti-rabies vaccination:

- Titration or serology values (blood tests)
- Vet's letter of exemption
- Health certificate or pet passport without proof of anti-rabies vaccination. For further information consult the website [www.cdc.gov/importation/bringing-an-animal-into-the-united-states/dogs.html](https://www.cdc.gov/importation/bringing-an-animal-into-the-united-states/dogs.html)





## ON-BOARD MEALS



### ❖ Meals

#### Medium haul international flights

On medium haul international flights, we offer tasty snacks and cold dishes accompanied by a selection of well-known wines and a variety of alcoholic and non-alcoholic drinks.

#### Long haul international flights - Economy Class

The on-board menu offers a choice of meals including breakfast and snacks, in addition to a main dish (depending on departure time). Your meal is always accompanied by a selection of red and white wines, Italian and European beers, soft drinks, coffee and tea.

#### Long haul international flights - Business Class

Business Class offers a personalised on-board service: passengers are welcomed to a genuine on-board restaurant, where they can enjoy a new meal concept with dedicated service. Your main meal consists of a wide choice of courses, including pasta, meat and fish dishes and cheeses. Direct from the Italian tradition comes gourmet ice cream and espresso coffee.

Your meal is always accompanied by soft drinks, a welcome cocktail, champagne and an extensive wine list.

### ❖ Special meals

If you have specific dietary requirements, we ask you to let us know 48 hours in advance, and we will be happy to provide you with a special meal. There is a wide range of special meals available for vegetarians and those with allergies and intolerances, or requirements linked to particular health conditions or religious observances.

Passengers who suffer from severe food allergies are advised to bring their own food to meet their dietary requirements.

For any enquiries regarding special meals, we invite you to contact our call centre.



## ❖ Meridiana Club

Air Italy is delighted to introduce its loyalty programme Meridiana Club, which allows passengers to collect Avios, the currency of our Club.

Registration for the Meridiana Club is simple and free of charge and can be done easily online in just a few clicks.

Meridiana Club members can accumulate Avios every time they fly, and also increase their Avios points with the Club's Partners.

By collecting Avios, everyday flights and expenses can be turned into free travel.

Avios points can be collected by travelling with Air Italy, Iberia and British Airways, or by staying in a hotel, renting a car or simply going shopping.

Your Avios total will soon allow you to convert your points into flights, to be taken with Air Italy, British Airways and Iberia.

Avios can also be used to upgrade your Meridiana Club card to the Fly Pass Silver or Gold level and enjoy all the benefits this brings.

Meridiana Club comes in three parts, with three levels of Card to suit your every need.

## SERVICE CHARTER

# MERIDIANA CLUB



### Meridiana Club

A choice among three different levels, for each need.



#### ❖ Meridiana Club

- In just a few steps you'll be part of the Meridiana Club. When you register you will receive an email with your digital card, and you can immediately enter your Meridiana Club code and start to collect points.
- You'll have access to your personal area where you can check your points total and receive previews of special offers and exclusive new products from the Meridiana Club world.
- And throughout the year you'll be able to convert your status from Meridiana Club to Meridiana Club Fly Pass Silver and Meridiana Club Fly Pass Gold, and take advantage of the numerous benefits reserved for Club members.

#### ❖ Meridiana Club – Fly Pass Silver

- Free booking of standard seats on all flights in the Air Italy network.
- No more queueing at check-in: with the Silver Fly Pass you have a dedicated check-in desk. In fact Air Italy provides special Fly Pass desks exclusively for passengers who hold Silver and Gold Fly Pass cards, where you can collect your boarding card and avoid queues and long waiting times.
- No more queues at security: Silver Fly Pass holders can access security controls quickly via a fast-track system, making travel for work or pleasure increasingly convenient. The service is completely free of charge for Fly Pass card holders, and available at major Italian airports.
- Early flights: with Silver Fly Pass Silver, if your meeting ends early, you won't waste any time: bring your return flight forward free of charge. On routes where there are more than one flight a day, you can return on an earlier flight simply by showing your Silver Fly Pass at the special desk at least an hour before departure.
- Priority boarding: your card gives you priority boarding on

#### ❖ Meridiana Club – Fly Pass Gold

- The Club that offers services for passengers wishing to fly as VIPs with Air Italy and take advantage of every opportunity to turn a simple flight into a journey of comfort and convenience.
- Dedicated phone number, early flights service, private check-in desks, reserved seats on board, VIP lounge, fast-track security at major Italian airports, priority luggage delivery, plus all the opportunities offered by the Club's partners: these are the main benefits Air Italy makes available to its most exacting customers with the Gold Fly Pass Club.
- For information and personalised assistance, all Gold Fly Pass Club members can access our dedicated Customer Care service from 7.30 to 23.00 every day on +39 89 347 333 or by email at [info.flypass@airitaly.com](mailto:info.flypass@airitaly.com)

AIR ITALY





## ❖ Customer Relations Service

Passengers who have had problems with the airline (cancellations, delayed departures, over-booking or other issues) can inform us by completing the **online** form on the [www.airitaly.com](http://www.airitaly.com) website.

Our customer relations service undertakes to examine your case and respond **within 30 days** of the date of your claim. N.B. The online form is individual: if the booking relates to more than one passenger, each person should complete their own form.

The status of a search for lost luggage can be checked using the “**world tracer**” system on the [www.airitaly.com](http://www.airitaly.com) website.

The website also contains an **FAQ** section, with a series of questions most frequently asked and their answers.

## Denied boarding – delay – flight cancellation

Air Italy informs passengers that in the event of failure to board, cancelled flight or delay, they can ask at the company's check-in desk or the boarding gate, where they will be given a statement listing passengers' rights in terms of financial compensation and assistance, in accordance with [EU regulation no.261/2004, article 14 \(2\)](#).

If the flight reaches its destination 3 hours or more after the scheduled arrival time, the European Court of Justice has established passengers' right to request similar compensation to that due in the case of cancellation, as stated in EU regulation 261/2004, article 7.

This right does not apply if the company proves that the delay was caused by exceptional circumstances.

## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
Regularity and punctuality	1	Punctuality: short and medium haul	% of flights arriving on time against total short and medium haul flights departing.	84.4%	85.5%
	2	Punctuality: long haul	% of flights arriving on time against total long haul flights departing.	59.2%	70.0%
	3	Overall flights arriving on time	% of flights arriving on time against total flights departing.	81.5%	85.0%
	4	Cancellations attributable to the airline: summer season	% of flights cancelled against total flights departing.	0.18%	0.15%
	5	Cancellations attributable to the airline: winter season	% of flights cancelled against total flights departing.	0.21%	0.18%
	6	Overall cancellations attributable to the airline	% of flights cancelled against total flights departing.	0.19%	0.15%
	7	Presence of an airline representative at the check-in desk or boarding gate in the event of cancellation or long delay to provide information at Italian airports	Yes	Yes	Yes
	8	Presence of an airline representative at the check-in desk or boarding gate in the event of cancellation or long delay to provide information at non-Italian airports	Yes	Yes	Yes



## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
Luggage and mobility aids	9	Luggage not delivered to the baggage reclaim belt for reasons attributable to the carrier.	% of luggage not delivered for reasons attributable to the carrier against total hold luggage	0.14%	0.10%
	10	Total luggage not delivered to the baggage reclaim belt on the carrier's flights	Total % of luggage not delivered against total hold luggage	0.14%	0.10%
	11	Time taken to return luggage to passengers when not delivered on the baggage reclaim belt	Hours/days from issuing of PIR in 90% of cases	Not available	Not available
	12	Luggage located after non-delivery to the reclaim belt	% of luggage located against total of non-delivered luggage	50.3%	55.0%
	13	Mobility aids damaged or not delivered on arrival (wheelchairs, buggies)	% Mobility aids damaged or not delivered against total number delivered by carrier to PRM	0.1%	1.0%
	14	Home delivery of luggage or mobility aids not delivered on the baggage reclaim belt	yes	Yes	Yes
Hygiene and cleanliness	15	Perception of the cleanliness of the aircraft cabin on departure	% passenger satisfaction	94.9%	95.0%
	16	Perception of the cleanliness of the aircraft toilet on departure	% passenger satisfaction	89.3%	90.0%



## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
Passenger comfort on board	17	Free snacks/meals and drinks - short to medium haul	As specified	Yes	Yes
	18	Free snacks/meals and drinks - long haul	As specified	Yes	Yes
	19	Perception of the quality of free restaurant service on board (meals and drinks)	% passenger satisfaction	86.7%	88.0%
	20	Perception of the quality of <u>non-free</u> restaurant service on board (meals and drinks)	% passenger satisfaction	Paid catering not available	
	21	Perception of the quality of free in-flight entertainment - short to medium haul (e.g. newspapers, music, films etc)	% passenger satisfaction	In-flight entertainment not available on short/medium haul	
	22	Perception of the quality of free in-flight entertainment - long haul (e.g. newspapers, music, films etc)	% passenger satisfaction	52.0%	75.0%
	23	Other services	As specified	Not available	
	24	Overall perception of comfort on board (seat pitch, meals, entertainment etc)	% passenger satisfaction	81.2%	85.0%



## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
Customer information	25	Effective, easy-to-use website	% passenger satisfaction	84.0%	85.0%
	26	Perception of the clarity of on-board information	% passenger satisfaction	94.9%	95.0%
	27	Useful advice for the flight published in the in-flight magazine	Yes	Yes	Yes
	28	Information provided on board about connections and departure gates for onward travel at the arrival airport	Yes	Not available	
	29	Telephone waiting time for bookings/information/claims: a. with automated system b. without automated system	a. average waiting time b. % passenger satisfaction	. 70.7%	75.0%
	30	Other information	a. As specified	Not available	





## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
Additional services	31	Delivery of infant buggies on exiting the aircraft (where possible)	Yes	Yes	Yes
	32	Delivery of hand luggage handed to cabin crew on exiting the aircraft (where possible)	Yes	Not available	
	33	Policy of using loading bridges, which connect the aircraft directly to the airport (where possible)	Yes	Yes	Yes
	34	Possibility of changing passenger's name free of charge, subject to conditions, where incorrectly typed	Yes	Yes	Yes
	35	Free telephone number for bookings	Yes	Not available	
	36	Free telephone number for claims	Yes	Not available	
	37	Availability of more national and international airports and, depending on frequency of flights, automatic check-in points always open	Yes	Not available	
	38	Shuttle bus connection to the city centre to coincide with flight times	Yes	Not available	
	39	Other services	Yes	Not available	



## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
Relational and behavioural aspects	40	Overall perception of relational aspects (e.g. efficiency, courtesy etc) and professionalism of call centre staff	% passenger satisfaction	89.4%	90.0%
	41	Overall perception of relational aspects (e.g. efficiency, courtesy etc) of ground staff	% passenger satisfaction	94.9%	95.0%
	42	Perception of uniform and presentation of cabin crew	% passenger satisfaction	98.0%	95.0%
	43	Overall perception of relational aspects (e.g. efficiency, courtesy etc) of cabin crew	% passenger satisfaction	98.8%	95.0%
	44	Perception of the professionalism of ground staff	% passenger satisfaction	95.3%	95.0%
	45	Perception of the professionalism of cabin crew	% passenger satisfaction	98.7%	95.0%



## PERFORMANCE FIGURES



Performance factor	N°	Indicators	Unit of measurement	Result 2017	Target 2018
PRM	1	Perception of the condition and operation of on-board equipment	% passenger satisfaction	100%	95.0%
	2	Perception of appropriate training of cabin crew	% passenger satisfaction	96.8%	95.0%
	3	Accessibility of information when booking tickets	Yes	Yes	Yes
	4	Perception of the clarity of on-board information in accessible form	% passenger satisfaction	100%	95.0%
	5	Information provided on-board regarding connections and departure gates at the arrival airport, in accessible form	% on total information	Not available	-
	6	Number of replies received within the stated time period compared to the number of enquiries	% answers provided in the time frame vs. total number of enquiries	100%	100%
	7	Number of claims received by the carrier compared to total PRM traffic	% claims received by the airline vs total PRM carried	0.01%	0.1%
	8	Perception of on-board comfort	% passenger satisfaction	100%	95.0%
	9	Perception of the politeness of cabin crew	% passenger satisfaction	100%	95.0%



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