



 **AirDolomiti**
service charter 2020



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1.1 | Introduction

Dear passengers,

in order to continuously improve our services and to best meet your needs, we have defined the Service Charter, published in compliance with circular GEN-06 ENAC (Italian Civil Aviation Authority).

Within the document, created to keep our passengers up to date with everything that the agency can offer before, during and after the flight, you will find details of our new services, useful security information, a section dedicated to passengers requiring special assistance, company information and much more.

The document can be downloaded directly from our website www.airdolomiti.eu (in Italian and English).



1.2 | The Airline

Air Dolomiti, a Lufthansa Group company, is the Italian airline connecting the main Italian airports to Germany, particularly to Munich and Frankfurt. From the outset, quality, punctuality, reliability and strong customer focus have been the defining characteristics of the company.

Since 2000 the company has been UNI EN ISO 9001:2008 certified for overall quality and since 2005 IOSA (International Operations Standard Audit) certified, the most important endorsement of quality and security in the operational field for a company. In 2009 it was the launch customer for the Italian market of the Embraer 195, a 120-seat, modern and cutting-edge jet. The fleet currently consists of fifteen aircraft. Over the years, the expansion of the Air Dolomiti network has seen constant growth. Throughout 2019, operations were carried out on over 50 airports connected by several daily flights.

Of primary importance is the **Own Business** activity (managed under the company's own commercial liability) from Italy to Germany; it is possible to reach the Munich hub from Verona, Venice, Florence, Bologna, Bari, Turin, Pisa and Milano Malpensa and the Frankfurt hub from Verona Florence and Turin. The company supports this activity with **Feeder** connections on behalf of the parent company with other flights from Italy or from other European countries to the Munich and Frankfurt hubs. Updates on offers and new winter and summer destinations are available online at www.airdolomiti.eu.

Air Dolomiti has now implemented a Smart Casual Company business model, a company close to the needs of everyone, flexible and able to increase the sales capacity by offering a consistently high level of service, ad hoc rates in a stylish and relaxed setting, making the most of the existing network and its link with the territory.

1.3 | History

Air Dolomiti began operating in 1991 thanks to the boldness of Alcide Leali, an Italian entrepreneur who was able to foresee the strategic potential of the inter-regional air transport market, which until that time had been overlooked, by betting on an entirely innovative business formula based on two fundamental values: the delocalisation of departure airports and the quality of service.

The airline began operations in 1991 with the arrival of a 50-seat Boeing De Havilland Dash 8 300 series with the aim of developing direct connections in Europe from medium-sized city airports, not yet served by large carriers, placing particular attention on frequency, schedules and service quality. Air Dolomiti's mission has been clear from the start: to become the first European-wide regional Italian airline, developing direct connections to the most strategic airports from airports in the largest cities in northern Italy. The reference market was initially North-East Italy, an area of fundamental importance from an economic development point of view.

From this basin, Air Dolomiti has developed its activity in Europe, then extending to North-West Italy, followed by the main airports on the Adriatic and Tyrrhenian coast.

In 1993 Air Dolomiti received the first five 46-seat ATR 42-320 and signed a commercial agreement with Lufthansa thanks to which it operates the connections to the German airline hubs; the evolution of this agreement brought the airline to the role of “Partner of Lufthansa” in 1994. The relationship between the two airlines has developed over time thanks to the extensive coverage acquired by Air Dolomiti across Italy and the exceptional offer of the German giant.

In the meantime, the fleet was enhanced by a further two ATR 42-500s of which Air Dolomiti is the Launch customer for Europe; in 1998 the 64-seat ATR 72-500 aircraft were added. In September 1999 Lufthansa acquired a stake in Air Dolomiti with the acquisition of 26% of the capital and signed a shareholders’ agreement with the airline.

Following the fulfilment of the agreement between the then majority shareholder and Lufthansa, in 2003 Air Dolomiti became a 100% part of the German Group maintaining independence from the brand and its industrial autonomy.

Since 2004 the airline has introduced the 99-seat four-engine BAE 146-300 jet which gradually gave way to the new 120-seat Embraer E195 between 2009 and 2013.

In recent years the airline has supported the feeder routes for the German parent company, a decisive enhancement of the Own business and Charter activity with a view to renewing and researching new markets.

Chairman Joerg Eberhart has been at the helm of the company since September 2014 after various managerial roles held within the Lufthansa group.

1.4 | Fleet and seat map

In 28 years of activity Air Dolomiti has continuously renewed and strengthened its fleet. In 2009 it received five new 195 Embraer aircraft of which it was the launch customer for the Italian market and by which it reached the historic development of 100 seats. The E195 is a technological jewel, a cutting edge 120-seat aircraft, which is extremely flexible and dynamic with an innovative design. Designed from the ground up using virtual reality technology, it was optimised specifically for the 70-120 seat segment. During 2013 a further 5 new Embraer 195s entered the fleet, bringing the total number of the airline's Embraers to 10.

In 2006 business travellers were given the option to travel more comfortably with an empty seat next to them. The new service concept increases comfort for passengers guaranteeing them more space, more attention on board and more privacy. The focus placed on efficiency and security has been fundamental since the beginning. For this purpose, Air Dolomiti is equipped with a wide technical/operational organisation including its own maintenance structure and a training centre for transport personnel.

In 2017 and 2019 a further four Embraer 195s from the Lufthansa CityLine were added to the fleet. In January 2020 other Embraer 195s will join the fleet.

Fleet Data:

- Current fleet: Embraer ERJ190-200LR (E195), 15 aircraft
- Average age: 9,5 years
- Noise Pollution:
 - ❖ Side noise level at full power: 92,5 EPNdB
 - ❖ Approach noise level: 92,5 EPNdB
 - ❖ Overflight noise level: 84,1 EPNdB
- Seat pitch Variable
 - ❖ Rows 1 to 4: 32"
 - ❖ Rows 5 to 12: 31"
 - ❖ Rows 14 to 32: 29"



EMBRAER 195 - Seat map

- Aisle width: 46 cm
- Seats to accommodate reduced mobility passengers: row 2 and 30
- Reduced mobility passengers cannot be seated at the emergency exits.
- On board wheelchairs: not present
- Child Restraint Devices: not present on board
- On-board frills: Wireless IFE (passengers use their mobile device to connect and use the system)



EMBRAER 195 - Seat map



Seats: 120
Crew: 2 + 3
Height: 10,55 m
Length: 38,65 m
Wing span: 28,72

Max pay load: 13.650 kg
Cruising speed: 850 km/h
Max range with full load: 3.500 km
Max cruising altitude: 12.500 m

1.5 | Uniforms

Attentive to the needs of the specific nature of the work and with a keen eye on current trends, Air Dolomiti has consistently chosen sophisticated brands that can satisfy the needs of flight attendants. **Since 1993**, when the first uniform was created, up to 2013 (currently in use) haute-couture names have graced the airline's uniforms.

1997: Fendi designed the first Air Dolomiti uniform, launching a successful collaboration which saw the famous fashion brand dress one of the airline's ATR 42s;

1998: Rocco Barocco lent its name to the new Air Dolomiti uniforms;

1999: Prestigious Venetian designer, **Martinelli**, created a tailor-made collection for the airline with uniforms characterised by a young, sophisticated design combining great wearability and practicality for everyday maximum comfort. The colours chosen highlight "Settimocielo by Air Dolomiti" with various shades of turquoise, lighter for the summer uniform and darker for the winter uniform, which match the pearl white shirts and T-shirts, and deep yellow details.



The all natural-fibre fabrics are produced by the best companies in the industry;

2008: Cinzia Rocca; uniforms are characterised by the specific choice of fabrics made with natural and fashion-forward materials to ensure comfort and functionality when moving about while the fibre processing during the finishing phase provides anti-peeling or stain-proofing depending on the item of clothing. The collection is extremely flexible and the attention to detail enhances the various models making them unique. The vibrant colours are inspired by Air Dolomiti's corporate colours, while the pinstripe style and the search for fine fibres such as Loro Piana pure virgin wool ensure an elegant and sophisticated look;

2013: Metiki; designed by Laura Strambi, the new collection is distinctive for its elegance, sophistication and its meticulous choice of fabrics; with tailored jacket, skirt and cigarette pants for women and jacket and trousers for men made of pure stretch wool.



The silk scarves, bag and leather belt add the chic touch that distinguishes the airline in the European skies. Flight attendants can choose to wear the skirt or trousers, making the collection for female personnel flexible, sophisticated and suitable for different seasonal needs. In addition, the hooded raincoat protects against the rain and a down jacket can be added to protect against the winter cold. An elegance that is also reflected in the male cabin crew's uniform where the tailoring is of an exceptional standard.



1.6 | Smart Site www.airdolomiti.eu

The website is a tool which allows Air Dolomiti to interact with its users, communicating in an original and effective way while keeping the customer at the centre of its focus. The website has an intuitive graphic and provides easy and fast navigation with immediate access to the airline's offers.

The innovative Booking Engine has facilitated flight bookings: in just one view the passenger can find out about the operational flight offers, the best price and the best offer for the previous and following days.

The technological system is also aligned to disseminate images and video and geared towards interaction with social networks.

This ensures offers are clearly visible and at the same time maintains focus on local marketing with information to visitors on the chosen destinations.



Air Dolomiti's Sales Center (045 2886140) carries out an important role, ensuring a direct channel with the passenger thanks to personalised assistance.

On the website's home page, the "Help" section allows real-time advice with an operator. On the website's home page www.airdolomiti.eu the special section entitled "Parties" contains all kinds of information on special assistance, unaccompanied minors, pregnant women and the details to contact the airline in case of special requests.

1.7 | Contacts

Registered and Administrative Office:

AIR DOLOMITI S.p.A. European Regional Airlines

Via Paolo Bembo, 70

37062 Frazione di Dossobuono - Villafranca di Verona - Italia

Ph: +39 0458605211

Fax: +39 0458605229

PEC: adm@pec.airdolomiti.it

Company operating in normal business with a Single Shareholder and subject to the management and coordination of Deutsche Lufthansa AG - Cologne (Germany)

How to reach us:

The Air Dolomiti headquarters are located a few steps from Verona Valerio Catullo airport.

By train: Milan line – Venice, Bologna line – Brennero, Verona Porta Nuova station. The station is connected with Verona airport thanks to an Aerobus organised by the ATV Verona http://www.atv.verona.it/Autobus_per_aeroporto_Catullo

By car: our headquarters can be reached from the A22, Brennero – Modena motorway, Verona Nord exit in about 5 minutes; from the A4, Milan – Venice motorway, Sommacampagna exit in about 10 minutes.

By aerobus: from Verona Porta Nuova station: shuttle service for Valerio Catullo Airport from Verona Porta Nuova station every 20 minutes every day. http://www.atv.verona.it/Autobus_per_aeroporto_Catullo
Verona Station FS - Verona Airport from 6.35 am to 11.35 pm
Verona Airport - Verona Station FS from 5.40 am to 11.10 pm

Sales Center Information:

AIR DOLOMITI S.p.A. European Regional Airlines
Via Paolo Bembo, 70
37062 Dossobuono di Villafranca (VR) – Italia
+39 0452886140
e-mail: salescenter@airdolomiti.it

Customer Relations:

AIR DOLOMITI S.p.A. European Regional Airlines
Via Paolo Bembo, 70
37062 Dossobuono di Villafranca (VR) - Italia
e-mail: customer-relations@airdolomiti.it

Press Office

Head of Communication & PR: Claudia Palamini
Via Paolo Bembo, 70
37062 Dossobuono di Villafranca (VR) - Italia
+39 0458605310

Social Media

To keep up to date on Air Dolomiti news:

Facebook	https://business.facebook.com/AirDolomiti/
Instagram	https://www.instagram.com/airdolomitispa/?hl=it
Twitter	https://twitter.com/Air_Dolomiti
Youtube	https://www.youtube.com/user/AirDolomitiSpa



1.8 | ISO/IEC 9001, 27001, IOSA Certifications - Standards of the LH Group

ISO/IEC 9001

Air Dolomiti has developed a corporate Quality System which it has established in recent years as a company benchmark in the context of European carriers.

The dedication and perseverance in meeting the expectations of a demanding passenger have cemented Air Dolomiti's natural tendency towards "overall quality" and continuous improvement of performance before, during and after the flight. In 2000, Air Dolomiti achieved the widest Quality Certification ever obtained by an air transport carrier, issued by the most authoritative institute on the market "Det Norske Veritas" DNV. After three years since the first application of the corporate quality system, Air Dolomiti renewed its Certificate adapting its standards to the Vision 2000 standard. The DNV ISO/IEC 9001 certification is renewed every three years.

Information security ISO/IEC 27001

In 2017, Air Dolomiti obtained ISO/IEC 27001 certification. The ISO/IEC 27001 standard (Information Technology - Security Techniques - Information Security Management Systems - Requirements) is an international standard defining the requirements for implementing an Information Security Management System and includes aspects relating to logical, physical and organisational security.

The aim is therefore to protect data and information, in order to ensure its integrity, confidentiality and availability.

The need for ISO/IEC 27001 certification stems from the fact that protecting corporate information is a priority for Air Dolomiti and the Lufthansa Group, meaning all such information collected, available or created by the Group companies that are not public or in the public domain.

EASA Certifications

Air Dolomiti holds four European certifications required by EASA (European Aviation Safety Agency) for its operations in the various sectors, aimed at ensuring the highest level of safety in line with the common standard required at European level:

AMO Certification for Maintenance organisation.

Certifies the maximum safety standard in all aircraft maintenance performed by certified, trained and qualified personnel;

CAMO Certification for Continuous Airworthiness organisation. Certifies the maximum safety standard in the technical management of aircraft: monitoring safety, maintenance and scheduling of technical operations on aircraft by trained and qualified personnel;

AOC Certification for flight operations management organisation. Certifies the maximum safety standard in flight operations management of aircraft: flight planning, crew management, continuous monitoring of operational standards performed by trained and qualified personnel;

ATO Certification for Training management organisation. Certifies the maximum safety standard for pilots and flight attendants by certified instructors and examiners.

IOSA Certifications

In 2005 Air Dolomiti obtained initial IOSA (IATA Operational Safety Audit) certification which is currently the most important quality certificate in the operating field of a company: Having passed with flying colours, Air Dolomiti has succeeded in demonstrating it has the structural ability to ensure the maximum worldwide standard in safety, from the maintenance centre to the purely operational departments and to quality control. A highly satisfying achievement for a young, niche airline to obtain a prestigious certificate.

The IOSA certification was positively re-confirmed by IATA in July 2017 and involved a thorough check of all areas active in flight safety. Maintenance, Training, Flight Operations, Ground Operations, Continuous Airworthiness, Quality and Security.

Awards and Accolades

The overall quality of the service offered by Air Dolomiti is recognised by the market and the sector, as shown by the international awards received and the very positive feedback from passengers and other operators in the sector.

Among the main acknowledgements achieved are "ATR Award for Excellence", "1998/99-ERA Airline of the Year Award", "Customer Satisfaction Award 1999" and "Regional Airline of the Year 2002".

"Settimocielo by Air Dolomiti", the airline's on board reception and hospitality brand was awarded several awards for innovation and service quality including the "Gold Mercury Award 1996", "Gold Mercury Award and Overall Award" awarded by IFCA and IFSA for "Le Quattro Stagioni", the programme which saw developments of the vital nature calendar and "Business Traveller Award" (awarded by the German magazine Business Traveller for the high quality service and welcome on board by 'Settimocielo').

Passenger satisfaction survey

Air Dolomiti has always focused on Customer Satisfaction throughout the entire cycle of the service offered (pre, mid and post flight); passenger satisfaction is monitored via an online survey which is sent to users of the own business routes the day after the flight. The questionnaire is available in three languages (Italian, English, German) and is divided into several sections in order to provide a complete picture of the service provided:

- in the airport section, the service provided both at the check-in and at the gate, boarding procedures, information and assistance received in the event of an irregularity is monitored;
- in the cabin crew section, the courtesy and kindness of crew members, the way in which the on-board service and information received on board is delivered are analysed;

- the on-board services section assesses drinks, the catering service and the entertainment service;
- in the on-board comfort section, the state and cleanliness of the cabin, seats and toilets are monitored.

The passenger can express their satisfaction by giving a score of 1 to 6

(1=Bad, 2=Poor, 3=Adequate,
4=Fair, 5=Good, 6=Excellent)

for every question and can add a final suggestion with free text.

1.9 | Fare plan

Since January 2020, Air Dolomiti has adjusted its fares to match Lufthansa. Passengers travelling with Air Dolomiti can choose the fare that best suits their needs from the following options:

- **Economy Light**

Our basic 'light' fare also comes with a light price tag. The Economy Light fare is ideal for those travelling with cabin bags only and who know exactly when they want to travel, as this option does not allow for flight changes or refunds. Hold luggage and advance seat reservations can be added for an additional fee, either during the booking or at a later date.

- **Economy Classic**

Our classic fare that includes hold luggage and advance seat reservations. The Classic is recommended for those who want special services and comfort with a certain degree of flexibility: flights can be changed for an additional fee.



- **Economy Flex**

Choose our most flexible Economy Class fare, because your travel plans could always change.

Flex is designed for passengers who need more flexibility when planning their trips. Fares at this price allow you to change your booking and can be refunded for an additional fee. Hold luggage is also included.

- **Business Saver**

This fare guarantees a relaxed journey with the best comforts of Business Class: you can enjoy a free seat next to you, priority boarding and a seat reservation, all included in the price. In addition, hold luggage and 2 cabin bags are also included.

- **Business Flex**

Business Flex offers the greatest possible flexibility when travelling and all the comforts of Business Class. With this fare, you can change your reservation or cancel it at any time at no additional cost. In addition, priority boarding and seat reservations are included, in addition to the Business Class allowances and high-quality on-board service.

More detailed information is available online at
<https://www.airdolomiti.eu>.

1.10 | Hand baggage and hold baggage

Hand baggage

The maximum weight for cabin bags is 8 kg for Economy Class fares.

Business class fares allow 2 x 8 kg bags .

Dimensions must not exceed 55 x 40 x 20 cm.

If you exceed your baggage allowance by number, size and/or weight, excess baggage charges apply.

Personal documents, medication, valuables, mobile phone and laptop should be carried in your cabin bag.

Portable electronic devices containing lithium or lithium ion, including medical devices such as portable oxygen concentrators (POCs), cameras, mobile phones, laptops and tablets are permitted for personal use. Each person can carry up to 15 portable electronic devices.

If you have any doubts regarding the transportation of devices containing lithium batteries, please contact the Sales Centre to make sure that the transportation of these devices is permitted.

The following items are prohibited in passenger cabin and carry-on baggage: pistols, firearms, stun weapons, objects with a sharp point or sharp edge, work tools, blunt instruments, explosive and incendiary substances and devices.

Items permitted in cabin bags:

- e-cigarettes

- spare lithium-ion batteries (items used as a power source, e.g. portable batteries are considered spare batteries: each passenger can carry a maximum of 20 batteries).

Powerbanks and similar devices used as energy sources are considered spare batteries and therefore cannot be carried in hold luggage.

If there is no space to safely stow all of your cabin bags on board, you may be required to stow some or all of your cabin bags in the hold at the gate.

Liquids can be carried in cabin bags but only in minimum quantities: the containers must not exceed 100 ml with a total maximum quantity of 1 litre per person. These containers must be placed in a transparent and sealable plastic bag.

Restrictions do not apply to the following items:

- baby food to be consumed during the flight
- medicines to be taken during the flight, provided you have a prescription or a certificate from your doctor
- food for special dietary regimens to be consumed during the flight

For some special items, such as strollers, wheelchairs and crutches, you can request our “Delivery At Aircraft” (DAA) service.

These items will be collected below board to be stored in the aircraft’s hold - as there is not enough space in the cabin - and will be returned to the passenger when disembarking directly below board or at the boarding gangway (finger).

The passenger can choose whether to use the “Delivery At Aircraft” (DAA) service or to check-in the items as hold luggage.

If you require the DAA service for intermediate flights, please specify to check-in or boarding staff if you wish to collect the item at the transit stopover.

You can find more detailed information about cabin bags here:
<https://www.airdolomiti.eu/baggage/hand-luggage>.

Hold baggage

The allowance may differ depending on the fare purchased.

Below is an indication of our general baggage policy per fare and for Miles & More Hon Circle, Senator and Gold Star Alliance members.

Tariffs:	Adults (12 years and over)	Children (2-11 years)	Newborns (0-2 years)	Miles and More Frequent Traveller (Silver Status)	Miles and More Hon Circle Senator or Gold Star Alliance
ECONOMY LIGHT	1 x 8 kg (max) cabin bag	Same luggage allowance as adults + 1 x fully collapsible stroller	1 fully collapsible stroller	As per fare purchased	No hold luggage; 1 x 8 kg (max) cabin bag. No additional luggage provided by presenting the card

TARIFFA	Adults (12 years and over)	Children (2-11 years)	Newborns (0-2 years)	Miles and More Frequent Traveller (Silver Status)	Miles and More Hon Circle Senator or Gold Star Alliance
ECONOMY CLASSIC	1 x 8 kg (max) cabin bag + 1 x 23 kg (max) hold luggage	Same luggage allowance as adults + 1 x fully collapsible stroller	1 x 10 kg (max) hold luggage + 1 x fully collapsible stroller	As per fare purchased	1 x extra luggage can be added to the purchased fare + one golf bag
ECONOMY FLEX	1 x 8 kg (max) cabin bag + 1 x 23 kg (max) hold luggage	Same luggage allowance as adults + 1 x fully collapsible stroller	1 x 10 kg (max) hold luggage + 1 x fully collapsible stroller	As per fare purchased	1 x extra luggage can be added to the purchased fare + one golf bag

TARIFFA	Adults (12 years and over)	Children (2-11 years)	Newborns (0-2 years)	Miles and More Frequent Traveller (Silver Status)	Miles and More Hon Circle Senator or Gold Star Alliance
BUSINESS SAVER	2 x 8 kg (max) cabin bag + 2 x 32 kg (max) hold luggage	Same luggage allowance as adults + 1 x fully collapsible stroller	1 x 10 kg (max) hold luggage + 1 x fully collapsible stroller	As per fare purchased	1 x extra luggage can be added to the purchased fare + one golf bag
BUSINESS FLEX	2 x 8 kg (max) cabin bag + 2 x 32 kg (max) hold luggage	Same luggage allowance as adults + 1 x fully collapsible stroller	1 x 10 kg (max) hold luggage + 1 x fully collapsible stroller	As per fare purchased	1 x extra luggage can be added to the purchased fare + one golf bag

Dimensions

- * Each case can measure up to a maximum of 158 cm (width + depth + height).
- ** One cabin bag can measure up to a maximum of 115 cm (width + depth + height).

If your journey includes a connecting flight, your hold luggage is usually sent to your final destination. The label you receive when checking-in your luggage will include your final destination.

During the stopover, you must pick up your luggage and check it in again for your connecting flight only if the following applies:

- you have purchased non-connecting flights, i.e. 2 or more tickets from different airlines with different conditions
- the flight arrives at one airport and the connecting flight departs from another airport.
- The stopover lasts more than 12 hours or the next flight departs the day after the arrival of the first flight.

Baggage allowances and conditions may vary by airline.
If your trip includes a flight with an airline that is not Air Dolomiti,
the luggage allowance may be different.

You can find more detailed information about hold luggage here
<https://www.airdolomiti.eu/baggage/hold-luggage>.

Prohibited articles

For security reasons it is forbidden to carry the items listed in Regulation (EU) n.2015/1998 in your cabin or hold luggage.

You can find the list of prohibited items here:

<https://www.airdolomiti.eu/baggage/hold-luggage>

For safety reasons, the following items are not permitted on board:

- briefcase with built-in alarm system
- explosives, fireworks, torches
- containers with gas, e.g. irritant gases, self-defence sprays, camping stoves
- containers with flammable liquids, e.g. lighter fuel, paints, varnishes, detergents
- easily flammable materials, e.g. matches
- substances that develop flammable gases in contact with water
- oxidising substances, e.g. bleaching powder, superoxide
- poisonous (toxic) and infectious substances, e.g. mercury, bacteria cultures and viruses

- radioactive substances and objects
- corrosive substances, e.g. acids, alkaline solutions/bases, acid batteries
- strong magnetic materials
- petrol-fuelled apparatus and instruments which have already contained minimum quantities of petrol (e.g. for testing purposes)
- electroshock guns, e.g. taser
- weapons and ammunition that are not for hunting or sporting activities. For more information, please check with the company directly.

If you have any questions regarding the transportation of devices containing lithium batteries, please contact the Sales Centre to make sure that the transportation of these devices is permitted.

Rules for lighters and electronic cigarettes:

YOU can carry a lighter on your person if it is for personal use and is loaded with liquid gas (fully absorbed). Even the

transport of safety matches is only permitted on one's own person. It is recommended that passengers carry electronic cigarettes in the cabin and not in hold luggage.

It is prohibited to carry any lighter in hold luggage, including gasoline and windproof lighters, lighters loaded with unabsorbed fuel, butane gas lighters and cigarette lighters, gasoline for lighters or refills

It is prohibited to transport "self-balancing electronic devices" (E.g. Hoverboards)

These devices are classified as dangerous goods and specified by UN3171 "battery powered instruments".

These cannot be transported as portable electronic devices (PEDs).

Passengers and crew members are not allowed to carry these devices as cabin or hold luggage. Exception: passengers in possession of a medical certificate / disability, stating obvious necessity.

Travelling with Apple MacBooks:

Apple has recalled some MacBook Pro laptops due to a battery defect. These are the 15-inch laptops sold between

2015 and 2017. These can only be taken on board an aircraft after the defective batteries have been replaced, which is offered free of charge by the manufacturer.

Consult the manufacturer's website for more information.

Medical devices

Prescribed medicines and liquids for dietary purposes such as baby food can be carried out of the bag and are not subject to the volume restriction; these items must therefore be presented at security control.

It is permitted to carry POCs (portable oxygen concentrators) on board, after completing the health care form available at the following link <https://www.airdolomiti.eu/get-ready-for-your-flight/special-assistance>

The following portable oxygen concentrator devices (POC) are also transportable:

- AirSep FreeStyle
- AirSep LifeStyle
- AirSep Focus
- AirSep FreeStyle 5
- Delphi RS-00400
- DeVilbiss Healthcare iGo
- Inogen One
- Inogen One G2
- Inogen One G3
- Inova Labs LifeChoice
- Inova Labs LifeChoice Activox
- International Biophysics LifeChoice
- Invacare XPO2
- Invacare Solo2
- Oxlife Independence Oxygen Concentrator
- Oxus RS-00400
- Precision Medical EasyPulse
- Respirationics EverGo

- Respironics SimplyGo
- SeQual Eclipse
- SeQual SAROS Portable Oxygen Concentrator

Provided they do not contain hazardous materials according to the provisions established by the US “Pipeline and Hazardous Materials Safety Administration” authority and that they are approved by the US “Food and Drug Administration” authority.

The transport of devices not mentioned in this list is subject to checks being made after collection of the device’s technical data sheet.

1.11 | Additional online services

Air Dolomiti has also developed a series of additional services that allow passengers to manage their own booking on the airline's website www.airdolomiti.eu. An additional support to the already present Sales Center channel.

Passengers can add an extra bag, book their seat in advance and change the booking independently. This can be done directly when booking the air ticket (or at a later time when accessing the booking through the "Booking Management" service: after entering the contact details, a screen will list the services available. Once you have selected the service you will be able to view the related cost and finalise the booking).

Additional services are only available for Air Dolomiti flights and are never refundable.

Listed below are the current additional services available online:

Additional baggage on board

Intended for those who wish to carry more baggage than the permitted allowance. The addition of extra baggage is possible for passengers aged 2 and above. It is excluded for children under 2 years old.

Additional baggage can be booked:

- when booking online by selecting the type of baggage to be added (up to a maximum of 2 bags per passenger, per route) or by the Air Dolomiti Sales Center (saving if added up to 24 hours before departure);
- At a later time, once you have booked, by the “Booking Management” service (<https://www.airdolomiti.eu/manage-flight-booking>);

Additional baggage can be booked online on all flights operated by Air Dolomiti.

Early seat booking

The choice of a standard seat is free for all passengers during the online check-in procedure (active 23 hours before flight departure). If you wish to book your seat in advance and secure the best view from the window or more comfort and space for your legs, you can book and activate this service by the online procedure when purchasing or managing your air ticket. The seat can be purchased:

- when booking online by selecting the seat by the seat map which will appear on screen. Pre-assigned seats can be purchased on all flights operated by Air Dolomiti up to 52 hours before departure;
- At a later time, once you have booked, by the “Booking Management” service
(<https://www.airdolomiti.eu/manage-flight-booking>);

For Business Class passengers (with an EMOTION fare), seat selection is included free as part of the fare.

Booking management

This service lets you access your booking through the “Booking Management” service

(<https://www.airdolomiti.eu/manage-flight-booking>).

On this page you can enter your name and surname and booking reference to view confirmation of your purchase and add any additional services such as a seat place or baggage.

1.12 | Sales Center Service

Air Dolomiti's Sales Center service offers daily pre and post flight assistance to passengers, agencies and airports via telephone, chat and email.

The service is available by phone on +39 0452886140 (+49 08997580497 from Germany) and by email

salescenter@airdolomiti.it 7 days per week, between 8:30 am - 8 pm (from Monday to Friday) and 9 am – 5 pm during the weekend (excluding holidays).

The following rate is applied for phone calls to +39 0452886140:

- from a landline, a single rate throughout Italy 0.10 Euro/min (+VAT);
- from a mobile network, rates vary depending on the operator.

The chat service is available between 9 am - 5 pm from Monday to Friday (excluding holidays) by writing directly in the chat section of the website www.airdolomiti.eu.

These channels will give you access to useful information on your trip, the airline's flight times and fares and also give you the option to make airline reservations and request any action on your existing booking (e.g. additional special services, baggage, date and/or flight changes, flight irregularity management, refunds, etc.)

Air Dolomiti gives you the option to take advantage of discounted rates for group bookings with a minimum of 10 passengers flying together. For more detailed information on the offer or to make a booking please fill in the appropriate form on the website <https://www.airdolomiti.eu/group-bookings>

Booking a group with Air Dolomiti has many advantages:

- a dedicated team is available to ensure simple and personalised management of your reservation
- a quotation valid for 7 days is offered (for departures after three months)
- once the quotation is confirmed, a deposit of 10% of the total amount is requested
- final confirmation of the group is verified 91 days before departure
- payment must be made 7 days before departure by credit card or bank transfer
- final confirmation of the names can be verified up to 7 days before departure
- you can choose your seat on board
- on board service included with snacks and drinks

1.13 | In-flight Service: IFE, Catering and in-flight magazine

Catering - the Air Dolomiti in-flight service

In-flight hospitality is provided by Settimocielo, a key asset of the airline and international multi-award winner. The high-altitude brand ensures a unique and pleasant flight experience in which Air Dolomiti is an ambassador of Italian style and taste in Europe.

The Air Dolomiti in-flight service provides:

- Business Class: free courtesy seat, refreshing towelette, meal on individual tray with ceramic dishes, steel cutlery and glassware, different meals during the day (continental breakfast, cold lunch or dinner, afternoon snack), meals accompanied by hot bread and a dessert, full assortment of soft drinks and hot drinks, choice of white, red or sparkling/prosecco wine selected from the best Italian producers;



- Economy Class: refreshing towelette, packaged snacks that vary according to flight duration and time of day, full assortment of soft drinks and hot drinks, choice of white, red or sparkling/prosecco wine selected from the best Italian producers, served in glasses to better appreciate their characteristics

Special meals

Special meals are served exclusively in Business Class and at no additional cost. These can be reserved at least 24 hours prior to departure by contacting the Air Dolomiti Sales Center

IFE In-flight entertainment system

On Air Dolomiti flights all passengers can use the in-flight entertainment system free of charge and access a rich platform of content. The choice is vast and mainly includes the major Italian and foreign newspapers, magazines, videos, mini games, music, as well as updated information on special offers from the airline and/or partners and in-flight events. The moving map section tracks the location of your flight on the map. All of which is available in three languages: Italian, English and German.



Making use of the service is easy: simply put your device (smartphone, tablet, laptop) into flight mode before take-off and activate the Wi-Fi function, easily visible thanks to the Air Dolomiti interface. Access is quick and simple and no application has to be downloaded.

In-flight magazine

Spazio Italia Magazine is distributed on all flights operated by Air Dolomiti during the main Italian and European trade fairs, during corporate events, press conferences, press trips and co-marketing activities.

The in-flight magazine features interesting subjects in different sections including art, culture, cuisine, well-being, leisure, fashion and motoring.



1.14 | Special services

Animals on board

In the cabin

Small dogs and cats can be transported in Economy and business class in a suitable pet carrier (waterproof, bite-proof) where the animal can stand up and lie down easily.

Only one carrier per passenger is permitted on board and it must be booked by telephone via the Air Dolomiti Sales Center (salescenter@airdolomiti.it - +39 0452886140 or if calling from Germany +49 08997580497) at least 48 hours in advance. No more than three carriers in the cabin are permitted to be carried per flight. The passenger is responsible for all documentation necessary for the transport of the animal.

In the hold

Pets such as dogs, cats, rabbits and hares can be carried in the hold of Air Dolomiti flights.

You must inform the airline of the transport of the animal at least 48 hours in advance of departure.

The animal transport service will be included in the passenger's air reservation. If other airlines are involved in the booking, the passenger must ensure that they also accept animals.

Pets can travel in the hold, in a ventilated area of the aircraft within a carrier compliant with current IATA regulations. You must inform Air Dolomiti of both the type of animal and the three dimensions of the carrier in centimetres (height, width and depth) and the total weight (animal + carrier) in kilograms.

If transporting the animal in the hold, you are advised to inform the airline in advance as the number of animals on board is restricted (maximum 2 per flight).

The passenger is responsible for all documentation necessary for the transport of the animal. More detailed information on transporting animals is available online at <https://www.airdolomiti.eu/get-ready-for-your-flight/pets>.

Pregnant women

Flying is not an issue for pregnant women who have no complications. Air Dolomiti still advises pregnant women to consult their doctor in advance of the flight.

Pregnant women who have no complications can safely fly with Air Dolomiti without a medical certificate up to the end of the 36th week of pregnancy or up to 4 weeks before the expected date of birth.

From the 28th week it is advisable to carry a recent medical certificate with you. In case of a twin or multiple pregnancy, it is possible to fly up to the 28th week. Further information is available at the Air Dolomiti website <https://www.airdolomiti.eu/get-ready-for-your-flight/pregnant-women-and-unaccompanied-children>

UMNR - unaccompanied minors service

Minors aged between 5 and 11 can fly without a chaperone only if they use the compulsory assistance service called UMNR or if they travel together with a passenger who is at least 12 years old. For Italian minors departing from Italian airports, these provisions are extended by another 2 years, i.e. minors between the ages of 5 and 13 can fly without a chaperone only if they use the compulsory UMNR assistance service. For all minors between 12 (14 for Italian minors) and 17 years of age, the UMNR service is not compulsory but optional. All minors with Italian citizenship who make use of the UMNR service must have a “custody statement” for the airline. This document must be requested from the central police station (it is not available at the airport police offices) or, if the minor lives outside Italy, the document can be issued by the Italian embassy or consulate.

The statement is not necessary for domestic flights (for example the Verona-Cagliari summer charter). To request the UMNR service please contact the Air Dolomiti Sales Center (salescenter@airdolomiti.it - +39 0452886140 or if calling from Germany +49 08997580497) or contact the travel agency that made the booking providing the full details of the person who will accompany the minor at the departure, as well as the person who will await them at the arrival airport (name, surname, address, telephone number, relationship to the minor). Once on board, unaccompanied minors will be accommodated in an area where they are able to see and hear the crew's instructions throughout the flight.

The UMNR service is subject to an additional cost depending on flight cost.

Further information is available at the Air Dolomiti website <https://www.airdolomiti.eu/get-ready-for-your-flight/pregnant-women-and-unaccompanied-children>

Passengers with reduced mobility

On the 26th July 2008, regulation EC n. 1107/2006 entered into force concerning the rights of disabled persons and persons with reduced mobility when travelling by air. The regulation is intended to guarantee

"[...] the protection and provision of assistance to disabled persons and persons with reduced mobility travelling by air, both to protect them against discrimination and to ensure that they receive assistance" (art. 1).

For further information you can view EC regulation 1107/2006. The provisions of the regulation include all services necessary to facilitate all activities involved in the departure, transit and arrival at the destination. Passengers must inform the travel agency, the airline company or the tourist carrier of their needs and book, by a request notification, the necessary assistance services at least 48 hours before the departure time of the published flight. You can contact the Air Dolomiti Sales Center (salescenter@airdolomiti.it - +39 0452886140 or if calling

from Germany +49 08997580497) at the same time as making the booking to request the assistance required for your needs at least 48 hours before departure. Special assistance requests include:

- assistance at the airport during boarding, disembarking and/or transit;
- transporting your wheelchair (manual or electric) and/or using the wheelchair in the cabin;
- transporting special medical devices;
- transporting a guide animal in the cabin.

Once on board, reduced mobility passengers will be accommodated by staff in an area where they are able to see and hear the crew's instructions throughout the flight.

For all requests to transport equipment aimed at facilitating the mobility of passengers and which need to be reported when making a booking and/or once verified as compatible for transport, passengers are advised to contact the Air Dolomiti Sales Center (salescenter@airdolomiti.it - +39 0452886140 or if

calling from Germany +49 08997580497).

All airports are equipped with services for reduced mobility passengers. Information on the services generally available can be found on the website of the airport in question. An information pack can also be requested directly at the airport administration offices. For further information on the service offered by Air Dolomiti please check the website at <https://www.airdolomiti.eu/get-ready-for-your-flight/special-assistance>

Wheelchair transport

At the same time as booking your flight, you can contact Air Dolomiti in the event that you need to travel with a personal wheelchair; this can be boarded directly at check-in on the day of the flight, labelled and stowed in the hold. Transport of wheelchairs is completely free. A personal wheelchair must be fully collapsible; chairs powered by liquid battery cannot be boarded.

If necessary Air Dolomiti is available to offer free assistance from the moment you check in until arrival at the aircraft steps or for help with climbing the aircraft steps, up to getting seated in the cabin. A wheelchair will be available at the airport.

Transport of recreational and sports equipment

With Air Dolomiti, you can transport sports equipment and other items instead of a suitcase by purchasing a ticket that includes hold luggage in the fare.

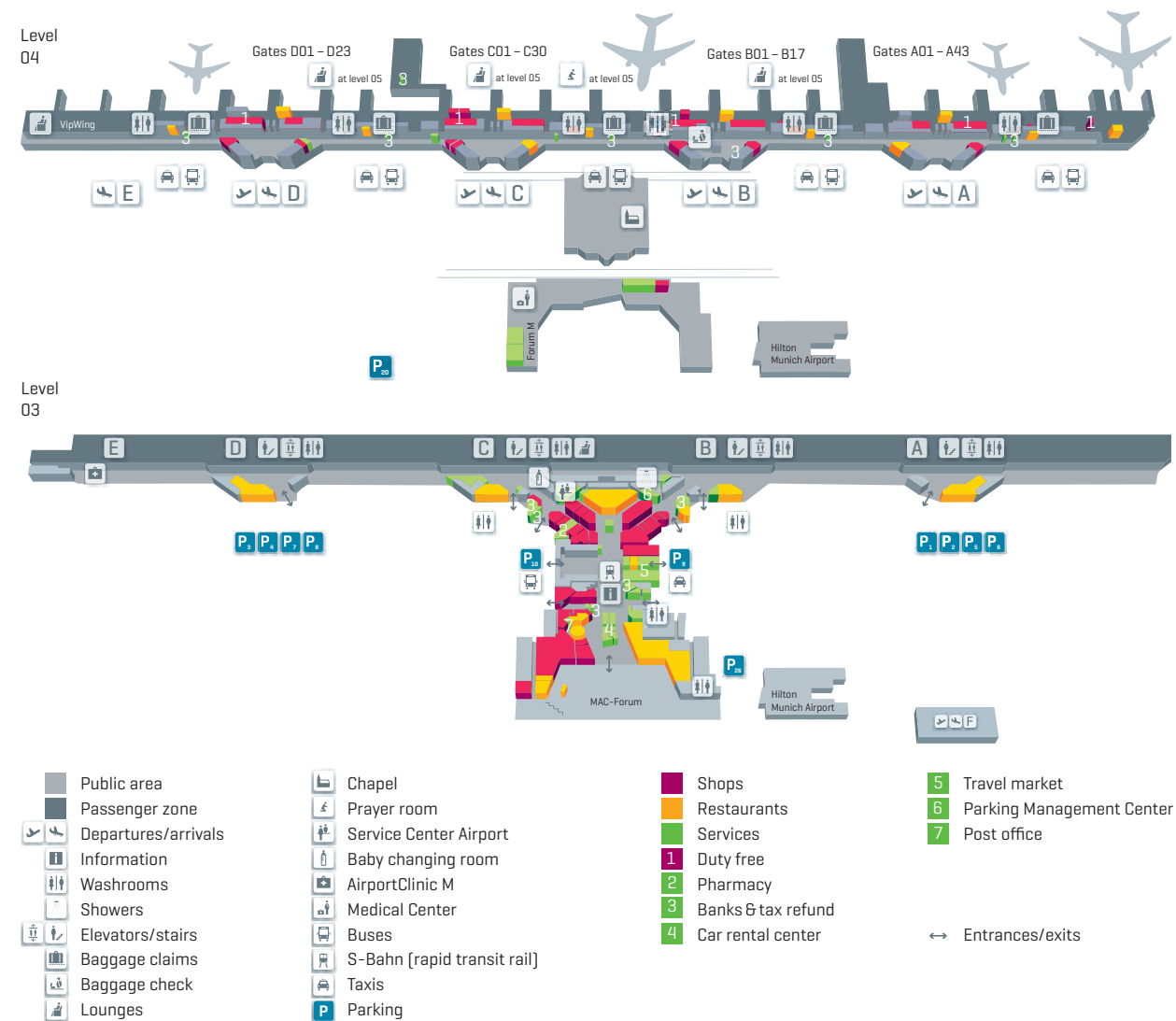
If you would prefer to purchase a fare that does not automatically include hold luggage, you can pay an additional fee for sports equipment. Given the limits of the hold, it is advisable to book the transport of special baggage as soon as possible and in any case at least 48 hours before departure. Articles weighing more than 32kg and/or exceeding 2m in size cannot be accepted on board. The airline accepts the following recreational and sports equipment:

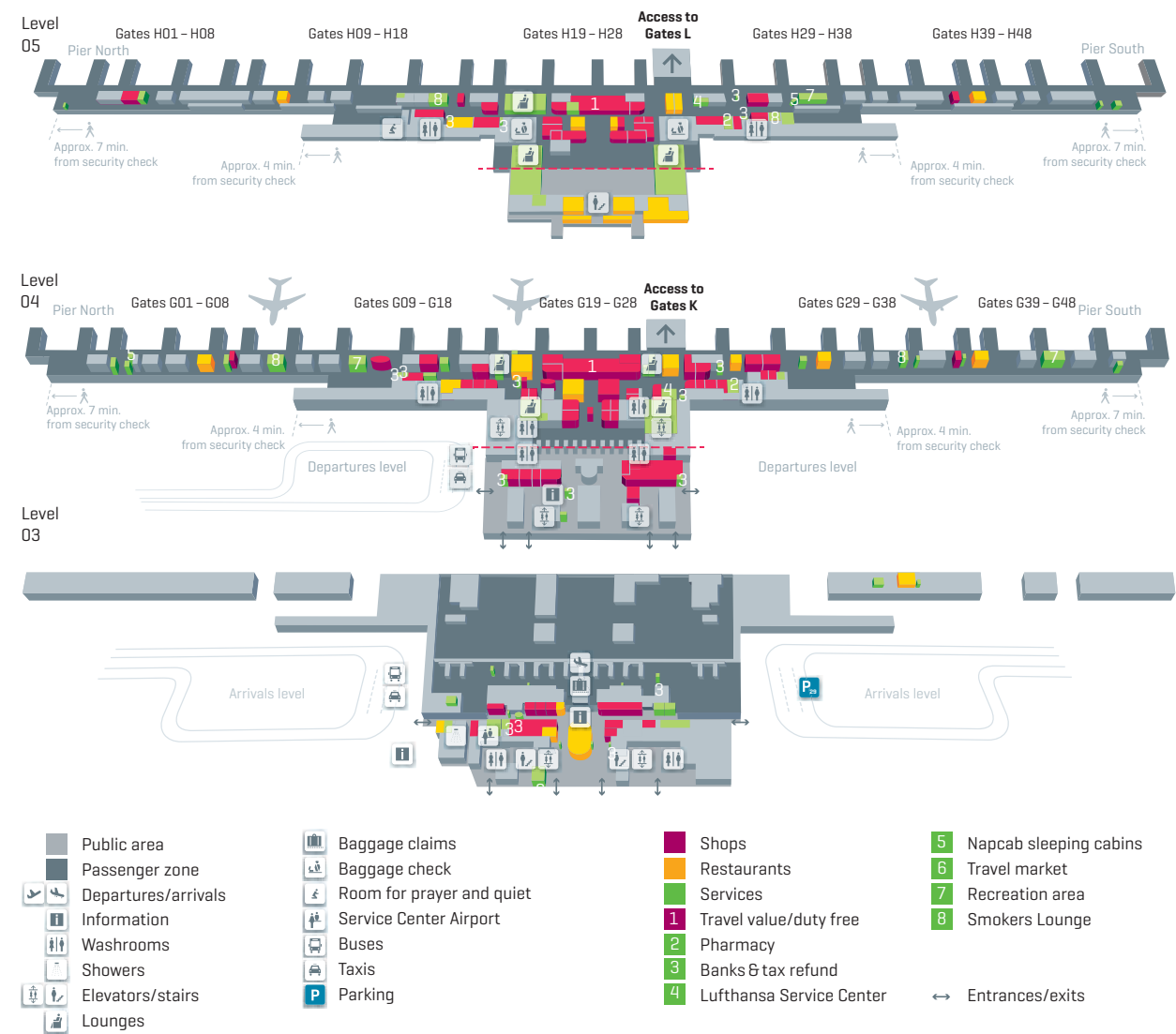
- set of ski or snowboard equipment
- set of golf clubs
- bicycles (not motorised)
- set of diving equipment

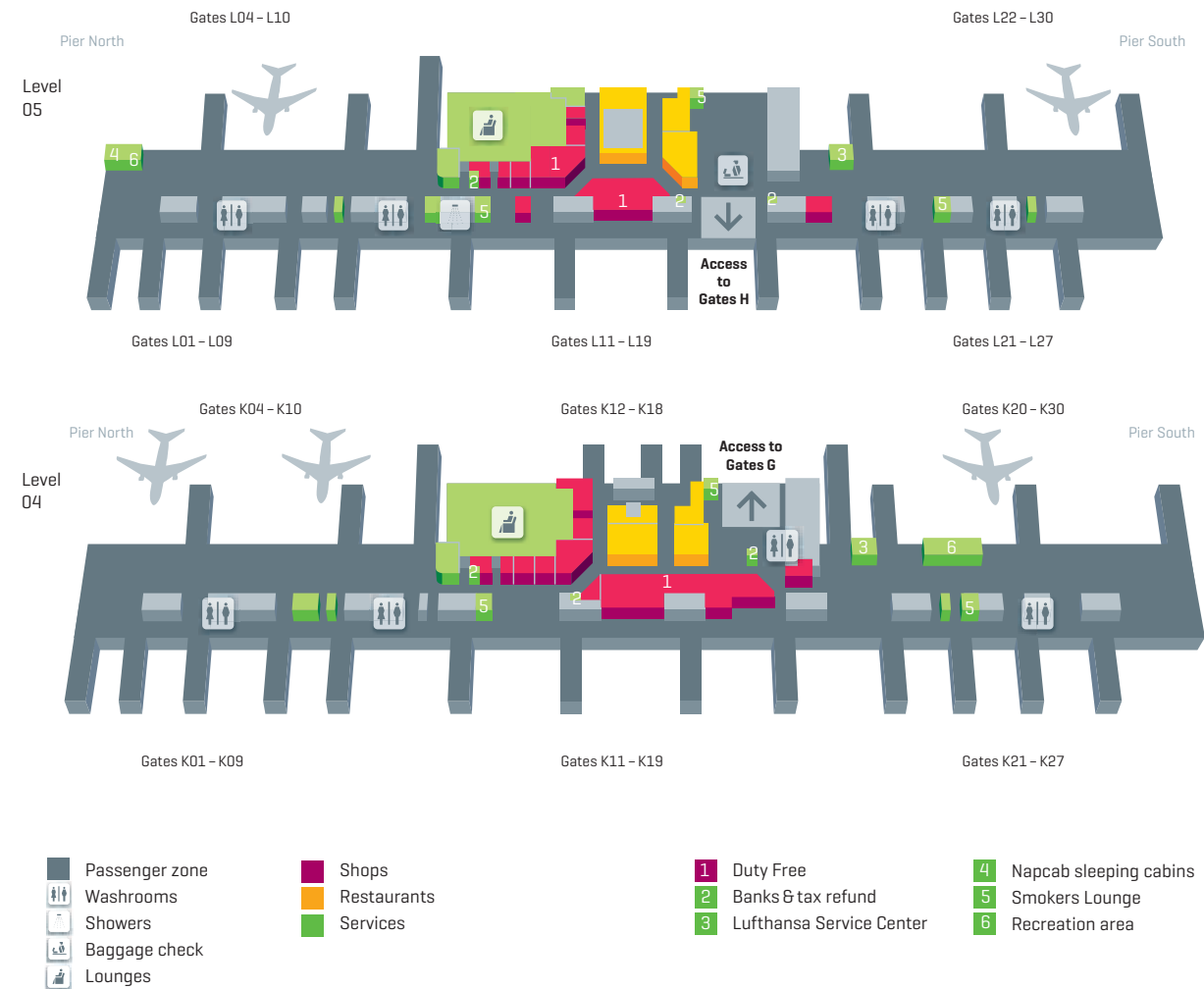
- firearms and ammunition (only permitted for hunting or shooting purposes and only as hold baggage, in compliance with certain strict conditions)
- musical instrument (as additional baggage or as hand baggage)
- set of surfing equipment

It is possible to transport **other special baggage** by contacting the Air Dolomiti Sales Center in advance (salescenter@airdolomiti.it - +39 0452886140 or if calling from Germany +49 08997580497), at the latest 48 hours before departure of the flight. This baggage may be subject to a supplement.

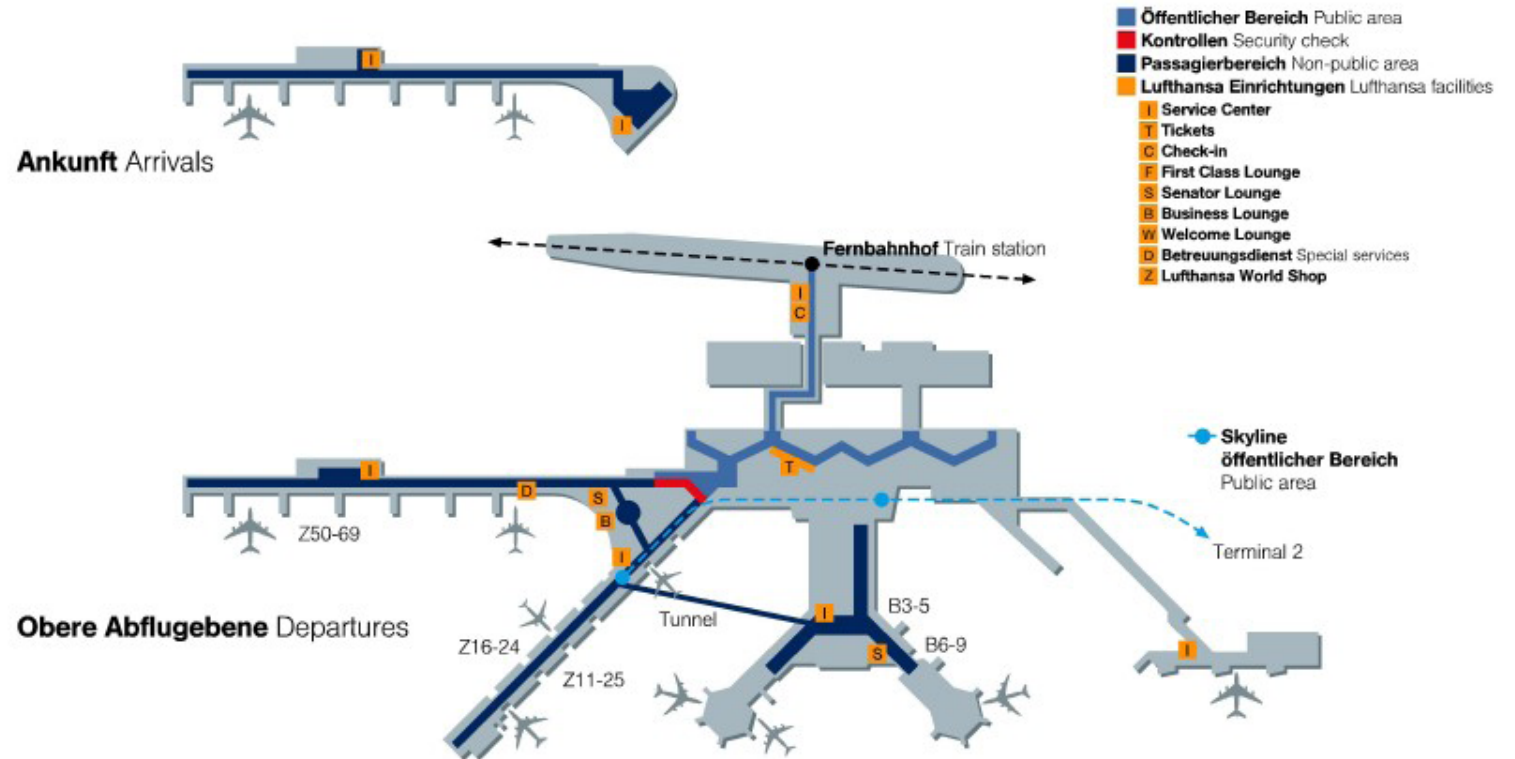
For further information on transporting recreational and sports equipment, please visit <https://www.airdolomiti.eu/baggage/special-baggage>

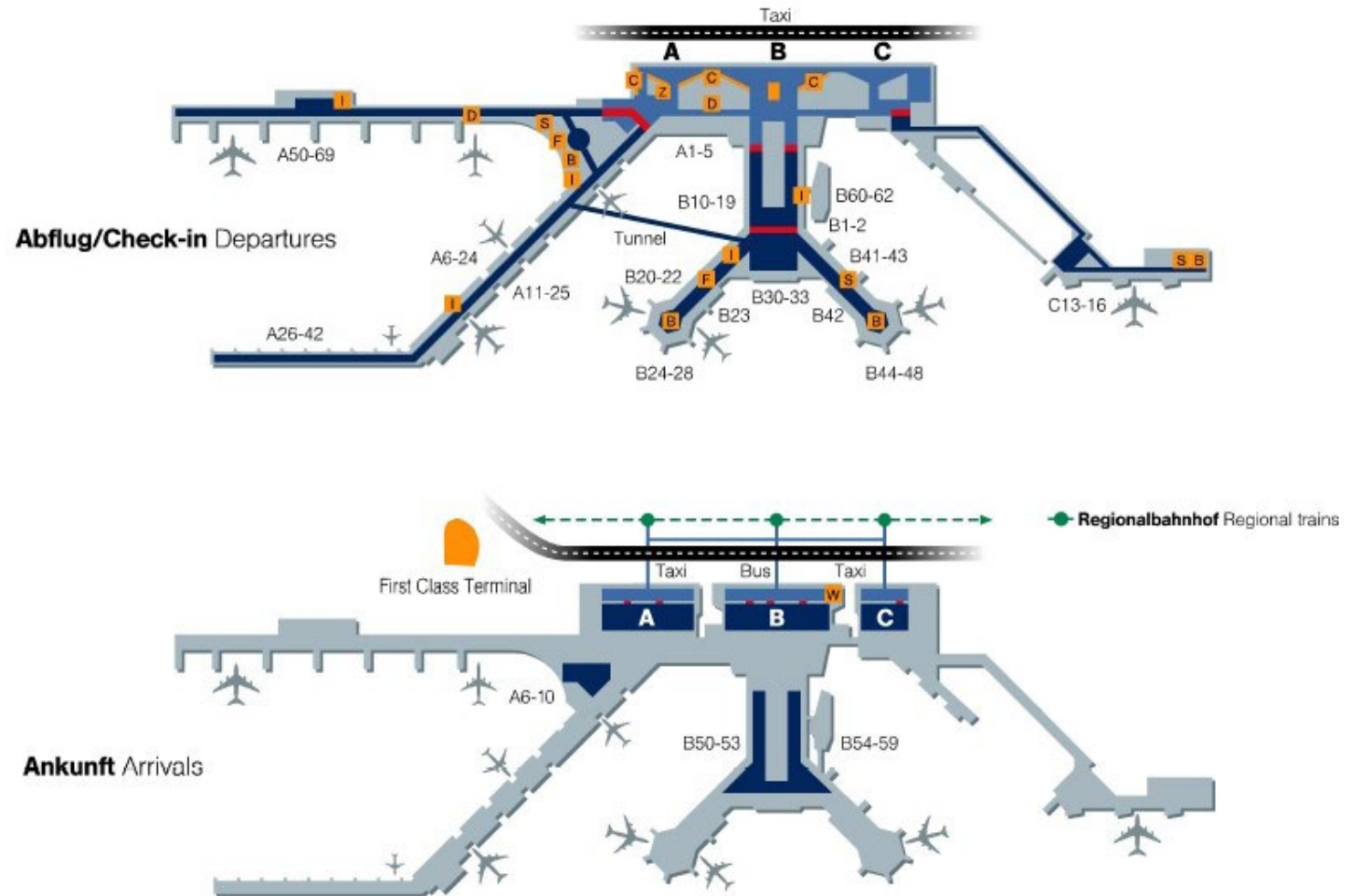






Frankfurt (FRA) Lufthansa Terminal





1.15 | Third party service: Charter Tour Operator/VIP

Air Dolomiti also offers a highly qualified, professional and reliable Charter service. The airline has a dedicated office that deals with VIP flights and summer charter chains. A multi-lingual team is available to passengers to ensure a flexible, punctual, high-quality service personalised to their various schedules, budgets and itinerary.

The charter offer provides flights organised according to the customers' needs as well as a complete service in compliance with standard UNI EN ISO 9001. The catering service is personalised and provides a vast choice of wines and drinks to accompany high quality Italian menus and products. VIP catering is also available.

Air Dolomiti operates charter chains to national and European destinations. The airline's flexibility and range of aircraft in the fleet make it possible to arrive as close as possible to the final destination. Charter prices are fixed based on the distances to be covered and the on-board service required. The charter office is open from Monday to Friday between 9 am -5 pm (excluding holidays) at the email address ufficiocharter@airdolomiti.it or by filling in the online form <https://www.airdolomiti.eu/contacts/charter-requests/new>

1.16 | Other services

Training school

Air Dolomiti offers specialised courses for pilots and flight attendants. Listed below is an overview of the offer:

Cabin Crew Initial Training Course

The aim of the course is to train staff who can work on commercial flights as Flight Attendants. At the end of the course, participants will have reached the theoretical and practical standards to be able to manage normal and emergency situations on board scheduled flights and will be able to obtain the Cabin Crew Attestation from ENAC. This document is essential for becoming a Flight Attendant.

(TRI) Type Rating Instructor Course

The aim of the TRI (A) course is to train pilots at the level required by standard FCL.920 to carry out the function of the type rating instructor. The course is organised to develop an adequate level of ability, knowledge and aptitude in order to carry out the role of type rating instructor as best as possible. The course is structured to teach the theoretical knowledge and technical

ability to train the pilot on EMB 170/190 aircraft both in flight and in a simulator.

Refresher seminar for TRI

The aim of the refresher seminar is to give the instructors the opportunity to standardise and keep up to date with theoretical knowledge and with new regulatory references set out by the “Regulation for Aircrew”.

Refresher seminar for FI, IRI, CRI

The aim of the refresher seminar is to give the instructors the opportunity to standardise and keep up to date with theoretical knowledge and with new regulatory references set out by the “Regulation for Aircrew”.

The Type Rating Instructor course (TRI) and the Refresher Seminar for TRI and for FI, IRI, CRI comply with the requirements of regulation (EU) No 1178/2011 and related AMC and GM. They can also be organised in two different ways:

- Standard course: organised for a minimum number of 4 candidates on predetermined dates.
 - Flexible course: an “ad personam” course designed to offer maximum flexibility based on the needs of the applicant.
- For further information please contact Air Dolomiti at the address ATO@airdolomiti.it

TEA (Test of English for Aviation)

Air Dolomiti has obtained TEA centre certification and has 2 examiners authorised to conduct the test.

For further information please contact Air Dolomiti at the address irizzolo@airdolomiti.it

Air Dolomiti Partnerships

Air Dolomiti is constantly working to build partnerships with Italian and German agencies in order to implement projects aimed at developing links between the two countries. The airline is focused on enhancing areas of special beauty and local and regional traditions and promote their expansion between the two borders as well as on board their flights. In addition, gastronomic experiences aimed at discovering the typical flavours and aromas of the country are periodically organised on board to give passengers a special welcome. Stellar chefs and wineries bring their story and experience to the skies and liven up the flight through emotional journeys that involve the five senses. For further information and to stay informed on recent collaborations and partnerships visit the website at www.airdolomiti.eu

Air Dolomiti has been working together with the agency Texter Millot GmbH for several years to create seminars to help passengers overcome the fear of flying. These are single or group meetings created to allow passengers to overcome their fears or anxiety related to flying. All information and upcoming dates are available on the website at www.paura-di-volare.it

Advantages reserved for Air Dolomiti passengers

All Air Dolomiti passengers can take advantage of discounts and promotions on establishments and services in the territory. A complete list can be viewed in the Partner section on the Air Dolomiti website (<https://www.airdolomiti.eu/agreements/category/partners-en>).

2.1 | Quality indicators

The Service Charter features a series of quality indicators, standardised for all Italian air transport carriers, which describe and measure the performance of services offered through periodic objective surveys and analysis of the quality perceived by passengers. The results achieved in 2019 are detailed over the next few pages.



QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
REGULARITY AND PUNCTUALITY	1	Flight Punctuality: short/medium haul	% of departing flights on time (short/medium haul)	79,9%
	2	Flight Punctuality: long haul	% of departing flights on time (long haul)	Not applicable
	3	Flight Punctuality: all flights	% of departing flights on time	79,9%
	4	Flights cancellations under the responsibility of the carrier: Summer season	% cancelled flights	0,7%
	5	Flights cancellations under the responsibility of the carrier: Winter season	% cancelled flights	0,3%

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
REGULARITY AND PUNCTUALITY	6	Total flights cancellations	% cancelled flights	1,7%
	7	Presence of a company representative at check-in or gate counters in case of cancellation or long delays .The delegate must provide passengers with information at national airports	Specify where	NO
	8	Presence of a company representative at check-in or gate counters in case of cancellation or long delays .The delegate must provide passengers with information at international airports.	Specify where	NO

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
BAGGAGE AND MOBILITY AIDS (SECURITY MANAGEMENT)	9	Baggage not returned to the baggage collection carousel for reasons ascribable to the airline	% of baggage not returned for reasons ascribable to the airline per total number of checked bags	1,9%
	10	Total baggage not returned to the baggage collection carousel on the airline's flights	% of baggage not returned per total number of checked bags	1,9%
	11	Waiting time for delivery to the passenger of luggage not consigned to the belt	n. of hours/days from the Pir issuing date in 90% of the cases	48 h in 90% of cases
	12	Number of luggage found despite not being delivered to the belt	% of luggage found despite not being delivered to the belt checked	97,9%

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
BAGGAGE AND MOBILITY AIDS (SECURITY MANAGEMENT)	13	Reduced mobility devices damaged or not delivered to the passenger	% of reduced mobility devices damaged or not delivered to the passenger compared with the number of devices embarked	0%
	14	Home delivery service of luggage or/and mobility devices not delivered to the belt	YES	YES
CLEANLINESS AND SANITARY CONDITIONS	15	Cleanliness of the aircraft cabin	% satisfied passengers	98%
	16	Cleanliness of the aircraft lavatories	% satisfied passengers	97%

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
ON-BOARD TRAVEL CONVENIENCES	17	Complimentary snacks/ meals and beverage - short/medium haul	Specify type of service	Complimentary food and beverage service. Different level of service between economy and business class including hot and cold beverage, wine, spirits, cold snack/meals. Specific promotional events for food and wine.
	18	Complimentary snacks/meals and beverage - long haul	Specify type of service	Not applicable
	19	Quality of the complimentary service (food and beverage)	% satisfied passengers	91%
	20	Quality of the service not complimentary (food and beverage)	% satisfied passengers	Not applicable (only complimentary services are offered)

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
ON-BOARD TRAVEL CONVENIENCES	21	Quality of the complimentary in-flight entertainment (newspapers, music, movies, etc.) - short/medium haul	% satisfied passengers	74% Complimentary in-flight entertainment includes child kit and Wifi with newspapers, magazines, music, short movies, travel guides.
	22	Quality of the complimentary in-flight entertainment (newspapers, music, movies, etc.) - long haul	% satisfied passengers	Not applicable
	23	Other comfort	YES specify	Limited availability of pillows, blankets, refreshing towels

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
ON-BOARD TRAVEL CONVENIENCES	24	Overall comfort on board (pitch, meals, entertainment, etc.)	% satisfied passengers	95%
CUSTOMER INFORMATION	25	Efficient and user-friendly website	% satisfied passengers	96%
	26	Clearness of information given on board	% satisfied passengers	94%
	27	Useful flight related information given on in-flight magazine	YES	YES
	28	Information related to the airport arrival gate and to connecting flights given on board	YES	Yes, where possible

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
CUSTOMER INFORMATION	29	Waiting time on the phone for bookings/ information/complaints	Average waiting time	24 sec
	30	Other information	Specify type of information	Yes. Cockpit announcement (flight status, delay/early arrival, connecting flights, weather at destination,...
ADDITIONAL SERVICES	31	Delivery at aircraft service of baby buggies (if applicable)	YES	YES
	32	Delivery at aircraft service of hand luggage, also in the event that hand baggage was delivered to cabin attendants (if applicable)	YES	No. Delivery at aircraft provided only for baby buggies, wheelchairs, crutches and other reduced mobility devices.

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
ADDITIONAL SERVICES	33	Use policy of boarding bridges, used for passenger loading directly from the terminal to the aircraft door (if applicable)	YES	YES
	34	Possibility to amend, free of charge, the name of a passenger on an issued ticket in case of misspelling	Yes, specify method	Yes, free of charge up to a maximum of 3 letters. A complete name change (different passenger) is subjected to a cost based on the booked fare.
	35	Toll free number for reservations	YES	No, from Italian landlines 0.10 Euro/min (+VAT); from mobile networks charges vary according to the service provider.

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
ADDITIONAL SERVICES	36	Toll free number for claims	YES	No, from Italian landlines 0.10 Euro/min (+VAT); from mobile networks charges vary according to the service provider.
	37	Availability at main national and international airports of self check-in Kiosks, depending on the frequency of flights	Specify where	Yes. Germany.
	38	Ground transportation airport/city center in relation to flight time	Specify where	No
	39	Other services	Specify type of service	Passenger are informed by SMS of cancellations and/or gate change (where possible)

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
RELATIONAL AND BEHAVIOURAL ASPECTS	40	Passenger perception of competence and kindness of call center personnel (efficiency, friendliness, etc.)	% satisfied passengers	95%
	41	Passenger perception of kindness and behaviour of ground personnel towards the public (efficiency, friendliness, etc.)	% satisfied passengers	95%
	42	Perception of the personal care and uniform of on-board personnel	% satisfied passengers	99%

QUALITY FACTORS	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
RELATIONAL AND BEHAVIOURAL ASPECTS	43	Overall passenger perception of kindness and behaviour of cabin crew towards the public (efficiency, friendliness, etc.)	% satisfied passengers	98%
	44	Passenger perception of competence of ground personnel	% satisfied passengers	94%
	45	Passenger perception of competence of cabin crew	% satisfied passengers	98%

PRM	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
SAFETY	1	Perception of the condition and functionality of on board equipment	% of satisfied PRM passengers	97%
	2	Perception of on board personnel training adequacy	% of satisfied PRM passengers	99%
ACCESSIBILITY TO INFORMATION	3	Accessibility of information in the ticket purchasing phase	Existence of updated, effective and correctly applied procedures	On the www.airdolomiti.it home page, there is a “Reduced Mobility” section dedicated to passengers who need special assistance which contains the procedures Air Dolomiti applies.
	4	Perception of the clarity of the on board information, also in accessible mode	% of satisfied PRM passengers	97%

PRM	N°	INDICATORS	UNIT OF MEASUREMENT	RESULT 2019
ACCESSIBILITY TO INFORMATION	5	Information provided on board concerning transits and related gates in the destination airport in accessible mode	% of information provided on the totality of information	97%
COMMUNICATION WITH THE PASSENGERS	6	Number of responses received within the established times compared to the number of requests for information	% of responses provided within the established times on the total number of requests	97% within 24H
	7	Number of complaints received from the airline compared to total PRM traffic	% of complaints received on total PRM traffic	0% (2 claims in 2019)
COMFORT IN THE AIRCRAFT	8	Perception of the comfort aboard the aircraft	% of satisfied PRM passengers	97%
RELATIONAL AND BEHAVIOURAL ASPECTS	9	Perception of the courtesy of the staff	% of satisfied PRM passengers	99%

3.1 | Complaints procedure

Passenger Rights - Customer Relations Service

The Customer Relations Office manages complaints from passengers residing in both Italy and worldwide regarding disruptions suffered as a result of flight and baggage issues. Although one of the airline's objectives is to offer a punctual and normal service, sometimes irregularities do occur, such as delays or cancellations. The Customer Relations Office is available to passengers to provide them with timely assistance. In the event of disruptions that fall under the protection provided for by Regulation (EU)261/2004 such as overbooking, prolonged delays or cancellation, the airline ensures it provides the passenger with exhaustive and personalised information concerning their rights under the regulation. The Customer Relations Office also provides assistance to passengers in the event of irregularities related to bookings or the transport of baggage.



According to the provisions of the Montreal Convention, the passenger will be provided with assistance and compensation in the event of damage, loss and/or delayed delivery.

How to make a claim

The Passenger must submit a complaint to the Carrier by filling in the appropriate form on the website <https://www.airdolomiti.eu/customer-relations> within a reasonable time-frame from the date and time of the flight stated on the ticket in order to allow the Carrier to prepare the necessary remedies to protect the Passenger.

The Carrier will provide written confirmation to the address specified by the passenger within 30 days.

The Passenger is required to enclose all supporting documentation relating to the expenses incurred and personal and material damage suffered for any type of claim in order for the Carrier to carry out an appropriate and fair assessment of the compensation request.

In order to reduce the time and legal expenses incurred in handling the complaint, the Carrier endeavours to settle disputes amicably through the use of systems other than litigation and also through means of remote communication, inviting passengers to join individually or by means of assistance from the European Consumer Centres Network by consulting their website at https://ec.europa.eu/info/live-work-travel-eu/consumers/resolve-your-consumer-complaint/european-consumer-centres-network_en

Contact details for the Customer Relations office

Web <https://www.airdolomiti.eu/customer-relations>

Pec customer-relations@pec.airdolomiti.it

Conciliation office

In the event of a dispute relating to a flight for passengers travelling privately, they can contact 'Schlichtungsstelle für den öffentlichen Personenverkehr e.V.' (SÖP), the independent conciliation office in Germany for public passenger transport to which all carriers report.

Air Dolomiti is a member of SÖP and therefore passengers can submit a free request for conciliation for any dispute relating to:

1. denied boarding, prolonged delays or flight cancellation;
2. destruction, damage, loss or delayed transport of baggage, breaches of obligations relating to the transport of disabled passengers or passengers with reduced mobility, provided that:
 - they have already notified Air Dolomiti of these issues and have not received a response within two months;
 - are not satisfied with the way in which the issue has been handled;

- do not agree with the management of compensation by Air Dolomiti;
- their economic claim goes from a minimum of €10 to a maximum of €5,000;
- their dispute is not or has not been pending before a court or already settled;
- it is a private journey.

<https://soep-online.de/welcome.html>

<https://soep-online.de/request-form-flight.html>

Resolution requests can also be sent to the ODR (Online Dispute Resolution) System, a platform made available free of charge by the European Union to enable consumers in the EU or Norway, Iceland and Switzerland to resolve disputes without having to go to court.

A dispute resolution body is an impartial organisation that helps consumers find an out-of-court solution; a way of saving time and money that would otherwise be spent on a court case.

The ODR platform is easy to use and guides users through the entire process. It is available in all EU languages and has built-in deadlines for resolving complaints.

<https://ec.europa.eu/consumers/odr>

Damaged baggage

In the event that the baggage is damaged upon arrival at the destination, please contact the Lost & Found office of the arrival airport in order to prepare a damage report. The passenger will receive an irregularity complaint form and the instructions to resolve the issue. Although every effort is made to ensure the proper management of baggage, Air Dolomiti's liability in the event of loss, delay or damage to baggage is limited to the provisions established by the Montreal Convention. For further information please contact the Customer Relations office by filling in the appropriate form

<https://www.airdolomiti.eu/customer-relations>

The deadlines for reporting damaged baggage as well as information on compensation for damages, liability and insurance are available online at <https://www.airdolomiti.eu/baggage-irregularities-cr>

Lost baggage

In the event that the baggage does not arrive at the destination, please contact the Lost & Found office of the arrival airport in order to prepare a lost baggage report. The passenger will be issued with a Property Irregularity Report document (PIR) whose reference number (e.g. VRNENXXXXX) can be tracked online at Worldtracer.

Although every effort is made to ensure the proper management of baggage, Air Dolomiti's liability in the event of loss, delay or damage to baggage is limited to the provisions established by the Montreal Convention. For further information please contact the Customer Relations Office by filling in the appropriate form <https://www.airdolomiti.eu/customer-relations>

The deadlines for reporting lost baggage as well as information on compensation for damages, liability and insurance are available online at <https://www.airdolomiti.eu/baggage-irregularities-cr>

Belongings forgotten on board

Passengers who forget their belongings on board an Air Dolomiti aircraft or at the airport can immediately notify the Lost&Found counter at the airport or fill in the appropriate form <https://www.airdolomiti.eu/customer-relations> providing a detailed description of the object and references of the flight on which it was presumably forgotten. The airline is required to support the passenger in the search and, if successful, contact them to arrange delivery of the item.



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