SECTION 1

1.1 Introduction ............................................ 3
1.2 The Airline ............................................... 4
1.3 History .................................................... 6
1.4 Fleet and seat map ................................. 9
1.5 Uniforms .............................................. 14
1.6 Smart Site www.aidolomiti.eu ............. 17
1.7 Contacts .................................................. 19
1.8 ISO/IEC 9001, 27001, IOSA Certifications 
- Standards of the LH Group .............. 22
1.9 Fare plan ................................................ 30
1.10 Hand baggage and hold baggage ...... 31
1.11 Additional online services .............. 40

1.12 Sales Center Service ............................. 46
1.13 In-flight Service: 
  IFE, Catering and in-flight magazine.... 48
1.14 Special services ................................. 52
1.15 Third party service 
  Charter Tour Operator/Vip .............. 67
1.16 Other services ................................. 69

SECTION 2

2.1 Quality indicators ................................. 73

SECTION 3

3.1 Complaints procedure ..................... 88
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).
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 thirteen aircraft. Over the years, the expansion of the Air Dolomiti network has seen constant growth. Throughout 2018, operations were carried out on over 50 airports and 11 were 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 and Milano Malpensa and the Frankfurt hub from Verona. 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.
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 Tyrrenian 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.
In 27 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 2018 a further two Embraer 195s from the Lufthansa CityLine were added to the fleet. In 2019 other Embraer 195s will join the fleet.
**Fleet Data:**

- Current fleet: Embraer ERJ190-200LR (E195), 13 aircraft
- Average age: 8.9 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.
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 Live Support 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
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e-mail: customer-relations@airdolomiti.it

Press Office
Head of Communication & PR: Claudia Palamini
Via Paolo Bembo, 70
37062 Dossobuono di Villafranca (VR) - Italia
E-mail: pressoffice@airdolomiti.it

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
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

Thanks to the immediate fare plan, passengers who travel on Air Dolomiti’s own business network have the opportunity to choose the fare most appropriate to their needs from the three proposals:

- **Light** which guarantees standard quality services (on board service, in-flight entertainment service, one hand baggage);

- **Plus** which also provides for additional hold baggage;

- **Emotion** which offers maximum comfort on board (front seat, two items of hand baggage, one item of hand baggage etc.).

More detailed information is available online at https://www.airdolomiti.eu.
1.10 | Hand baggage and hold baggage

Hand baggage
The maximum weight for each item is 8kg in the Light and Plus fare. Two items 8kg each are allowed for the Emotion fare. The measurements must not exceed 55x40x20cm. Items not permitted in the cabin are: weapons, arms-like objects, toy weapons, sharp objects, sharp or blunt instruments (for example, scissors, pocket knives, baseball bats) and any other dangerous object. If there is not enough space to stow all hand baggage safely on board, passengers may be requested at the gate to place some or all of their hand baggage in to the hold.

The Delivery At Aircraft procedure can be applied to pushchairs, wheelchairs and crutches. These items will be removed plane side to be stowed and then returned to the passenger plane side upon disembarking.

More detailed information on hand baggage is available online at https://www.airdolomiti.eu/baggage/hand-luggage.
Hold baggage
The actual hold baggage allowance may differ depending on the fare purchased. Below is an indication of the general rules on baggage by fare and for the members Miles & More, Hon Circle, Senator and Gold Star Alliance.

<table>
<thead>
<tr>
<th>FARE</th>
<th>Adults (12 years and older)</th>
<th>Children (2-11 years old)</th>
<th>Infants (0-2 years old)</th>
<th>Miles and More Frequent Traveller (Silver Status)</th>
<th>Miles and More Hon Circle Senator or Gold Star Alliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIGHT</td>
<td>No hold baggage; 1 hand baggage of max 8kg</td>
<td>Same baggage allowance for adults plus 1 fully collapsible pushchair</td>
<td>1 fully collapsible pushchair</td>
<td>No hold baggage; 1 hand baggage of max 8kg</td>
<td>No hold baggage; 1 hand baggage of max 8kg No additional item provided for by presenting the card (the Light fare no longer includes the transport of extra baggage or a golf bag)</td>
</tr>
<tr>
<td>FARE</td>
<td>Adults (12 years and older)</td>
<td>Children (2-11 years old)</td>
<td>Infants (0-2 years old)</td>
<td>Miles and More Frequent Traveller (Silver Status)</td>
<td>Miles and More Hon Circle Senator or Gold Star Alliance</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------</td>
<td>----------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
<td>----------------------------------------------------</td>
</tr>
<tr>
<td>PLUS</td>
<td>1 hold baggage, maximum weight 23kg. 1 hand baggage max 8kg. Size 55x40x20</td>
<td>Same baggage allowance for adults plus 1 fully collapsible pushchair</td>
<td>1 hold baggage maximum 10kg plus 1 fully collapsible pushchair</td>
<td>1 hold baggage, maximum weight 23kg; 1 hand baggage of max 8kg. Size 55x40x20</td>
<td>1 item more than the allowance of the fare purchased + 1 golf bag</td>
</tr>
<tr>
<td>EMOTION</td>
<td>1 hold baggage, max weight 32kg; 2 hand baggage of from 8kg each. Size 55x40x20</td>
<td>Same baggage allowance for adults plus 1 fully collapsible pushchair</td>
<td>1 hold baggage maximum 10kg plus 1 fully collapsible pushchair</td>
<td>1 hold baggage, max weight 32kg; 2 hand baggage from 8kg each. Size 55x40x20</td>
<td>1 item more compared to the allowance of the fare purchased + 1 golf bag</td>
</tr>
</tbody>
</table>
The baggage allowances allowed by Air Dolomiti’s partners may be different. If a flight is operated by several companies, you will need to consult the relevant baggage rules before departure.

Baggage and stopovers: If the journey includes a stop with connecting flight, the hold baggage is usually sent to the final destination. The label received from the airport at the time of baggage delivery will state the final destination.

More detailed information on hold baggage is available online at https://www.airdolomiti.eu/baggage/hold-luggage.
Prohibited articles
For safety reasons, the following objects are not permitted on board:

• briefcase with integrated alarm system
• explosives, fireworks, torches
• containers with gas, for example irritating gases, self-defence sprays, camping stoves
• containers with flammable liquids, e.g. petrol for lighters, colours, paints, detergents
• highly flammable materials, such as matches
• substances that develop flammable gases upon contact with water
• oxidising substances, for example bleaching powder, superoxide
• poisonous (toxic) and contagious substances, for example mercury, bacteria and virus cultures
• radioactive substances and objects
• corrosive substances, e.g. acids, alkaline/acid solutions, acid batteries
• highly magnetic materials
• petrol-powered appliances and tools that already have contained minimum quantities of petrol (e.g. for testing purposes)
• electroshock guns e.g. Taser
• weapons and ammunition that are not for hunting or sport. For further information, please ask the airline directly.

Lighters and electronic cigarettes: passengers are permitted to carry a lighter on their person if it is for personal use and is loaded with liquid gas (completely absorbed). Additionally, the transport of safety matches is permitted on one’s person only. Passengers are advised to carry electronic cigarettes in the cabin and not in checked baggage. It is prohibited to carry any lighter in the checked baggage, petrol and wind-proof lighters, lighters loaded with unabsorbed fuel, butane gas lighters and cigarette lighters, petrol for lighters or refills.
Prohibition on the transport of “self-balancing electronic devices” (e.g. Hoverboards): these devices are classified as dangerous goods and specified by UN3171 as “battery powered instruments”. Therefore, they cannot be transported as portable electronic devices (PED). Passengers and cabin crew are not authorised to carry these devices as hand or checked baggage. Exception: passengers holding a medical / disability certificate, stating a clear need.

**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.
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
• Respironics 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). Listed below are the current additional services available online:
Online check-in
The online check-in service lets you check-in from the comfort of your own home. Once you have checked in, you can receive your boarding card by email or SMS or you can print it directly on paper. If you are flying with hand baggage only, online check-in allows you to bypass the check-in counters and go directly to the security checks.
For all Air Dolomiti flights you can check-in from the website and directly at the airport desks at no additional cost.
If you have a PLUS fare (with the option to board with 1 piece of baggage weighing up to 23Kg) or EMOTION (with the option to board with 1 piece of baggage weighing up to 32Kg) you can easily check-in on line and quickly deliver your baggage to the appropriate check-in counter (drop-off) at the airport upon departure. If, on the other hand, you have a LIGHT fare which includes only hand baggage, you can go directly to passport control with your boarding card.

For further information contact the Sales Center Air Dolomiti (salescenter@airdolomiti.it - +39 0452886140 or if calling from Germany +49 08997580497).
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/management-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](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.aidolomiti.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 send an email to ufficiogruppi@airdolomiti.it or alternatively fill in the appropriate form on the website https://www.airdolomiti.eu/contacts/group-reservations/new

The Indoor Sales Office, located inside the Sales Center, is dedicated to Corporate customers, Tour Operators and agencies that have reserved special rates and dedicated assistance (+ 39 045 2886130 open 9 am-3 pm from Monday to Friday; alternatively via email indoorsales@airdolomiti.it).
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:

- In Emotion class, a refreshing towel, free courtesy seat, individual meal tray with ceramic dish, steel cutlery and glass cup (meals vary depending on the time of day: continental breakfast, cold lunch or dinner, afternoon snack) accompanied with warm bread, dessert and complete assortment of soft drinks and hot beverages. Also included is a selection of white, red or sparkling/prosecco wine selected from the best Italian producers. Business class passengers are given a complimentary amenity kit and bottle of water;
• In Light & Plus class (Economy Class), a refreshing towel, a packaged snack that varies depending on the duration of the flight and time of day, complete assortment of soft drinks and hot beverages and choice of white, red or sparkling/prosecco wine selected from the best Italian producers.

Passengers are reminded that the on-board service is constantly adapted to the type of flight and may be subject to change.
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 (salescenter@airdolomiti.it - +39 0452886140 or if calling from Germany +49 08997580497).

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/baggage/hold-luggage.
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 the destination.

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 sports equipment and other items can be transported instead of a traditional suitcase by buying a ticket in the PLUS or EMOTION fare. If you would prefer to purchase a LIGHT fare, a supplement for transporting sports equipment will be applied. 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
/Terminal 1 and München Airport Center (MAC)
SECTION 1

Terminal 2 [Gates G, H]

Level 05
Pier North
Gates H01 – H08
Approx. 7 min.
from security check
Gates H09 – H18
Approx. 4 min.
from security check

Level 04
Pier North
Gates G01 – G08
Approx. 7 min.
from security check
Gates G09 – G18
Approx. 4 min.
from security check

Level 03
Pier South
Gates K01 – K08
Approx. 7 min.
from security check
Gates K09 – K18
Approx. 4 min.
from security check

Level 02
Pier South
Gates L01 – L08
Approx. 7 min.
from security check
Gates L09 – L18
Approx. 4 min.
from security check

Public area
Passenger zone
Deviations/arrivals
Information
Shoe shops
Shops

Baggage claims
Baggage check
Room for prayer and quiet
Service Center Airport
Buses
Parking

Shops
Restaurants
Services
Travel value/duty free
Pharmacy
Banks & tax refund
Lufthansa Service Center

Napcap sleeping cabins
Travel market
Recreation area
Smokers Lounge

Entrances/exits

Pläne_neu_englisch.indd   3-4
15.06.16   14:14
1.14
Frankfurt (FRA) Lufthansa Terminal

Ankunft Arrivals

Obere Abflugebene Departures

Terminal 2

Skyline öffentlicher Bereich Public area

Fernbahnhof Train station

Service Center
Tickets
Check-in
First Class Lounge
Senator Lounge
Business Lounge
Welcome Lounge
Betreuungsberatung Special services
Lufthansa World Shop
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:

**(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 ATO@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).
There are discounts for museums, amusement parks, festivals and art exhibitions, golf courses, renowned wineries, theatres and many others.
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 2017 are detailed over the next few pages.
<table>
<thead>
<tr>
<th>QUALITY FACTORS</th>
<th>N°</th>
<th>INDICATORS</th>
<th>UNIT OF MEASUREMENT</th>
<th>RESULT 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>REGULARITY AND PUNCTUALITY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>Flight Punctuality: short/medium haul</td>
<td>% of departing flights on time (short/medium haul)</td>
<td>74,7%</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Flight Punctuality: long haul</td>
<td>% of departing flights on time (long haul)</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Flight Punctuality: all flights</td>
<td>% of departing flights on time</td>
<td>74,7%</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Flights cancellations under the responsibility of the carrier: Summer season</td>
<td>% cancelled flights</td>
<td>1,2%</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Flights cancellations under the responsibility of the carrier: Winter season</td>
<td>% cancelled flights</td>
<td>0,8%</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
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<tr>
<td>REGULARITY AND PUNCTUALITY</td>
<td>6</td>
<td>Total flights cancellations</td>
<td>% cancelled flights</td>
<td>2.3%</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>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</td>
<td>Specify where</td>
<td>NO</td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>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.</td>
<td>Specify where</td>
<td>NO</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
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<td>UNIT OF MEASUREMENT</td>
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<tr>
<td>BAGGAGE AND MOBILITY AIDS (SECURITY MANAGEMENT)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>Baggage not returned to the baggage collection carousel for reasons ascribable to the airline</td>
<td>% of baggage not returned for reasons ascribable to the airline per total number of checked bags</td>
<td>2,1%</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>Total baggage not returned to the baggage collection carousel on the airline’s flights</td>
<td>% of baggage not returned per total number of checked bags</td>
<td>2,1%</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
<td>Waiting time for delivery to the passenger of luggage not consigned to the belt</td>
<td>n. of hours/days from the Pir issuing date in 90% of the cases</td>
<td>48 h in 92% of cases</td>
</tr>
<tr>
<td>12</td>
<td>12</td>
<td>Number of luggage found despite not being delivered to the belt</td>
<td>% of luggage found despite not being delivered to the belt checked</td>
<td>97,9%</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
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</tr>
<tr>
<td>BAGGAGE AND MOBILITY AIDS (SECURITY MANAGEMENT)</td>
<td>13</td>
<td>Reduced mobility devices damaged or not delivered to the passenger</td>
<td>% of reduced mobility devices damaged or not delivered to the passenger compared with the number of devices embarked</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>Home delivery service of luggage or/mobility devices not delivered to the belt</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>CLEANLINESS AND SANITARY CONDITIONS</td>
<td>15</td>
<td>Cleanliness of the aircraft cabin</td>
<td>% satisfied passengers</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>Cleanliness of the aircraft lavatories</td>
<td>% satisfied passengers</td>
<td>97%</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
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<tr>
<td>ON-BOARD TRAVEL CONVENIENCES</td>
<td>17</td>
<td>Complimentary snacks/meals and beverage - short/medium haul</td>
<td>Specify type of service</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>Complimentary snacks/meals and beverage - long haul</td>
<td>Specify type of service</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td>19</td>
<td>Quality of the complimentary service (food and beverage)</td>
<td>% satisfied passengers</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>Quality of the service not complimentary (food and beverage)</td>
<td>% satisfied passengers</td>
<td>Not applicable (only complimentary services are offered)</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
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<tr>
<td>ON-BOARD</td>
<td></td>
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<tr>
<td>TRAVEL</td>
<td></td>
<td></td>
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<tr>
<td>CONVENIENCES</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>21</td>
<td>Quality of the complimentary in-flight entertainment (newspapers, music, movies, etc.) - short/medium haul</td>
<td>% satisfied passengers</td>
<td>72% Complimentary in-flight entertainment includes child kit and Wifi with newspapers, magazines, music, short movies, travel guides.</td>
</tr>
<tr>
<td>22</td>
<td>22</td>
<td>Quality of the complimentary in-flight entertainment (newspapers, music, movies, etc.) - long haul</td>
<td>% satisfied passengers</td>
<td>Not applicable</td>
</tr>
<tr>
<td>23</td>
<td>23</td>
<td>Other comfort</td>
<td>YES specify</td>
<td>Limited availability of pillows, blankets, refreshing towels</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
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</tr>
<tr>
<td>ON-BOARD TRAVEL CONVENIENCES</td>
<td>24</td>
<td>Overall comfort on board (pitch, meals, entertainment, etc.)</td>
<td>% satisfied passengers</td>
<td>96%</td>
</tr>
<tr>
<td>CUSTOMER INFORMATION</td>
<td>25</td>
<td>Efficient and user-friendly website</td>
<td>% satisfied passengers</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td>26</td>
<td>Cleanness of information given on board</td>
<td>% satisfied passengers</td>
<td>94%</td>
</tr>
<tr>
<td></td>
<td>27</td>
<td>Useful flight related information given on in-flight magazine</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>28</td>
<td>Information related to the airport arrival gate and to connecting flights given on board</td>
<td>YES</td>
<td>Yes, where possible</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
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</tr>
<tr>
<td>CUSTOMER INFORMATION</td>
<td>29</td>
<td>Waiting time on the phone for bookings/information/complaints</td>
<td>Average waiting time</td>
<td>53 sec</td>
</tr>
<tr>
<td></td>
<td>30</td>
<td>Other information</td>
<td>Specify type of information</td>
<td>Yes. Cockpit announcement (flight status, delay/early arrival, connecting flights, weather at destination,...)</td>
</tr>
<tr>
<td>ADDITIONAL SERVICES</td>
<td>31</td>
<td>Delivery at aircraft service of baby buggies (if applicable)</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>32</td>
<td>Delivery at aircraft service of hand luggage, also in the event that hand baggage was delivered to cabin attendants (if applicable)</td>
<td>YES</td>
<td>No. Delivery at aircraft provided only for baby buggies, wheelchairs, crutches and other reduced mobility devices.</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
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</tr>
<tr>
<td>ADDITIONAL</td>
<td>33</td>
<td>Use policy of boarding bridges, used for passenger loading directly from the terminal to the aircraft door (if applicable)</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>SERVICES</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>34</td>
<td>Possibility to amend, free of charge, the name of a passenger on an issued ticket in case of misspelling</td>
<td>Yes, specify method</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>35</td>
<td>Toll free number for reservations</td>
<td>YES</td>
<td>No, from Italian landlines 0.10 Euro/min (+VAT); from mobile networks charges vary according to the service provider.</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
</tr>
<tr>
<td>-------------------</td>
<td>----</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>ADDITIONAL</td>
<td>36</td>
<td>Toll free number for claims</td>
<td>YES</td>
<td>No, from Italian landlines 0.10 Euro/min (+VAT); from mobile networks</td>
</tr>
<tr>
<td>SERVICES</td>
<td></td>
<td></td>
<td></td>
<td>charges vary according to the service provider.</td>
</tr>
<tr>
<td>37</td>
<td></td>
<td>Availability at main national and international airports of self check-in</td>
<td>Specify where</td>
<td>Yes. Germany.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kiosks, depending on the frequency of flights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td></td>
<td>Ground transportation</td>
<td>Specify where</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
<td>airport/city center in relation to flight time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td></td>
<td>Other services</td>
<td>Specify type of service</td>
<td>Passenger are informed by SMS of cancellations and/or gate change (where</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>possible)</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----</td>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>RELATIONAL AND BEHAVIOURAL</td>
<td>40</td>
<td>Passenger perception of competence and kindness of call center personnel</td>
<td>% satisfied passengers</td>
<td>Monitoring data not yet available. Implementation almost completed. End of project scheduled for</td>
</tr>
<tr>
<td>ASPECTS</td>
<td></td>
<td>(efficiency, friendliness, etc.)</td>
<td></td>
<td>late April and data availability from May 2019.</td>
</tr>
<tr>
<td></td>
<td>41</td>
<td>Passenger perception of kindness and behaviour of ground personnel towards</td>
<td>% satisfied passengers</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the public (efficiency, friendliness, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>42</td>
<td>Perception of the personal care and uniform of on-board personnel</td>
<td>% satisfied passengers</td>
<td>99%</td>
</tr>
<tr>
<td>QUALITY FACTORS</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
</tr>
<tr>
<td>-----------------</td>
<td>----</td>
<td>----------------------------------------------------------------------------</td>
<td>--------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>RELATIONAL AND BEHAVIOURAL ASPECTS</td>
<td>43</td>
<td>Overall passenger perception of kindness and behaviour of cabin crew towards the public (efficiency, friendliness, etc.)</td>
<td>% satisfied passengers</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>44</td>
<td>Passenger perception of competence of ground personnel</td>
<td>% satisfied passengers</td>
<td>93%</td>
</tr>
<tr>
<td></td>
<td>45</td>
<td>Passenger perception of competence of cabin crew</td>
<td>% satisfied passengers</td>
<td>98%</td>
</tr>
<tr>
<td>PRM</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
</tr>
<tr>
<td>-----</td>
<td>----</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SAFETY</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>Perception of the condition and functionality of on board equipment</td>
<td>% of satisfied PRM passengers</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Perception of on board personnel training adequacy</td>
<td>% of satisfied PRM passengers</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ACCESSIBILITY TO INFORMATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Accessibility of information in the ticket purchasing phase</td>
<td>Existence of updated, effective and correctly applied procedures</td>
<td>On the <a href="http://www.airdolomiti.it">www.airdolomiti.it</a> home page, there is a “Reduced Mobility” section dedicated to passengers who need special assistance which contains the procedures Air Dolomiti applies.</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Perception of the clarity of the on board information, also in accessible mode</td>
<td>% of satisfied PRM passengers</td>
<td>93%</td>
</tr>
<tr>
<td>PRM</td>
<td>N°</td>
<td>INDICATORS</td>
<td>UNIT OF MEASUREMENT</td>
<td>RESULT 2018</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>----</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>ACCESSIBILITY TO INFORMATION</td>
<td>5</td>
<td>Information provided on board concerning transits and related gates in the destination airport in accessible mode</td>
<td>% of information provided on the totality of information</td>
<td>100%</td>
</tr>
<tr>
<td>COMMUNICATION WITH THE PASSENGERS</td>
<td>6</td>
<td>Number of responses received within the established times compared to the number of requests for information</td>
<td>% of responses provided within the established times on the total number of requests</td>
<td>Non applicabile</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>Number of complaints received from the airline compared to total PRM traffic</td>
<td>% of complaints received on total PRM traffic</td>
<td>0% (2 claims in 2018)</td>
</tr>
<tr>
<td>COMFORT IN THE AIRCRAFT</td>
<td>8</td>
<td>Perception of the comfort aboard the aircraft</td>
<td>% of satisfied PRM passengers</td>
<td>100%</td>
</tr>
<tr>
<td>RELATIONAL AND BEHAVIOURAL ASPECTS</td>
<td>9</td>
<td>Perception of the courtesy of the staff</td>
<td>% of satisfied PRM passengers</td>
<td>98%</td>
</tr>
</tbody>
</table>
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 sending a written notice to the email address customer-relations@airdolomiti.it 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 www.ecc-netitalia.it

Contact details for the Customer Relations office

Fax +39 0458605619
Email customer-relations@airdolomiti.it
Pec customer-relations@pec.airdolomiti.it

Contact form available via the website
https://www.airdolomiti.eu/contacts/customer-relations/new
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

In order to reduce time and legal costs in the definition of complaints, the Carrier promotes the amicable settlement of disputes through the use of alternative dispute resolution means, which may also involve communication at a distance. We therefore invite our Passengers to have access to the ODR system (Online Dispute Resolution) by consulting the https://ec.europa.eu/consumers/odr a free of charge network, made available by the European Union.
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 Mon-
treal Convention. For further information please contact the
Customer Relations office at the address customer-rela-
tions@airdolomiti.it. The deadlines for reporting damaged
baggage as well as information on compensation for dama-
ges, liability and insurance are available online at
https://www.airdolomiti.eu/damaged-luggage
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 at the address customer-relations@airdolomiti.it

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/damaged-luggage
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 send an email to customer-relations@airdolomiti.it 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.