

TERMS AND CONDITIONS GIFT CARD VOLARE

1. General Provisions

- 1.1 These general terms and conditions (“T&Cs”) govern the relationship between the user (the “User”) and ITALIA TRASPORTO AEREO S.p.A., having its registered office in Rome, Via Venti Settembre 97, 00187, tax code, VAT number and registration number with the Rome Companies’ Register no. 15907661001, R.E.A. Rome no. 1622937 (“ITA Airways”), in relation to the issuance and use of the Gift Card Volare, as defined below, offered by ITA Airways as promoter and Volare Loyalty S.p.A. as co-promoter, within the Volare Program, as defined below, as a redemption method for Volare Points, as defined below, pursuant to the terms and conditions of the Volare Program (the “[Regulation](#)”)
- 1.2 The use of Gift Card Volare constitutes full acceptance of these T&Cs, which are made available to the User at the time of redemption of Volare Points and via the delivery email of the Gift Card Volare, and are also available on the Italian website of ITA Airways (www.ita-airways.com).
- 1.3 The following terms shall have the meanings set out below, unless the context requires otherwise:
- a) “**Issue Date**” means the original issue date of the Gift Card Volare;
 - b) “**Expiry Date**” means il 30 June 2026;
 - c) “**Gift Card Volare**” means the digital card redeemable by members of the Volare Program with a minimum balance of 50,000 Volare Points on the website www.ita-airways.com, by accessing their personal account. It is a voucher that may be used in accordance with the terms set out below in these Terms of Use;
 - d) “**Volare Program**” means the prize operation promoted by ITA Airways and Volare Loyalty S.p.A., allowing the accumulation of Volare Points and the redemption of rewards, including the Gift Card Volare, pursuant to the [Regulation](#);
 - e) “**Volare Points**” means non-qualifying points accumulated within the Volare Program and redeemable for rewards made available pursuant to the Regulation.

2. Redemption and Use Terms

- 2.1 The Gift Card Volare may be redeemed with a minimum balance of 50,000 Volare Points from 1 April 2026 to 30 June 2026. The Gift Card Volare has a value of EUR 100.00.
- 2.2 The User may use the Gift Card Volare to directly purchase or gift flights during the period from 1 April 2026 to 30 June 2026.

- 2.3 The Gift Card Volare is non-refundable. It cannot be redeemed for cash or transferred for value under any circumstances. Furthermore, resale or commercialisation of the Gift Card Volare is not permitted.
- 2.4 The Gift Card Volare may only be used on the Italian website [www.ita-airways.com] to purchase any airline ticket sold in euros originating from Eurozone countries and additional services (during booking) on the ITA Airways website and app by entering the Gift Card Volare details as a payment method. It cannot be used in the “manage bookings” section or during web check-in.
- 2.5 The Gift Card Volare may also be used for purchases made across multiple transactions, within the Expiry Date, until the total balance of the Gift Card Volare has been fully used. After the Expiry Date, the Gift Card Volare may no longer be used, renewed, or reactivated, and any unused balance cannot be claimed or redeemed for cash. No refund or credit note shall be issued for any unused portion of the Gift Card Volare.
- 2.6 In the event of a ticket purchase, the amount of the Gift Card Volare shall be applied to the total fare of the flight (fare, taxes and any additional services selected). When payment is made using the Gift Card Volare, if the booking amount is equal to or exceeds the available balance, the Gift Card Volare shall be fully used. Therefore, the entire transaction must be paid using the Gift Card Volare or, if the booking exceeds the balance of the Gift Card Volare, the remaining amount must be paid using another accepted payment method: credit card (Visa, MasterCard and American Express), or other Gift Card Volare (up to a maximum of 3 Gift Cards, provided that they cover the total ticket amount), discount codes or other accepted payment methods. Payment using the Gift Card Volare cannot be combined with PayPal or other payment methods linked to other loyalty programs. At the end of the transaction, the value of the Gift Card Volare shall be adjusted to any remaining balance, which shall remain valid under the same conditions set out above (excluding any possibility of refund or extension of validity).
- 2.7 The flight purchased with the Gift Card Volare must be completed no later than 12 months after the use of the Gift Card Volare.
- 2.8 The Gift Card Volare is non-refundable, and the right of withdrawal cannot be exercised once the Gift Card Volare has been obtained through the redemption of Volare Points. The Gift Card Volare is not compatible with the “Price Guarantee” service.
- 2.9 In the event of cancellation of flight-only tickets paid in full or in part with a Gift Card Volare, the applicable fare rules shall apply. Therefore, if the ticket is refundable, the amount shall be refunded to the respective payment methods used and, in the case of payment with a Gift Card Volare, the value shall be re-credited provided that the voluntary cancellation occurs before the Expiry Date. After the Expiry Date, it will no longer be possible to re-credit the amount paid.
- 2.10 In the event of operational changes or flight cancellations by ITA Airways, ITA Airways policies shall apply and, for the portion of the ticket paid with the Gift Card Volare, a travel voucher shall be issued.

3. Liability and Risk of Loss

- 3.1 Ownership of the Gift Card Volare is transferred to the User, understood as the purchaser or the designated recipient, upon redemption and electronic delivery of the Gift Card Volare to such recipient; from that moment, all risks, liabilities and consequences, including loss, theft or unauthorised use of the Gift Card Volare, shall be borne exclusively by the User or the designated recipient.
- 3.2 ITA Airways shall not be liable in the event of loss, theft, destruction or unauthorised use of the Gift Card Volare by the recipient. Neither ITA Airways nor any of its employees, collaborators or representatives shall be obliged to identify or otherwise verify the person presenting the Gift Card Volare for use. ITA Airways shall not be responsible in the event that the recipient's email address is incorrect or no longer accessible.
- 3.3 ITA Airways shall not be liable for any damages arising from the unlawful use of the Gift Card Volare identification code by third parties who have correctly entered such code.

4. Miscellaneous

- 4.1 ITA Airways reserves the right to supplement or amend these T&Cs at any time at its sole discretion. Such amendments or supplements shall not apply to Gift Card Volare already issued.
- 4.2 These T&Cs shall be governed by Italian law. In the event of any dispute, jurisdiction shall lie with the court of the consumer's place of residence or domicile pursuant to Legislative Decree no. 206/2005.