



MEDIA RELEASE

## **Alitalia to upgrade IT system from 8 pm (CET) 14 October**

### **Important information for Alitalia passengers travelling this weekend**

Rome, 12 October 2016 – Alitalia will implement an important upgrade of its IT systems from 8 pm (CET) Friday 14 October until the end of Saturday 15 October as part of its goal to improve the passenger travel experience and provide customers with greater choice, personalization, innovation and service.

The airline will cutover its IT systems from Arco to Sabre during this time and while the work is underway customers will not be able to buy air tickets or change reservations on [alitalia.com](http://alitalia.com), the Alitalia app, the airline's call centres or at travel agencies. Web and mobile check-in will also be unavailable, and passengers will be required to check-in at airport desks.

In the same period purchase of tickets and change of reservation will be exclusively available at the ticket counters of the airport where the relevant flight is departing.

Passengers flying over the weekend need to check-in online or by mobile devices as soon as possible before 8.00 pm on Friday 14 October, prior to the IT upgrade.

Travellers are recommended to arrive well in advance. Check-in counters will be open three hours before for domestic flights and four hours for international flights.

The IT upgrade will not impact Alitalia's flight schedule. All flights will operate regularly.

Travellers who need more information and assistance for travel this weekend can contact Alitalia on 800.65.00.55 (toll free number from Italy), +39 06.65649 (from overseas) and the local Call Centre numbers (list available on [alitalia.com](http://alitalia.com) website).

To help customers during this period, Alitalia has increased the number of staff at its call centres and airports.

Following the upgrade, an initial period of adjustment is expected and some booking and check-in functions may still be limited. However, Alitalia expects to deliver significant benefits for its customers.

Alitalia appreciates your understanding and support during the period of upgrade.

For more information, visit [www.alitalia.com](http://www.alitalia.com) website and the airline's official social media pages.

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**About Alitalia**

Alitalia - Società Aerea Italiana ([alitalia.com](http://alitalia.com)) is Italy's largest airline and commenced operations on January 1, 2015 after acquiring the operational activities of Alitalia - Compagnia Aerea Italiana, now named CAI. CAI has a 51% controlling stake in Alitalia and the remaining 49% of shares are owned by Etihad Airways, the national airline of the United Arab Emirates (Airline of the Year 2016 by the prestigious US-based aviation industry publication Air Transport World). As part of its 2016 summer schedule, Alitalia flies to 97 destinations, including 27 Italian and 70 international destinations, with more than 4,400 weekly flights. Alitalia boasts one of the most modern and efficient fleets in the world. It is a member of the SkyTeam alliance and is part of the Transatlantic Joint Venture alongside Air France-KLM and Delta Air Lines. Alitalia also collaborates with the other Etihad Airways Partners - airberlin, Air Serbia, Air Seychelles, Etihad Airways, Etihad Regional operated by Darwin Airline, Jet Airways and NIKI – in order to offer customers more choice through improved networks and schedules and enhanced frequent flyer benefits.