

Allergy to peanuts

In consideration of those passengers who may have an intolerance to peanuts, we would like to point out the following:

- Alitalia, along with all other airlines, cannot guarantee the complete absence of this foodstuff and/or its derivatives on its flights, given that it is not possible to avoid transporting persons or things that may be carrying or contain peanuts or products derived from peanuts.
- Peanut based ingredients, peanut oil and other non specified elements containing traces of peanut may, in fact, not only be widely used in the preparation of in-flight meals but may also be present in other products, for example, cosmetics.
- Therefore, Alitalia cannot guarantee to passengers who have an intolerance to peanuts, the absence or the total removal of peanuts or products containing peanuts on its flights.

Intolerance to inhalation of peanut odours

Given the above facts, Alitalia is not able to guarantee a risk-free environment for those who have an intolerance to breathing-in the odour of peanuts or substances containing peanuts, and therefore, advises people subject to this risk not to request flights with Alitalia, as the company cannot guarantee their physical safety.

Intolerance to eating food containing peanuts

Passengers who are not able to tolerate eating food containing peanuts, can contact the Alitalia call centre who will forward the request to the back office in Rome, at least 24 hours before the published departure time of the flight. The back office in Rome will do all that is possible to guarantee a meal free from food containing peanuts and/or substances containing peanuts.

In special circumstances - of which the following is a purely indicative and not a complete list: cancellations, delays, operational changes, diversions etc... -, it may not be possible to comply with passengers requests for meals free from food containing peanuts and/or substances containing peanuts, even if these requests were confirmed at the time the flight was booked. This may be the case whenever the special situation doesn't allow a timely solution.

We therefore, recommend passengers who have a food intolerance to peanuts to always carry with them any medication they may need in case of an allergy attack during their flight (Epi-penna or other anaphylactics for self-administration and an insulated container), as well as any other remedies prescribed by their personal physician or specialist.

Passengers are also recommended to wear a bracelet indicating their allergy, and if

accompanied by family members or travelling companions, to ensure that at least one of them is trained in administering the necessary medicines, if the need arises. Unaccompanied passengers should be able to administer any medicines themselves.

We would like to point out that Carrier's acceptance to transport passengers who are allergic to food containing peanuts and its derivatives, is subject to agreement with the Carrier, who must be informed of the passenger's allergy at the time of booking. Passengers allergic to food containing peanuts and its derivatives, who have informed the Carrier of their special needs within the specified terms, will be carried with due respect for their special condition, except where this is not possible due to *force majeure*.

If passengers allergic to food containing peanuts and its derivatives do not inform Alitalia of their allergy in the specified way, the Carrier cannot guarantee the absence of food containing peanuts and its derivatives in the meals/snacks served to such passengers on its flights.

On flights where it is possible to book a SPML, the Alitalia call centre will do all that is possible to guarantee the passenger a peanut-free meal as requested.

Special meals available on request on Medium Haul flights

- Business Class (always) on Alitalia (AZ) and Economy Class (only on flights of longer than 3 hours): passengers must request a peanut-free SPML when booking
- Business Class on Alitalia Express (XM) flights longer than 1h40: passengers must request a peanut-free SPML when booking
- Business Class on Alitalia Express (XM) flights less than 1h40: it is not possible to book a SPML. Therefore, peanut-free meals cannot be guaranteed.

Special meals available on request on Long Haul flights

- Both Business and Economy class passengers must request a peanut-free SPML when booking.

Domestic routes

It is not possible to book any special meals. Therefore, peanut-free meals cannot be guaranteed.

Code Sharing

In the case of code sharing, on flights where Alitalia is not the Operative Carrier (AZ aircraft and crew) but is only the Marketing Carrier (e.g. AZ 7000), Alitalia will request the Operative Carrier if it is possible to book peanut-free meals. In these circumstances, however, it may not be possible to receive confirmation of the meal request and/or be served the meal on board.
