

NETIQUETTE

Welcome onboard the official Alitalia Facebook page.
This is your Captain speaking.

As for our flights, we are happy to welcome everyone to share what we love the most. However, to fly high and achieve a constructive dialogue, it is important to follow a few simple rules:



Respect other guests:

do not use foul language, do not post anything insulting, discriminatory, or offensive on grounds of race, sex or religion



Follow the route:

the page is open to all who wish to contribute to its growth, but please don't publish comments which are off topic. If you need assistance or specific information, please send us a message.



Adjust the volume of your voice:

using all capital letters in electronic communications is like raising your voice at someone and we consider it inappropriate behaviour both on our flights and on this fan page.



Protect your privacy:

if you have questions about a specific booking or a particular transaction, please do not post any personal details or those of third parties, such as full name, email address, telephone contact, and ticket or booking number. Should this information be required to assist you, we will ask you to send us a private message.



Ask politely:

do not post the same message several times and try not to repeat the same question, especially if an answer has already been provided.



No advertising:

do not offer goods or services for sale on this page, or post anything of a commercial or promotional nature.

To avoid turbulence, any comments that don't abide by our Netiquette will be deleted without prior notice and, in case of serious or frequent violations, you may be blocked or reported.

HAVE A GOOD TRIP!

PAOLO LA CAVA
VP FLIGHT OPERATIONS.



THANKS FOR YOUR ATTENTION, WE WISH YOU A PLEASANT
TIME ONBOARD.

