



MILLEMIGLIA PROGRAM FREQUENTLY ASKED QUESTIONS

MILES MANAGEMENT

Why did I not receive the MilleMiglia Program welcome bonus miles?

The welcome bonus is credited only if the first activity with Alitalia or airline and commercial partners (registered with the MilleMiglia code) was made within 3 months from the date of enrollment into the Program.

Do the miles have an expiration due to inactivity?

The miles do not have an expiration date as long as one mile-earning transaction with Alitalia or its airline and commercial partners is made within a 24-month period.

As for qualifying miles, valid to access or renew membership to the Exclusive Clubs, the count resets on December 31st of each year.

Do all Alitalia fares entitle me to earn miles?

Yes, all Alitalia fares entitle you to earn miles.

Can I earn miles for flights or transactions made before enrollment in the MilleMiglia Program?

Yes, you can request miles for transactions made up to 4 months before the date of enrollment in the Program.

Can I receive on my account miles earned by other people?

The MilleMiglia card is personal and may only be used by its owner. With the miles transfer service you can share up to 60,000 miles per year with friends and family members who are also MilleMiglia members.

Can I earn miles on my MilleMiglia account and, at the same time, on a different partner airline's one?

The frequent flyer programs are independent from each other, therefore it is not allowed. If a duplication of miles occurs, the unduly credited miles would be cancelled (Art. 5.4 of MilleMiglia Regulation).

Are the miles credited automatically?

The miles are only credited automatically (on Alitalia flights, in about 2 days) if the MilleMiglia code and/or card are shown at check-in and when you use partner services.

In case of problems in crediting, we recommend you to keep the boarding pass and tickets or the e-ticket receipt until you miles have been credited to your account.



What should I do in case of not credited miles?

- For tickets on Alitalia flights, request them directly online via the “Request Miles” service or through your Club's Customer Service.
- For tickets with airline partners, or for purchases from the Griffair inflight magazine, you need to send a copy of your boarding pass and ticket or receipts from your purchase, indicating your name and MilleMiglia code, within 4 months of the flight date:
 - via e-mail at retrocrediti@alitalia.it (attachments larger than 2.5 Mb and requests of a different nature or not in Italian/English languages will be disregarded)
 - via fax to +39 06 91620060
 - by mail to MilleMiglia, Casella Postale 10371, 00144 Rome, Italy
- For activities with Commercial Partners, please send your request directly to the Partner, who will then send the miles to be credited to Alitalia.

How long, after my request, will it take to receive missing miles?

Missing miles crediting takes about 4 weeks from the request date, if the provided documentation is complete and legible. Please verify by your own on your online balance if miles have been properly credited.