

PRESS RELEASE

AGREEMENT WITH COSTA CROCIERE TO SELL LOST LUGGAGE CONCIERGE SERVICE

Gallarate, February 20, 2024 – SosTravel.com S.p.A. (Euronext Growth Milan, ticker: SOS and OTCQB New York, ticker SOSAF), a digital operator that offers booking services, digital itineraries including flight and airport information, car rental, experiences, and proprietary services such as Lost Luggage Concierge and Dr.Travel through the **sostravel** and **flio** apps, as well as through the platforms www.sostravel.com and www.amareitalia.com, ("SosTravel" or the "Company"), announces that it has signed a commercial agreement with Costa Cruises for the exclusive supply of the Lost Luggage Concierge service ("LLC") to Costa Cruises customers for 2024, renewable for 2025 and 2026.

By default, the LLC service will be included for all "Fly & Cruise" customers of Costa Cruises departing from Europe who purchase both the cruise and air transfer through Costa Cruises channels. These clients will be assisted by SosTravel in case of lost luggage, with tracking and delivery of their luggage on board the ship within 48 hours.

Costa Cruises "Cruise Only" customers can use the LLC service by choosing the option before departure if they reach the ship by flight.

This agreement allows SosTravel to launch baggage tracking and dynamic return services on new sales channels, expanding its customer base through its digital services, which come from the cruise market, due to ongoing investments regarding the dedicated commercial force for the "traveler services" business unit.

Sostravel.com believes that the agreement is strategic due to the importance of the client, Costa Cruises, a historic company and a primary market operator.

On the economic-financial level, SosTravel expects that the agreement will lead to a 50% increase in revenue for the "traveler services" business unit in 2024, compared to the figure of 734,794 euros contained in the annual report as of 12-31-22.

On the cost side, an investment of less than 110,000 euros is expected to develop software applications for the tracking and dynamic return of luggage and expand customer care.

Massimo Crippa, General Manager of Sostravel.com, commented: *"The undisputed value of the agreement and the trust of one of the major global players in the cruise sector represent a significant growth opportunity for Sostravel.com. The digital services to the passenger are expanding beyond the airport sales channel, and this agreement, along with the recent B2B agreements recently signed, are the best demonstrations of this."*

Daniel Caprile, Vice President of Pricing & Revenue Management, Itinerary & Transportation at Costa Cruises, commented: *"Our goal is to offer our guests the best travel experiences, from any point of view. The agreement with Sostravel.com is a further step forward in this direction because it will help us ensure that our guests can start enjoying their cruise carefree right from the airport departure. In addition, this service will make our holidays even more unique in the organized tourism industry. For this reason, I would like to thank SosTravel.com and our Travel Service team, led by Massimo Callegari, who worked on finalizing this important collaboration."*

About Costa Cruises:

Costa Cruises is an Italian company based in Genoa, which is part of Carnival Corporation & plc, the largest cruise group in the world.

For over 75 years, Costa ships have sailed the world's seas, offering guests a different destination every day to be discovered through unique experiences, both onboard and ashore. Currently, the Costa fleet consists of 9 ships, all flying the Italian flag, navigating the Mediterranean, Northern Europe, the Baltic Sea, the Caribbean, Central America, South America, and the United Arab Emirates,



as well as offering "World Tour" and "Grand Cruises" to visit several continents in a single vacation.

For more information:

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Iscritta al Registro delle Imprese di Varese n° VA-201768762
Iscritta al R.E.A. di Varese n°366690
Capitale Sociale: 1.309.288,80 Euro i.v
IBAN: IT36S0306950243100000018264