

## COVID-19: Cancellation Assistance

Dear Travel Partner,

The Covid-19 health crisis continues to have a large impact on the lives of everyone across the globe, and the hearts of every member of the Icelandair team goes out to those directly affected by the virus.

The operations of Icelandair are no exception to the current realities, and it has been necessary to cancel much of our flight operation, with continued changes likely in the weeks ahead. We thank you for your understanding of the precautionary measures taken, knowing the impact they may have on your customers' travel plans. Please know we are working around the clock to adjust to the current environment with the customer first and foremost in all decision-making.

Below is our policy information for passengers booked on Icelandair during the Covid-19 health crisis. Please be advised the following is subject to change on short notice, and we will update you as promptly as possible as new information becomes available

### **Ticketed passengers traveling March 11 - April 30, 2020**

For those clients that do **not** intend to travel:

- Passengers may postpone their trip, regardless of reason, and use the full value of the ticket (including all government taxes and ancillary services) for future travel.
- Cancel the client's booking
- Enter into PNR: **SSR OTHSZZ WAIVEFICOID19**
- Enter into PNR as RM or OSI: **COVID19**

When your clients are ready to re-book:

- Please ensure to re-book/reissue within the original ticket validity, which is one year from original date of issue
- Re-routing is permitted
- No restriction on new travel dates into 2021
- Enter into the endorsement box of the new ticket: **WAIVEFICOID19**
- The ticket may only be reissued once using the change fee waiver code
- Please note this waiver code waives all change fees, but any applicable fare difference must be collected at the time of reissue

For bookings where original passengers will not be able to travel

- Please issue a DEPO EMD in the same booking as the unused tkts for the total value of the unused tkts
- After issuing the EMD please refund the tkts
- New tickets can be issued and EMD refunded up to one year after the EMD's date of issue
- The EMD can only be used for future travel on Icelandair services and is non refundable until new tickets have been issued
- Insert: **WAIVEFICOID19** in the EMD's RM line

As the current situation is constantly changing, please be advised the above guidelines are subject to change on short notice.

For the latest general information on Icelandair and our policies regarding COVID-19, please click [here](#)

We thank you for your continued support and your valued efforts for our mutual customers as we work through this crisis together. If you have any questions, please contact your local Icelandair sales support team

Warmest regards,  
Icelandair