

Current actions derived from COVID

Please note that this version replaces all previous versions.

A) For ticketed IB 075 customers whose flights continue to operate:

1. **Individual passengers in general to/from any destination in the Iberia group network**

Passengers who already purchased their tickets for flights between 01/03/2020 and 31/05/2020 will have the following alternatives:

- a. **Changes without penalty or fare difference** from 6 March, 2020 to 31/03/2021:
 - i. **Black-out dates:**
 - 30/04/2020 to 02/05/2020
 - 01/07/2020 to 15/08/2020
 - 09/10/2020 to 12/10/2020
 - 04/12/2020 to 09/12/2020
 - 19/12/2020 to 10/01/2021
 - 24/03/2021 to 31/03/2021
 - ii. **Route changes:** not permitted
 - iii. **Name changes:** not permitted
 - iv. **Additional information:** only one date change per passenger
- b. **Voucher:** additionally, for a hassle-free experience, we offer the possibility to get a refund through a voucher for the entire amount of the ticket (including taxes and fees). Advantages of the voucher:
 - Issued in a few days.
 - It can be used several times until the entire amount has been spent.
 - It can be used for all future travel until the 31/03/2021 (no black-out dates apply).
- c. **Refunds:** not permitted

2. **Schedule changes of less than 2 hours:** No compensation or refunds apply. You may be offered a change of flight under the general policy of EU261.

3. **Group bookings for flights that continue to operate from/to any destination in the Iberia group network with a flight date up to 31/05/2020:**

- 3.1 **Unticketed Group bookings that are subject to a cancellation penalty:** no cancellation fee will be charged.

3.2 **Ticketed Group bookings that do not allow refunds:**

- a. **Changes** without penalty or fare difference until **31/03/2021**, except Black-out dates or re-routing
 - i. Black-out dates require repricing (same or higher value) for flights from:
 - 30/04/2020 to 02/05/2020
 - 01/07/2020 to 15/08/2020
 - 09/10/2020 to 12/10/2020
 - 04/12/2020 to 09/12/2020
 - 19/12/2020 to 10/01/2021
 - 24/03/2021 to 31/03/2021
 - ii. Re-routing: permitted with repricing of equal or greater value until **31/03/2021** (tickets will be marked with a TRMK note for future use. The agency may reissue using the ticket as a paid part)
 - iii. Name changes: permitted.
- b. **Refunds**: not permitted (from 31/12/20, only fees)

4. **Passengers with Tour Operation or Corporate fares:**

Passengers with Tour Op or Corporate fares (including OnBusiness) whose flights (between 01/03/2020 and 31/05/2020) continue to operate, will have the following alternatives:

- a. **Changes without penalty or fare difference** from 06/03/2020 to 31/03/ 2021:
 - i. Blackouts:
 - 30/04/2020 to 02/05/2020
 - 01/07/2020 to 15/08/2020
 - 09/10/2020 to 12/10/2020
 - 04/12/2020 to 09/12/2020
 - 19/12/2020 to 10/01/2021
 - 24/03/2021 to 31/03/2021
 - ii. Route changes: not permitted
 - iii. Additionally, a second date/destination change will be allowed without penalty fee. Fare difference will apply if the new one is higher. For the second change, the black-out restriction does not apply.
 - iv. Name changes: No
- b. **Voucher**: not permitted
- c. **Refunds**: not permitted

B) For ticketed customers (075) whose flights have been cancelled

1. **Individual passengers**

Iberia customers whose flight has been cancelled will have the following alternatives:

- a. **Changes without penalty or fare difference** from 06/03/2020 to 31/03/2021:
 - i. Black-out dates:
 - 30/04/2020 to 02/05/2020
 - 01/07/2020 to 15/08/2020
 - 09/10/2020 to 12/10/2020
 - 04/12/2020 to 09/12/2020
 - 19/12/2020 to 10/01/2021
 - 24/03/2021 to 31/03/2021
 - ii. Route changes: not permitted
 - b. **Voucher:** additionally, for a hassle-free experience, we offer the possibility to get a refund through a voucher for the entire amount of the ticket (including taxes and fees). Advantages of the voucher:
 - Issued in a few days.
 - It can be used several times until the entire amount has been spent.
 - It can be used for all future travel until the 31/03/2021 (no black-out dates apply).
 - c. **Refunds** permitted. They can't be self-managed, to request a refund you need to follow this procedure:
 - In the USA, by sending the request to iberia.usa@lamberth.de
 - In Spain, through the process already communicated through IBERIAGENCIAS
 - In the rest of the markets, through the BSP link.
2. **Passengers with Tour Operator or Corporate fares:**
 Passengers with Tour Op or Corporate fares (including OnBusiness) whose flight (between 01/03/2020 and 31/05/2020) has been cancelled will have the following alternatives:
- a. **Changes without penalty or fare difference** from 06/03/2020 to 31/03/2021:
 - i. Black-out dates:
 - 30/04/2020 to 02/05/2020
 - 01/07/2020 to 15/08/2020
 - 09/10/2020 to 12/10/2020
 - 04/12/2020 to 09/12/2020
 - 19/12/2020 to 10/01/2021
 - 24/03/2021 to 31/03/2021
 - i. Route changes: not permitted
 - ii. Additionally, a second date/destination change will be allowed without penalty fee. Fare difference will apply if the new one is higher. For the second change, the black-out restriction does not apply.
 - iii. Name changes: not permitted

- b. **Voucher:** not permitted
- c. **Refunds:** if the customer does not want the change without penalty/fare difference, a refund can be requested.

Affected reservations will receive a UN (non-operational). There will be no proactive rebooking, unless the alternative is on Iberia flights. We remind you that protection on non-Iberia companies can **ONLY** be done during the last 48 hours before the departure of the original flight.

Important information

Due to the current situation, with multiple changes in the environment and that could imply in some cases changes of aircraft, schedules and other situations, we suggest to monitor the warnings that can arrive relative to the reservations of the clients. A guide has been provided for the self-management of changes by travel agencies. It is already available on the agencies' website.