

# SCHEDULE CHANGES SUMMER 2020



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## INTRODUCTION

We want to remain flexible and understanding of all of our passengers' needs in these difficult circumstances. Normally, Icelandair publishes flight schedules up to 11 months in advance to give customers as much time as possible to plan their trips. As the world adapts to unprecedented challenges, it is necessary for us to adapt our flight schedule. These adjustments can include one or more of the following:

- Changes to flight departure or arrival times
- Changes in the frequency of flights
- Addition or discontinuation of routes
- Changes to the type of aircraft

Based on IATA Recommended Practises 1735 carriers may allow Travel Agents to reissue tickets in the event of a schedule change. In this document you will find information on affected flights and guidelines on how to handle these cases.

Our first option is always to offer the passenger another Icelandair flight, if possible. When discontinuing or postponing routes, please note that we are cancelling flights and cannot always provide an option to reroute passengers, due to travel restrictions and uncertain airline schedules.



## **PLANNED SCHEDULE CHANGES**

### **WHAT IS A PLANNED SCHEDULE CHANGE?**

A planned schedule change is an adjustment to a flight schedule made by either Icelandair (FI) or another airline (OA) more than 2 calendar days prior to the scheduled departure day of the first impacted flight.

### **RESPONSIBLE PARTY**

In planned schedule changes the responsible party is the ticketing source, whether a travel agency or Icelandair, which will notify the customer and complete the transaction as described in this policy.

Adjustments to a flight made more than 1 calendar day prior to the scheduled departure day of the first impacted flight must be handled by the airline ticket stock owner. Any changes made within 24 hours prior to departure should be handled by the airline that made the change.

### **Icelandair will take the following actions:**

- Advice of Schedule Change (ASC) will be sent to the responsible parties schedule change queue showing the flight changes
- Notify the primary email holder in the reservation of the changes
- Monitor all unactioned PNRs and send reminders to the responsible party.

### **The responsible party will take the following actions:**

- Reconcile the PNR by accepting changes and removing any old segments
- Ensure that all connections are valid in the new itinerary according to published minimum connecting times between all flights
- Advise the passenger of new itinerary
  - Assist passengers according to these guidelines if the new itinerary is unacceptable.

### **CONDITIONS:**

This policy is based on the following conditions:

- The affected flight is issued on Icelandair ticket stock (108)
- The schedule change is made more than 2 calendar days prior to departure.

### **Forthcoming Policy Updates**

Please be advised the following guidelines are subject to change on short notice; updates guidelines will be sent if any adjustments are made to our policy.

## TRAVEL CREDIT

### ICELANDAIR TRAVEL CREDIT VOUCHER

If you would prefer Icelandair to issue your customers a Icelandair Travel Credit Voucher please contact your local travel agent support.

When schedule changes are made all ticketed customers on eligible IATA numbers will receive an email from Icelandair where they can accept a Travel Credit for their flight. The travel credit voucher is for the amount previously spent on the fare, fuel surcharge and airport taxes, including extra services.

The Icelandair Travel Credit can only be used on the Icelandair website or via the Icelandair app.

### POSTPONING TRAVEL (TRAVEL CREDIT)

If your customers' flight has been cancelled and would like to rebook to a later day at a later time or transfer the value of their ticket to another passenger the following options can be offered:

#### Same passenger travelling:

Please cancel the customer's booking.

Enter: **RM SKCHG2020**

If using another GDS than Amadeus enter: **SROTHSZZ-SKCHG2020**

When the customer is ready to re-book:

- Please ensure to re-book/reissue within the original ticket validity, which is one year from original date of issue
- Changing to another FI flight is permitted within the same zone
- No restriction on new travel dates into 2021
- Enter into the endorsement box of the new ticket: **SKCHGS2020**
- Reissue as even exchange (FXI/SC)
- The ticket may only be reissued once without additional costs.
- Any further changes should be issued according to fare rules.

#### Another passenger travelling:

Please cancel the customer's booking.

Enter: **RM SKCHG2020**

If using another GDS than Amadeus enter: **SROTHSZZ-SKCHG2020**

Please issue a standalone EMD DEPO in the same booking for the total value of the unused flight coupons and additional services.

Please add **SKCHG2020** as a free flow text in the EMD.

After issuing the DEPO EMD please refund the e-ticket through the GDS. If this is not possible the BSP/ARC link can be used.

Any additional service EMDs must be refunded through the ARC/BSP- link.

New tickets can be issued and the EMD refunded up to one year after the EMD's date of issue. If the customer cannot use them within the time range it can be extended. Please contact our agent help desk for assistance.

The EMD can only be used for future travel on Icelandair services and is non-refundable until new tickets have been issued.

## REBOOKING

Due to the current situation it might not always be possible for Icelandair to offer an alternative flight. In these situations please follow the guidelines here below.

### Automatic Schedule Change processed by Icelandair

At Icelandair we will always try our best to reaccomodate passengers to the next available flight to try and minimize the workload for all respective parties. An Automatic Schedule Change processed by Icelandair will result in a reaccomdation message in the PNRs and the flight segments status will be changed according to the GDS.

Icelandair will revalidate the ticket when possible, this preserves the agency control of the ticket.

- If the itinerary in the PNR and the ticket match the ticket has been revalidated by Icelandair and no reissue by the travel agency will be necessary.
- If the itinerary in the PNR and the ticket do not match the ticket will need to be reissued according to the ticketing reissue guidelines.

In some cases where a passenger has a connecting flight in the same ticket, especially if with another airline, this process might not consider these connections or the minimum connecting time. Please make sure to check if the connecting time is suitable and rebook if necessary.

### ICELANDAIR FLIGHTS

In the case of a schedule change on flights marketed and operated by Icelandair the following rules apply:

- Another FI destination may be offered within the same **zone**.
- If no alternative flight has been offered or the alternative flight within the same zone does not suit a one-time free of charge change to another Icelandair flight at the earliest opportunity or at a later date at the passenger's convenience within the ticket's validity.
- Always book the same or lowest available RBD.
- Always rebook within the same cabin.
- G class with Icelandair should only be used for group fares, for group fares please contact your local agent support.
- The return flight may be changed to maintain trip length.

## CODESHARE FLIGHTS

In the case of a schedule change made more than 2 calendar days prior to departure on flights marketed by Icelandair and operated by another carrier the following rules apply:

- The ticket stock owner is responsible for reissue/refund
- The ticket origin and destination must remain the same.
- If no alternative flight is provided by the operating airline the passenger must be rebooked on the operating carrier's flight number.
- Only the operating carrier's flight number may be used. No codeshare flights are allowed.
- Gateway changes with Icelandair are allowed, however, the most significant carrier must remain the same. The ticket origin and destination must remain the same.
- In gateway changes the passengers' travel documents must be considered. The passenger is always responsible for having the correct travel documents.
- The return flight may be changed to maintain trip length if same RBD on the same airline and route as originally booked.
- Only a one time free of charge change is allowed. Any further changes are subject to fare rules.
- Always rebook within the same cabin
- Always book the lowest RBD according to the following table:

Airline	Booking classes (RBD)
<b>AS</b> – Alaska Airlines	If AS flight number booked, please use the following booking classes: Economy from lowest to highest: <b>R, T, G, K, V, L, Q, H, M, B, S, Y</b> Business class from lowest to highest: <b>I, P F</b>
<b>AY</b> – Finnair	If AY flight number booked, please use the following booking classes: Economy from lowest to highest: Between HEL and CPH/OSL/BGO/STO and v.v.: <b>Z, O, Q, N, S, V, L, M, K, H, B, Y</b> Business class from lowest to highest: Between HEL and CPH/OSL/STO and v.v.: <b>I, D, C, J</b>
<b>B6</b> – JetBlue	If B6 flight number booked, please use the following booking classes: Economy from lowest to highest: <b>P, S, U, O, Z, M, W, R, V, L, B, Q, H, K, E, Y</b> Business class from lowest to highest: <b>I, D, C, J</b>
<b>SK</b> – SAS Scandinavian	If SK flight number booked, please use the following booking classes: Please book the lowest booking class available, both for economy class and business class.
<b>SU</b> – Aeroflot	If SU flight number booked, please use following booking classes: Economy from lowest to highest: Between MOW and OSL/CPH/STO/AMS and v.v.: <b>E, T, L, H, K, U, M, B</b> Business class from lowest to highest: Between MOW and OSL/CPH/STO/AMS and v.v.: <b>I, D, C</b>

## INTERLINE FLIGHTS

In the case of a schedule change made more than 2 calendar days prior to departure on interline tickets where one or more airlines are involved the following rules apply:

- The ticket stock owner is responsible for reissue or refund
- The ticket origin and destination must remain the same.
- Gateway changes are allowed, however, the most significant carrier must remain the same. The ticket origin and destination must remain the same.
- In gateway changes the passengers' travel documents must be considered. The passenger is always responsible for having the correct travel documents.
- The return flight may be changed to maintain trip length if same RBD is available and flight numbers are available.
- Only the operating carriers flights may be used, no codeshare flights are allowed.
- Always book the same or lowest available RBD.
- Only a one time free of charge change is allowed. Any further changes are subject to fare rules.
- Always rebook within the same cabin.
- If no alternative flight is provided by the operating airline the passenger may be rebooked on according to the following table:

Airline	Booking classes (RBD)
<b>AF/KL</b> – Air France/KLM	Business published fares & normal economy published fares: Please book the lowest class available, both for economy class and business class. Business unpublished & economy special fares published/unpublished: Economy from lowest to highest: <b>R, E, Q</b> Business class from lowest to highest: <b>Z</b>
<b>AS</b> – Alaska Airlines	Published/unpublished (private) fares: Economy from lowest to highest: <b>R, T, G, K, V, L, Q, H, M, B, S, Y</b> Business class from lowest to highest: <b>I, P, F</b>
<b>AY</b> – Finnair	Published/unpublished (private) fares: <b>Economy</b> from lowest to highest: Between HEL and CPH/OSL/BGO/STO and v.v.: <b>Z, O, Q, N, S, V, L, M, K, H, B, Y</b> Between HEL and TYO/OSA/NGO/FUK/SPK v.v.: <b>S, M, H</b> Between HEL and HKG/SIN/BKK/PEK/PKX/XIY/SHA/CAN/DEL/SEL/PUS and v.v.: <b>O, S, L, H</b> Between HEL and BUD/PRG/LED/MOW/WAW/VNO/RIX/TLL/TLV and v.v.: <b>Z, O, S, L, H</b> Between HEL and MHQ/TKU/TPM/JOE/KUO/VAA/OUL/RVN/IVL and v.v.: <b>Z, O, S, L, H</b> <b>Business class</b> from lowest to highest: Between HEL and CPH/OSL/STO and v.v.: <b>I, D, C, J</b> Between HEL and TYO/OSA/NGO/FUK v.v.: <b>I</b> Between HEL and HKG/SIN/BKK/PEK/CKG/SHA/DEL/SEL and v.v.: <b>I</b> Between HEL and BUD/PRG/LED/MOW/WAW/VNO and v.v.: <b>I</b>
<b>A3</b> – Aegean Airlines	Published/unpublished (private) fares: Economy from lowest to highest: <b>U, S, K, Q</b> Business class from lowest to highest: <b>Z, D</b>
<b>BT</b> – Air Baltic	Published fares: Please book the lowest class available, both for economy class and business class. Unpublished (private) fares: Economy from lowest to highest: <b>U, W, A, Q, M</b> Business class from lowest to highest: <b>D</b>
<b>B6</b> – JetBlue	Published/unpublished (private) fares: Economy from lowest to highest: <b>P, S, U, O, Z, M, W, R, V, L, B, Q, H, K, E, Y</b> Business class from lowest to highest: <b>I, D, C, J</b>
<b>EK</b> – Emirates	Published/unpublished (private) fares: Economy from lowest to highest: <b>Q, K</b> Business class from lowest to highest: <b>O</b>
<b>EY</b> – Etihad Airways	Published/unpublished (private) fares: Economy from lowest to highest: <b>U, V, L, Q, M, K, H</b> Business class from lowest to highest: <b>W, D</b>



Airline	Booking classes (RBD)
<b>IB</b> - Iberia	Published fares: Please book the lowest class available, both for economy class and business class Unpublished (private) fares: Economy from lowest to highest: <b>N, V, L</b> Business class from lowest to highest: <b>D</b>
<b>KL/AF</b> – KLM/Air France	Business published fares & normal economy published fares: Please book the lowest class available, both for economy class and business class. Business unpublished & economy special fares published/unpublished: Economy from lowest to highest: <b>R, E, Q</b> Business class from lowest to highest: <b>Z</b>
<b>LG</b> – Luxair	Published/unpublished (private) fares: Economy from lowest to highest: <b>L, M</b> Business class from lowest to highest: <b>Z</b>
<b>LO</b> – LOT Polish Airlines	Published/unpublished (private) fares: Economy from lowest to highest: <b>W, V, T, K, H</b> Business class from lowest to highest: <b>Z</b>
<b>LX</b> – Swiss Air Lines	Published fares: Please book the lowest class available, both for economy class and business class Unpublished (private) fares: Economy from lowest to highest: <b>T, H</b> Business class from lowest to highest: Not applicable
<b>OK</b> – Czech Airlines	Published fares: Please book the lowest class available, both for economy class and business class. Unpublished (private) fares: Economy from lowest to highest: <b>N, V, U, Q, X, L, A, T, K, H, B, M, Y</b> Business class from lowest to highest: <b>I, D, C, J</b>
<b>OS</b> – Austrian Airlines	Published/unpublished (private) fares: Booking classes for OS: Economy from lowest to highest: <b>S, W</b> Business class from lowest to highest: <b>Z</b>
<b>PD</b> – Porter Airlines	Published/unpublished (private) fares: Economy from lowest to highest: <b>I, J</b> Business class from lowest to highest: Not applicable
<b>SK</b> – SAS Scandinavian	Published/unpublished (private) fares: Please book the lowest class available, both for economy class and business class.
<b>SU</b> – Aeroflot	Published/unpublished (private) fares: Economy from lowest to highest: Between MOW and OSL/CPH/STO/AMS/LED/VOG/ROV and v.v.: <b>E, T, L, H</b> Between MOW and BER/MUC/FRA/HEL/PAR/BRU/LON/ZRH and v.v.: <b>T, L</b> Between LED and PAR/SVX/OVB/ROV/KRR/KZN/KUF/UFA/CEK/PEE/OMS and v.v.: <b>T, L</b> Business class from lowest to highest: <b>D</b>
<b>TG</b> – Thai Airways	Published/unpublished (private) fares: Economy from lowest to highest: <b>V, S, K, T, Q</b> Business class from lowest to highest: <b>Z, D</b>
<b>WF</b> – Wideroe	Published/unpublished (private) fares: Economy from lowest to highest: <b>O, T, L, K, U, W, A, Q, P, H, B, M, S, E, Y</b> Business class from lowest to highest: <b>J, C</b>
<b>WS</b> - WestJet	Published/unpublished (private) fares: Economy from lowest to highest: <b>L, K, T, X, S, N, Q, H, M, B, Y</b> Premium class from lowest to highest: <b>W</b>

## REISSUE GUIDELINES

Tickets can be reissued without approval, provided that the conditions of this policy are met. Non-compliance with this policy may result in an ADM.

### REISSUE GUIDELINES FOR PLANNED SCHEDULE CHANGES:

Make sure that the correct RBD has been selected before reissue.

Tickets affected by a schedule change must be reissued as even exchange

- FXI/SC in Amadeus Reservation Desktop
- The first letter of the Fare Calculation line should be S-

Unless otherwise stated, the first characters of the endorsement (FE) box must state „**SKCHG2020**“ and affected flight number and date.

- SKCHG2020 FIXXX(or OAXXX)/DDMMM

Flights with other carriers may be changed to maintain trip length as long as the origin, destination, RBD, marketing and operating airline remain unchanged. Violation of this may result in an ADM.

If the above conditions are not met the change should be treated as voluntary and fare difference will apply.

Only a one-time change is allowed. Any further changes will be considered voluntary and should be reissued according to fare rules.

If a customer is holding two separate tickets, the ticket affected by the Planned Schedule Change must be reissued according to the Planned Schedule Change process. Any other tickets can be changed but fare difference and/or penalty fees may apply.

## REFUND GUIDELINES

If none of the options provided above are accepted a refund can be offered.

Refunds are allowed without pre-authorization in the following scenarios:

1. Flight is cancelled, no acceptable protection found.
2. Schedule change results in misconnection, no acceptable protection found.
3. Delay of more than 5 hours from the originally scheduled time of departure.

**Pre-authorization is required for any other scenario not listed.** Please contact [agentsupport@icelandair.is](mailto:agentsupport@icelandair.is) for authorization.

Icelandair does not use waiver codes, thus the FE line needs to be inserted in the booking to avoid an ADM.

Please process refund as follows:

Where possible please refund the ticket through the GDS with the following waiver codes:

- **WAIVER CODE BOX:** REF DUE SKCHG/FIXXX/DDMMM\*
- **OS FI:** REF DUE SKCHG/FIXXX/DDMMM\*
  - \* FIXXX = FI *flight number*
  - \* DDMMM = *DAY + MONTH* (i.e. 02MAY)

EMDs and tickets that cannot be processed through the GDS, please use the following options:

**ARC agencies** – please process refund via ARC

**BSP agencies** – please process refund via BSP-link with the same endorsement lines as above.

## ICELANDAIR ZONES

EU ZONE 1	EU ZONE 2	US/CA ZONE 1	US/CA ZONE 2
ARN	AMS	BOS	ANC
BLL	BRU	EWR	DEN
BGO	CDG	IAD	PDX
CPH	DUS	JFK	SEA
DUB	FRA	MCI	SFO
GLA	GVA	MCO	YEG
HEL	HAM	MSP	YVR
LGW	MAD	ORD	
LHR	MUC	PHL	
MAN	MPX	YUL	
OSL	TXL	YYZ	
	ZRH		