

August 14th 2020

Dear Travel partner

Below is our latest policy update for passengers booked on Icelandair flights. Please be advised the following is subject to change on short notice, we will update you as soon as new information becomes available.

The most recent updated info can always be found [here](#) as well

### Travel Postmonement:

For those passengers booked to travel before 31st Dec 2020 and ticketed by 31st Dec 2020 who wish to change their travel plans but are unable to rebook at this time:

- Passengers may postpone their trip, regardless of reason, and use the full value of the ticket (including government taxes and ancillary services) for future travel.
- Cancel the client's flights
- Enter into PNR if using Amadeus: RM or OSI: COVID19
- Enter into PNR if using other GDS than Amadeus: SROTHSZZ-WAIVEFICOVID19
- Use a retention line to booking live if possible

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: WAIVEFICOVID19
- 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 e-ticket for the total value of the unused tickets
- After issuing the EMD please refund the e-tickets (through GDS or BSP)

- 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: WAIVEFICOVID19 in the EMD's RM line
- If EMD needs to be extended, please contact our agent help desk for assistance.

### Peace of Mind Policy - Book now, change later

For those passengers booked to travel before 31st Dec 2021 and ticketed by 31st Dec 2020 who wish to change their plans:

- Passengers may change their trip to a later date/destination within 2021 with no change fee.
- All travel must be completed by 31st Dec 2021.
- Enter into PNR if using Amadeus: RM or OSI: COVID19
- Enter into PNR if using other GDS than Amadeus: SROTHSZZ-WAIVEFICOVID19
- Enter into the endorsement box of the new ticket: WAIVEFICOVID19
- 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 and tax differences must be collected at the time of reissue

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.

Kind regards  
Icelandair