

For customers with O75 tickets with flights with a schedule change

For customers with flights with a schedule change (cancellation, change of flight/time) regardless of the date of the affected flight¹



Date, Route and Name changes

✓ Date change allowed

- One change per passenger
- New flight dates up until 12 months after the change
- No penalty nor fare difference applies
- Black-out dates apply*

✗ Route change not allowed

✓ Change to a Sister City allowed

- 250 miles maximum
- Iberia is not responsible for the costs incurred to reach the original point of departure/arrival
- One change per passenger

✗ Name change not allowed



Voucher

✓ Allowed for the value of the entire ticket (incl. taxes and fees)

- Issued in a few days and valid for 14 months from time of issue
- It can be used several times until the balance is zero
- Name changes on vouchers allowed

- Only available for published fares

En el caso que la nueva fecha de vuelo supere va validez del billete, este deberá ser reemitido para que sea vigente y por lo tanto pueda ser utilizado



Refunds

✓ Allowed^{2,3}

- They can't be self-managed. Process: GDS: cancel bookings/flights. NDC: do not cancel bookings/flights then request a refund as per below:
- ES: through Iberiagencias
- USA: via iberia.usa@lamberth.de, or NDC call centre for NDC bookings
- Other markets: through BSPLink or NDC Call Centre for NDC bookings

Important Information

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. 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 recommend to monitor the warning messages in the clients' bookings. A guide has been provided for the self-management of changes by travel agencies. All documents are already available on iberiagencias.

Schedule changes <2hours

No compensation or refunds apply. You may be offered a change of flight under the general policy of EU261.

Black-out dates

From 04/12/2020 to 09/12/2020
From 19/12/2020 to 10/01/2021
From 24/03/2021 to 10/04/2021

Notes

(1) As a general rule, date and/or route changes can be requested up to 12 months after the date the ticket was first issued. If the customer does not want to request the change yet, please cancel the booking before the flight departure date and then with the ticket number, request the change according to the conditions described above.

In case, the new flight date is above validity of ticket, this must be reissued for being used

(2) Only in case of cancellation, change of flight involving a change of time.

(3) Refunds are not permitted in Mexico, Cuba, Dominican Republic and Colombia.

*Black-out dates shall not apply when the schedule change affects a flight in this period.