**Iceland Air schedule change policy 27/07/2022**

**Un-ticketed bookings:**
These will need to be rebooked & repriced according to availability at the time of rebooking. We don't have any rules re +/- days as the booking will need to be repriced any way.
In some cases you can use other carriers for un-ticketed bookings it depends on the fare rules.
Icelandair must always be the transatlantic carrier for for any North America bookings. But other airlines may be used for domestic legs in some cases eg. when our KEF-ANC flights were cancelled recently you could rebook passengers to KEF-SEA on FI with an Alaska Airlines flight to ANC. Please check with us regarding the policy before rebooking.

**Ticketed Bookings:

If the new flight offered is more than 5 hours earlier / later than their original flight time:**

* Passengers would be entitled to a change free of charge to another FI flight, within the same zone & within their ticket validity or a full refund
* If rebooking passengers on FI please use the original booking class, if that isn't available then please use the lowest available booking class (within the same cabin).
* The authorisation for the reissue or refund would be "**SKCHG 2022 FIXXX /DDMMM**" (FI flight no / date of the flight affected by the schedule change)
* Other carriers can be used to get to another Icelandair gateway in some cases, **please contact us for guidance before offering options including other carriers.**

**If their original flight is cancelled (UN) & no new flight is offered** :
They would be entitled to a free change to another FI flight within the same zone, within their ticket validity or a full refund as above.

**If the new flight offered is less than 5 hours earlier or later** :

Any changes or refunds in these scenarios would be as per fare rules.

**If the new flight offered is less than 5 hours earlier/ later but causes a misconnect:**
They would be entitled to a free change to another FI flight within the same zone to solve the misconnection, if no solution can be found a full refund would apply..