

April 22, 2020

Important: Agency bookings through June 30, 2020

Dear valued partner,

During these uncertain times, we wanted to bring you some positivity by highlighting a gesture from the crew of flight FI1725, returning home to Iceland this past Sunday from Shanghai, China with 18 tons of medical supplies.

In the image above, our Boeing 767 can be seen showing gratitude for Iceland's - and the world's - vital health care workers with a heart-shaped flight path directly over the location of Landspítali - the National University Hospital of Iceland. It goes without saying that all of Icelandair thanks them and everyone on the front lines as we get through this global crisis. [Check out this video](#) for more, and be sure to learn how Iceland [has been at the forefront in the response to COVID-19](#), for both Iceland and the world.

Please read below for updated to our current COVID-19 policies, noted in **bold**.

Reservation Cancellations

Reservations booked prior to and including **May 31, 2020**, with travel commencing through **June 30, 2020**:

- Passengers may voluntarily postpone their trip, regardless of reason, and use the full value of the ticket (including fare, taxes and ancillary services) for future travel
- Applies to all customers ticketed on Icelandair ticket stock (108), in all classes of service, including interline reservations, whether their originally scheduled flight is still operating or not
- Applies only to un-flown flight segments
- Cancel the client's booking
- Enter into PNR: SSR OTHSZZ WAIVEFICOID19
- Enter into PNR as RM or OSI: COVID19

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, including a change in destination, is permitted
- No restriction on new travel dates into 2021
- Enter into the endorsement box of the new ticket: WAIVEFICOID19
- The ticket may only be reissued once using the waiver code
- Please note this waiver code waives all change fees, but any applicable fare difference must be collected at the time of reissue
- The above guidelines are subject to change on short notice

Peace of Mind Policy

Customers with bookings ticketed through **May 31, 2020**, with a departure date before January 1, 2021 have the

option to change your dates of travel without a change fee. Check the [Icelandair Peace of Mind Policy](#) for further details.

Reminder

Please proactively cancel any unwanted FI-coded reservations with departures through **June 30, 2020**. If you have any questions, please [contact your local Icelandair Key Account Manager](#).

For the latest general information on Icelandair and policies regarding COVID-19, please click here:

[COVID-19](#)

Thank you again for your valued efforts for our mutual customers as we work through this crisis together.

Warmest regards,
Icelandair