

May 20, 2020

Icelandair News and Updated Travel Policies

- Iceland set to re-open for visitors beginning June 15
- Safe traveling with Icelandair and Keflavík Airport
- How on-board circulation works
- Crisis response resource from the Government of Iceland
- Updated travel policies for Peace of Mind bookings and reservation cancellations
- Call center hours and information

Dear valued partner,

We hope this message finds you well as we continue navigating through this unprecedented crisis together. Icelandair is working hard each day to ramp up service, and this includes some news we're excited to share with you.

Iceland set to re-open

The news is true! Iceland is ready to welcome travelers again beginning June 15, 2020.

News and information on our flight schedule for the summer and beyond will be shared as soon as is ready. In the meantime, be sure to familiarize yourself with the guidelines for which visits to our beautiful country will be possible.

Travelers from outside the Schengen Area (including the United States and Canada) will have a choice on arrival at Keflavík International Airport. The first option is to provide personnel a clean bill of health obtained by health authorities in their home country. The second option is to get a coronavirus test (free for all during the first two weeks of Iceland's re-opening). The last option is to go into immediate 2-week quarantine.

All visitors to Iceland will also be required to install a tracing app to their mobile device called Rakning C-19, one of the most vital tools in reducing transmission in Iceland during this crisis.

Safe travels - shared responsibility

[Get acquainted](#) with the actions Icelandair and Keflavík Airport are taking on - and what you can do to help - in making every step of your next journey with us a safe one.

On-board air circulation

Our current fleet is a mix of Boeing 757 and 767 aircraft, all of which have in common robust air circulation mechanisms which makes the on-board experience pleasant for both our customers and employees. These features are especially important as we start to think again about traveling. Here's how it works:

- The air throughout each aircraft consists of fresh air that is constantly circulating in from the outside, as well as recirculated air already inside. The ratio between outside and inside air is approximately 50/50.
- "Recirculated" air means that before returning to the cabin, the air is passed through HEPA filters (High-Efficiency Particulate Air). This process occurs every 2-3 minutes, and removes 99.9% of any particulate matter present.
- What are "particulates"? These can be fungi, bacteria, and/or viruses, including COVID-19, which has an average size of .12-.125 microns, precisely what these filters are designed to catch.

Iceland response to COVID-19

For all the most up-to-date information on Iceland's policies and response to the COVID-19 crisis, [please visit the official government site](#) (available in English), managed by the Icelandic Directorate of Health and The Department of Civil Protection and Emergency Management.

Peace of Mind Policy - Book now, change later

Reservations booked and ticketed between **March 3 - September 30, 2020** can be changed without a fee provided that new travel dates are completed by September 30, 2021. Check the [Icelandair Peace of Mind Policy](#) for further details.

Reservation Cancellations

Reservations booked with travel commencing through **September 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 WAIVEFICOV19
- 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: WAIVEFICOV19
- 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

Contacting Travel Agent Support

The Travel Agent Support desk in North America is open 9am - 7pm ET, Monday - Friday, and can be reached at 1-800-757-7242 (choose option 2) or via email at tasalesusa@icelandair.is.

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

[COVID-19](#)