



Unfortunately, due to the ongoing COVID-19 Situation, Icelandair regrets to announce the suspension of our seasonal flights to/from ANC/BCN/BGO/BLL/MAN/PDX/PHL/YEG/YUL/YVR this summer.

We have a few options for customers affected by these schedule changes.

1. Travel Credit: This option allows you to hold onto the ticket and reissue for travel at a later date waiving the change fee (the tickets have to be reissued within 1-year-from-the-original-issue-date in order to remain 'live' in ARC.) **Please enter the following in the PNR before cancelling the booking: SSROTHSZZ WAIVEFICOID 19 and RM COVID 19. When your clients are ready to re-book, please note the endorsement box for the new ticket: WAIVECOVID 19**
2. EMD: Issue an EMD 'credit' in exchange for the ticket values, so that they can be used as payment for future tickets (because EMDs can be reissued for up to 3 years validity)
3. Travel Voucher: FI can issue Travel Vouchers for the value of the tickets (but please note that these Travel Vouchers can only be redeemed for future bookings made on Icelandair's own website or mobile booking app, which means that you would lose the future booking in your GDS).
4. Refund: As a last resort, we can offer a refund, but you must wait until the flights become UC/UN in your GDS in order to process the refund yourself directly through ARC. **Please note the endorsement box: REFUND FIXXX/DDMMM UN (replace XXX with the flight number that has been cancelled and DDMMM with the date of the flight)**

Finally, if your customer still would like to travel on their originally scheduled date, please contact me and I will see if there is a possibility of protection on another airline.

More detailed information can be found on our Travel Agent Portal: <https://agents.icelandair.com/>