

Newest update

COVID-19



March 20, 2020

COVID-19: Updated Icelandair Policy

Dear Travel Trade Partner,

The COVID-19 health crisis continues to have a large impact on the lives of everyone across the globe, and the hearts of every member of the Icelandair team goes out to those directly affected by the virus.

The operations of Icelandair are no exception to the current realities, and it has been necessary to cancel much of our flight operation, with continued changes likely in the weeks ahead. We thank you for your understanding of the precautionary measures taken, knowing the impact they may have on your customers' travel plans. Please know we are working around the clock to adjust to the current environment with the customer first and foremost in all decision-making.

Below is our policy information for passengers booked on Icelandair during the COVID-19 health crisis. Please be advised the following is subject to change on short notice, and we will update you as promptly as possible as new information becomes available.

Changes

Change fees are waived for reservations on Icelandair ticket stock (108), in all classes of service, including

interline reservations, with the following guidelines.

Reservations booked prior to and including March 2, 2020, with travel commencing through April 30, 2020:

- Validity for reissue is one year from date of original issue.
- May rebook to new dates within the ticket validity
- All new travel must be completed through and including December 31, 2020
- Enter the waiver code **WAIVEFICOID19** in the endorsement line (FE line).
- Any applicable fare increase must be collected
- Change of destination (based on *airport* code) is not allowed.
- Change of routing on interline reservations is allowed.
- A ticket may only be changed once using the change fee waiver. *Exception:* Customers who made changes prior to March 12, 2020 are allowed one additional change, with all travel completed through and including December 31, 2020
- Policy is subject to change

Reservations booked between March 3-31, 2020, with travel through December 31, 2020:

- The **Peace of Mind** policy applies
- All other guidelines apply as noted above

Cancellations

Voluntary

Passengers that need to postpone their trip, regardless of reason, may cancel their reservation and use the full value of the ticket (including taxes and ancillary services) for future travel. The following guidelines apply:

- Valid for ticketed reservations booked prior to and including March 2, 2020, with travel commencing through April 30, 2020
- Validity for reissue is one year from date of original issue.
- No restrictions on new travel dates
- Applies only to un-flown flight segments
- Applies to all customers ticketed on Icelandair, whether their originally scheduled flight is still operating or not.
- Policy is subject to change.

Involuntary

Passengers that still wish to travel but their flights have been cancelled by Icelandair.

- You may offer the passenger new travel dates according to the above Peace of Mind policy.
- You may offer your customer a Travel Credit, i.e. same as the voluntary cancellation policy above.
- If passenger still needs to travel, Icelandair will take care of rerouting, dependent on availability.

Additional information regarding cancellations

- Flights that have been closed for sale until further notice may appear as cancelled in your reservation system, however flights are still operating as scheduled until flight segments are cancelled in passengers' reservations.
 - Please do not advise passengers that their flight is cancelled if it is still confirmed in their reservation.
 - Customers will be notified about cancellations 24-48 hours prior to departure. Please ensure all passenger contact details are in their reservation.
 - Icelandair will rebook these passengers and they will receive a new itinerary/alternative flight option.
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- If passengers do not want to travel on the alternative flight option, please contact salesupport@icelandair.is to request a travel credit voucher, valid for 1 year.

Passengers contacting Icelandair

We kindly ask you to advise your clients not to contact Icelandair for issues and questions that can only be answered by your agency. Doing this will be beneficial for our mutual customers, as well as alleviating wait times at our Customer Service department.

Please click below for details on COVID-19 and the Icelandair Peace of Mind policy, including the most up-to-date information on **Icelandair's flight schedule, travel restrictions, and FAQs**.

[COVID-19](#)
