



March 25, 2020

Important: Agency bookings through April 30, 2020

Dear valued partner of Icelandair,

Due to the COVID-19 health crisis, Icelandair's current operations, along with the entire airline industry, have been severely impacted.

Icelandair is pro-actively reviewing our passenger manifests for the month of April, and in order to avoid high no-show factors, we are in need of your assistance.

For passengers with confirmed bookings for travel through April 30, 2020 who do **not** intend to travel:

- Passengers may postpone their trip, regardless of reason, and use the full value of the ticket (including taxes and ancillary services) for future travel.
- 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
- No restriction on new travel dates into 2021

- Enter into the endorsement box of the new ticket: [WAIVEFICCOVID19](#)
- The ticket may only be reissued once using the change fee waiver code
- Please note this waiver code waives all change fees, but any applicable fare difference must be collected at the time of reissue

As the situation is in constant flux, please be advised the above guidelines are subject to change on short notice.

We are committed to assisting you, our loyal clients, in any way we can. If you are unable to pro-actively cancel your unwanted reservations (per guidelines above), please provide a list of all passengers scheduled to depart on any FI-coded flights (108-tickets, valid for travel April 1 - 30, 2020) to your Key Account Manager for assistance.

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

[COVID-19](#)

Warmest regards,
Icelandair



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