



IB Fare Flexibility for clients departing from/to the so-called "red zones of Italy"

For flights cancelled

Due to the impact of the Coronavirus in ITALY, which could alter our operations, we publish the following fare flexibility for clients **departing from/to the so-called "red zones of Italy" whose flight is cancelled**. This guide is for customers with issued tickets (075) to/from the destinations below:

Rebooking onto	Iberia
Airports affected	MILAN (MXP, LIN) VENICE (VCE)
Tickets issued by	09 March
Ticket travel dates	06 March – 03 April 2020
New travel dates	*09 March – 03 April 2020 ** 04 April – 15 Jun (must maintain original itinerary no fare difference, penalty or fee will apply)
Rebooking Allowance	Rebook into the same class as the original flight or lowest available in the same cabin
Origin/Destination/Stopover changes	*Permitted from/to airports in Spain and Europe Iberia, Air Nostrum or Iberia Express operating. **not allowed
Refunds Allowed	Yes, preferably providing them with an EMD/VOUCHER or using the ticket as payment for another, operated by Iberia, on other dates.
Important Info	1 involuntary ticket change allowed

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