

Current actions derived from COVID

This guide is for customers with an issued ticket (075) whose flights continue to operate to/from the destinations below:

1. Individual passengers in general to/from Madrid, Italy, Japan, China

- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30
- c. Blackouts: Changes not valid for flights from 04/03 to 04/13, 04/30 to 05/02, 06/16 to 09/15, 10/09 to 10/12
- d. Route changes: No
- e. Refunds: No refunds are accepted.
- f. Voucher: YES for future trips until December 31, 2020
- g. Name changes: NO
- h. Additional information: only 1 date change per passenger

2. Passengers with Spanish, French, German, Italian, Japanese, Chinese passports to countries (El Salvador, Costa Rica, Chile, Argentina, Poland) that prohibit / condition their entry

- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30
- c. Route changes: NO
- d. Blackouts: Not valid for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10
- e. Refunds: No refunds are accepted.
- f. Voucher: YES for future trips until December 31, 2020
- g. Additional information: only 1 date change per passenger

3. Doctors or health professionals practicing in Spain to any destination (upon presentation of accreditation / web report)

- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30
- c. Route changes: NO
- d. Blackouts: Not valid for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10
- e. Refunds: No refunds are accepted.
- f. Voucher: YES for future trips until December 31, 2020
- g. Additional information: only 1 date change per passenger

4. Participants of events cancelled by authorities of the different countries (table of events confirmed by Codeshare team and flight loading)

- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30

- c. Route changes: NO
- d. Blackouts: Not valid for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10
- e. Refunds: No refunds are accepted.
- f. Voucher: YES for future trips until December 31, 2020
- g. Additional information: only 1 date change per passenger
- 5. Groups of students residing in the region of France flying from any airport**
- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30
- c. Route changes: NO
- d. Blackouts: Not valid for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10
- e. Refunds: No refunds are accepted.
- f. EMD: YES for future trips until December 31, 2020
- g. Name changes: only authorized for groups
- h. Additional information: only 1 date change per passenger

6. Passengers who have been quarantined by the medical authorities (on presentation of a medical certificate)

- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30
- c. Route changes: NO
- d. Blackouts: Not valid for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10
- e. Refunds: No refunds are accepted.
- f. Voucher: YES for future trips until December 31, 2020
- g. Additional information: only 1 date change per passenger
- 7. Timetable changes of less than 2 hours: no compensation or refunds apply. You may be offered a change of flight under the general policy of 261.**

8. Passengers originating their travel in USA/SJU to all of Europe and Morocco These are passengers who had already purchased their tickets, not for new bookings.

- a. Dates of flights 1 March to 30 April
- b. Changes without penalty or fare difference: from March 6 to November 30
- c. Blackouts: Changes not valid for flights from 04/03 to 04/13, 04/30 to 05/02, 06/16 to 09/15, 10/09 to 10/12
- d. Route changes: No
- e. Refunds: No
- f. Voucher: YES for future trips until December 31, 2020
- g. Name changes: only authorized for groups
- h. Additional information: only 1 date change per passenger
- i. Tickets issued until March 6, 2020

9. **Flight groups still operating to/from Madrid, Italy, Japan, China**
- a. **Groups not issued that are subject to a cancellation penalty.**
- i. Agencies: Exemption of ADM under group issue commitment for value equal to or greater than the penalty before 31/12/2020.
- ii. Direct: No loss of deposit entered under the group issuance commitment for a value equal to or greater than the penalty before 31/12/2020.

b. Groups issued that do not allow for reimbursement.

i. AGENCY:

- a. Changes without penalty or fare difference until December 31, 2020, except Blackouts or change of route.
- b. Blackouts changes: they require re-calculation for the same or higher value for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09,
- c. Re-routing: permitted with re-routing of equal or greater value until 31/12/20 (tickets will be marked with a TRMK note for future use. The agency may reissue using the ticket as a paid part)
- d. Refunds: No refunds are accepted (as of 12/31/20 fees only)
- e. Name changes: authorized

ii. DIRECT:

- a. Changes without penalty or fare difference until December 31, 2020, except Blackouts or change of route.
- b. Blackouts changes: require re-routing for equal or greater value for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10 re-routing
- c. Re-routing: allowed with equal or greater value of re-routing up to 31/12/20
- d. Name changes: allowed
- e. Refunds: No
- f. EMD: In the case of not having EMD dates for the whole group, reimbursing the tickets for use until 31/12/20

For Iberia customers with cancelled flights, the following regulations will apply, offering the following alternatives:

- a. Route changes: Allowed until the date of flight cancellation
- b. Date changes: until November 30
- c. Blackouts: Changes not valid for flights from 04/03 to 04/13, 04/30 to 05/02, 06/16 to 09/15, 10/09 to 10/12
- d. Voucher: YES for future trips until December 31, 2020

Route information Tel Aviv (TLV)

Policy of flexibility flights with Tel Aviv

Due to the order of the Ministry of Interior of Israel, which prohibits residents of several countries, including Spain, to enter the country, we are forced to temporarily suspend flights with Tel Aviv from this Friday, March 6 until ~~March 31, 2020~~. **30 April 2020**

Affected customers' reservations will receive a UN (non-operational). There will be no proactive rebooking as when we stop operating, we cannot give an alternative on Iberia flights. We cannot use any company, as almost all of them are cancelling, the BA option is only valid until March. Customers are entitled to a full or partial refund of the ticket.

- a. Route changes: Allowed until the date of flight cancellation
- b. Date changes: until November 30
- c. Blackouts: Changes not valid for flights from 04/03 to 04/13, 04/30 to 05/02, 06/16 to 09/15, 10/09 to 10/12
- d. Refunds: Allowed if the passenger insists on obtaining it and after having explicitly refused the EMD/voucher

Information on routes to Italy

Due to the orders of both the Spanish and Italian Governments to operate to/from Italy, we are forced to temporarily suspend flights from March 11th to April 3rd.

Affected customers' reservations will receive a UN (non-operational). There will be no proactive rebooking as when we stop operating, we cannot give an alternative on Iberia flights. We cannot use any company, as almost all of them are cancelling. Customers are entitled to a full or partial refund of the ticket.

Customers are entitled to a full or partial refund of the ticket or preferably a refund with EMD/Voucher.

- a. Route changes: Allowed until the date of flight cancellation
- b. Date changes: until November 30
- c. Blackouts: Changes not valid for flights from 04/03 to 04/13, 04/30 to 05/02, 06/16 to 09/15, 10/09 to 10/12
- d. EMD/Voucher: YES for future trips until December 31, 2020
- e. Refunds: Allowed if the passenger insists on obtaining it and after having explicitly refused the EMD/voucher

Important information

Due to the current situation, with rapid changes in the environment, and which could in some cases mean changes in planes, timetables and other situations, we suggest that you pay attention to any warnings that may arrive regarding the reservations of your clients.