

Dear partner,

Due to the COVID19, we have been updating our flexibility policy depending on each origin/destination situation.

Consequently, we are providing you with the relevant info so you can choose the best alternative for your client and your teams, gaining speed to market and self-sufficiency.

Latest information on flight status and flexibility policy

Although we have reinforced our call center services to support the agencies, we cannot reply to the volume of queries with the speediness that we would like to.

To avoid the mentioned situation and enforce our service, we are making changes to our agency website, Iberiagencias, so that you have easy access to the latest relevant commercial policy. In the following [link](#) you will find the latest information on flexibilization to be applied [Iberiagencias> commercial information> COVID Latest update](#).

Information provided can be eventually affected by Public Administration's travel ban information that you will find on the distribution systems.

Considering the current situation may vary during the next few days, we recommend a review of the flight status on the distribution systems while checking the latest information available on iberiagencias, trying to avoid phone support if possible.

For passengers affected by provisional flight suspension who are currently in their destinations but unable to return due to flight restrictions been adopted, Iberia will do its best to relocate them and will look for alternatives with other carriers. However, due to the circumstances, a similar alternative cannot be guaranteed, and in some cases may be unmanageable to achieve.

Self-management Vouchers

If a voucher is allowed by the flexibilization policy, you can get the voucher as follows:

- Access the [following website](https://contacto.iberia.com/normativaespecial?idioma=EN): <https://contacto.iberia.com/normativaespecial?idioma=EN> and fill in the form
- Each ticket requires filling in one form
- A voucher code will be generated. The code will be the ticket number.
- The voucher will be sent to the email address entered in the form. We recommend including the passengers' email address.
- Voucher amount will be the cost of the ticket plus the ancillaries (if any) but will not include any management fees the agency may have applied.
- The voucher can be used to issue a ticket on www.iberia.com. Flight must be completed by 31 DEC 2020.
- The voucher is valid for 075 tickets regardless of the operating carrier.

As we cannot guarantee a prompt issuance, EMDs are no longer foreseen as a flexibility option. We believe that the voucher is a better and more immediate tool.

Additionally, the form on the mentioned website is ONLY FOR VOUCHERS, NOT REFUND PURPOSES.

Refund management

If the ticket refund is allowed, it can be completed via BSP link or following the standard refund procedures of each country.

Group Management

For any group query, please contact groups' department via iberiagencias: [Iberiagencias> online requests> groups> my requests> mail tab once selcted group reference.](#)

Thanks for your collaboration and we kindly ask you to avoid phone support if there is any other alternative to access commercial information, flight status, self-management vouchers, refunds or group management. Please contact call centers if there is no specific channel for the service required and the query is related to flights departing the following seven days.