

Date: 13 March 2020

COVID 19 – Latest information on the flexibility policy

Please find attached the last information regarding our flexibility policy, supersedes all previous customer guidelines. You can choose the best alternative for your client, gaining speed to market and self-sufficiency.

Attached are the 4 communications for your reference:

1. First communication is a letter which clarifies that for now IB still maintains the operation to the US
2. Second communication: where to find the latest information, how to self-management vouchers for future travel
3. Third communication: Self-management of involuntary changes and reissues, required mandatory entry on the ticket and OSI field
4. Fourth communication: **last actions, guidance summary – one guideline for all destinations**

As the global travel situation is evolving rapidly, for the latest policy information, please click on the live updates in [iberiagencias.com](https://www.iberiagencias.com) and follow the guidelines in the latest documents:

<https://www.iberiagencias.com/iberiagencias/showLoginWeb.do>

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