

External Q&A – COVID19

The purpose of this guide is to clarify some of our Partners' most common questions about Iberia's commercial policies regarding COVID19.



Vouchers

1. How can I request a voucher?

You can request a voucher by accessing the following [link](#) and then complete all the required fields.

2. Once I submitted the request, how long does it take to receive the voucher?

You will receive the **voucher** in approximately 5 days*.
*In EC/SV/DO/UY/HN/NI/DZ/SN/MA the process is not automatic and could take longer.

3. My client already has a voucher. Does it expire? What is its validity date?

The voucher must be used for flights until **30 JUN 2021** (including return flight).

4. What is the deadline to request the voucher if the client is not willing to travel soon?

The voucher should be requested **BEFORE** the original flight departure date. Once the agent/pax has received the voucher, it can be used for flights **before 30 JUN 2021** (including return flight).

5. Do I have to fill in one form per each passenger on the same booking?

NO, just one request per booking reference code, specifying details of each passenger.

6. Will I get one single voucher for the total booking value?

You will receive one voucher per each passenger in the booking. Each voucher includes the value of the flight ticket plus any ancillaries bought (seats, bags, upgrades, etc.).

7. Does each passenger receive his/her voucher when one booking includes several pax?

All vouchers are sent to the same email address specified in the form. This also applies when one single booking includes several passengers.

8. What happens if passengers in the same booking require different solutions, i.e. date change?

A split in the booking is required so that different booking references are generated for passengers requiring different solutions. Split should be done in the GDS. Remember that Iberia vouchers are not nominative.

9. Can a voucher be requested for an NDC booking?

Yes.

10. How can I contact with NDC support department?

Please contact trade support and select NDC option for matters related to NDC.

11. Do I need to cancel the booking before requesting the voucher?

NO, please **do not cancel the booking** before requesting the voucher.

12. What happens if the booking was cancelled before requesting the voucher?

If the booking had been cancelled before the COVID flexibilisation, standard fare conditions should be applied. If the booking has been cancelled by mistake before requesting the voucher, the voucher will continue to be processed.

13. If I don't cancel the ticket, will it cause a NO-Show and will not be considered as an affected ticket?

It will not cause a no-show. Iberia is reviewing all the affected bookings and modifying the status of the ETs.

14. Who will receive the voucher?

The voucher will be received by the email address specified in the request form.

15. Can the call center manage vouchers?

No. **Call centers cannot manage vouchers.** It does not matter whether the booking was made through NDC or GDS, call centers are not able to request vouchers.

16. Will the agency receive a voucher in any case?

Yes, except for net corporate fares including On Business (E9 or T9/K9 in the farebasis or CLID in the booking), Tour Operator fares, Group fares, and Allotments/Allocations. In these instances, the client should speak to the agency to request a date change or, in case of cancelled flight, ask for a refund.

17. Client has a corporate fare ticket and the flight is cancelled, must the voucher be requested?

NO. The client should speak to the agency to request a date change or ask for a refund.

18. **NEW Client has a corporate fare ticket and the flight is not cancelled, must the voucher be requested?**

NO. For operating flights, a date change can be requested. No change fee applies.

19. Client has an On Business fare ticket and the flight is cancelled, must the voucher be requested?

NO. The client should speak to the agency to request a date change or ask for a refund. If the booking was made on the OnBusiness portal, this should be managed through the OnBusiness call centre.

20. **NEW Client has an OnBusiness corporate fare ticket and the flight is not cancelled, must the voucher be requested?**

NO. For operating flights, a date change can be requested. No change fee applies.

21. Client has a net Tour Op fare booking and the flight is cancelled, must the voucher be requested?

NO. The client should speak to the agency to request a date change or ask for a refund.

22. **NEW Client has a Tour Op fare ticket and the flight is not cancelled, must the voucher be requested?**

NO. For operating flights, a date change can be requested. No change fee applies.

23. Can we identify if a voucher has been requested for a particular booking?

Once the voucher is issued, we will find the following information in the booking reference: SSR OTHS- CV19 VOUCHER ISSUED (Amadeus example)

24. What about the ticket and the EMDs? How can we see if the voucher was requested?

Coupons will be shown as U (UNAVAILABLE). In the tickets/EMD history Voucher CV19 or equivalent will be shown.

25. Can the voucher be requested if the trip has already started?

YES, if the customer decides to request the voucher for a return flight that is affected, a **voucher** will be generated for the value of the unflown sector.

26. Can the value of the voucher be refunded afterwards?

NO, the voucher is **not** refundable.

27. The client has already requested a voucher for a refundable fare, can the voucher or the new flight be refunded?

No. Once the voucher has been requested, a refund is not possible. Our system identifies the booking as per voucher conditions.

28. Can I request a voucher if the flight number is IB2000 / IB5000 / IB6000 / IB7000?

YES. The voucher can be requested for all tickets on Iberia 075 plate.

29. Can I redeem my voucher on flights with flight number IB2000 / IB5000 / IB6000 / IB7000?

YES, if at least a sector is operated by an Iberia Group company* (IB, I2 and YW), the voucher can be redeemed.

Example: Passenger wants to buy a ticket. PAR-MAD-MIA.

PAR MAD sector operated by IB + MAD MIA sector operated by AA.

Voucher can be redeemed on the mentioned example as PAR-MAD is operated by IB.

* Vouchers cannot be redeemed on Air Shuttle fares between MAD-BCN nor for Avios purchases.

30. Do vouchers have blackout dates and destinations?

No, vouchers **do not have blackouts**. They can be redeemed on any date until **30 June 2021** to any destination.

31. What happens if the voucher is redeemed for a ticket with a lower value than the value of the voucher?

The same voucher can still be used with the same number for the remaining value. The remaining value can be used for additional future purchases.

32. Why can I not find all our destinations in the voucher management website?

Our digital department team keeps working on updating the platform and adding all the destinations. As a reminder, if the departure date is not immediate, please request the voucher in the next few days.

33. I requested the voucher before its redemption was extended to 31 June 2021. Will it be affected?

All issued/pending vouchers will be valid for redemption until 31 June 2021, even if they were requested before the change.

34. UPDATED I purchased my ticket in 2019, and I would like to change it to a new date beyond 365 days since the date I bought it.

This is not possible. Nevertheless, if that ticket applies to voucher, the voucher can be redeemed until 30/06/2021 (including return flight before mentioned date).

35. Are Iberia's VIP Premium lounges open?

The current situation has forced us to close some of our VIP Premium Lungen and for those that are still open we cannot guarantee the usual quality standards.

36. On Iberia cancelled flights, is rerouting with other companies allowed?

Reprotection on airlines other than Iberia can **ONLY** be done during the last 48h before the flight departure. Rerouting depends on other carriers' availability (including BA) which is now very limited.

37. What happens for OB/corporate bookings when only one sector has been cancelled?

The client should speak to the agency to request a date change or ask for a full refund. If the booking was made on the OnBusiness portal, this should be managed through the OnBusiness call centre.

38. What do I do if only one flight in the booking has been cancelled (published fare)?

You can request a voucher when at least one flight in the booking is shown as UN. The value of the voucher will reflect the total value of the booking.

**39. I have a client with a cancelled flight and he/she does not want a flight change nor a voucher, are there any other option?**

We recommend flight changes and vouchers because they are processed rapidly, and vouchers can be used as soon as they are received. However, if the client does not want a flight change nor a voucher for the full ticket value, the agency can request a refund. Refunds are processed to the same form of payment.

40. How can I request a refund?

If your fare conditions permit refunds, the refund can be self-managed on GDS/NDC. If the fare is not refundable, the refund request must be completed in the following channels: through Iberiagencias for agencies in Spain, for USA travel agencies by sending an email to iberia.usa@lamberth.de and by sending a Refund Application through BSPLink in all other markets.

41. Why are we still offering the voucher as an option?

Voucher issuance is automatic and the customer will receive it within a few days. The value of a voucher can be used for multiple purchases until the total value is used. Vouchers are valid for flights before 30 June 2020. The refund is a manual process so due to the high number of requests, its authorisation can be delayed. We believe that the automatic voucher issuance process is the most flexible and effective option for the client, the carrier and the agency.

42. Can flexible fares be refunded?

Yes. if fare rules permit refunds, then the refund process can be self-managed on the GDS/NDC.

43. NEW Can agencies book repatriation flights?

NO, although these flights are loaded in the booking systems, repatriation flights are special operations and do not admit external bookings. Procedures may vary depending on the destination and the conditions imposed by different governments.

The management of these flights is coordinated between the country's embassy, local delegations, and sales teams. Please contact your relevant contact on IB sales department for matters related to repatriation flights.



GROUPS

- 1. For ticketed Groups that do not allow refunds, can the agency self-manage the change or should everything be managed through the groups tools?**
They should be managed through the groups tool on iberiagencias.
- 2. For incidences with groups, is the Groups Tool the only communication and management tool?**
YES, that is the only way to make sure everything is recorded correctly.
- 3. Is there any situation with groups that can be self-managed?**
NO, unfortunately all groups queries should go through the Groups Tool on iberiagencias.



VOUCHER ERRORS

Due to the high volume of voucher requests received in the last days, the platform has experienced some bugs. For this reason, Iberia is working on a file to track and study every voucher error. Please contact your IB sales if a voucher review is needed. Please make sure of the following:

1. IB plate ticket.
 2. Ticket dates are eligible for a voucher request.
 3. Check if ticket contains an SR CLID.
 4. Check fare type (public, Tour Op, corporate).
 5. Make sure that PNR is in CAPITAL LETTERS.
 6. Make sure that it is an AMADEUS PNR.
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- 1. NEW Can the agency check wich PNR each voucher belongs to?**
YES, voucher's first 6 digits correspond to the ticket's PNR.