	For ticketed IBERIA 075 customers whose flights continue to operate		**For ticketed IBERIA 075 customers whose flights have been cancelled**	
	Individual Passengers	**Private fares (3)**	**Individual Passengers**	**Private fares (3)**
	Passengers who already purchased their tickets for flights between 01/03/2020 and 30/06/2020 (1)	Passengers with Private Fares(3), who already purchased their tickets for flights between 01/03/2020 and 30/06/2020 (1)	Passengers who already purchased their tickets for flights between 01/03/2020 and 30/06/2020 (2)	Passengers with Private Fares(3), who already purchased their tickets for flights between 01/03/2020 and 30/06/2020 (2)
Date, route and name changes	**Change without penalty or fare difference** ✔ **Date change** permitted • One change per passenger • New flight dates from 06/03/20 to *30/04/21* • Black-out dates apply ✖ **Route change** not permitted ✖ **Name change** not permitted	**Change without penalty or fare difference** ✔ **Date change** permitted • One change per passenger • New flight dates from 06/03/20 to *30/04/21* • Black-out dates apply ✖ **Route change** not permitted ✖ **Name change** not permitted **Changes without penalty where fare difference applies** ✔ **Date change** permitted • One change per passenger • New flight dates from 06/03/20 to *30/04/21* • Black-out dates do not apply ✔ **Route change** permitted ✖ **Name change** not permitted	**Change without penalty or fare difference** ✔ **Date change** permitted • One change per passenger • New flight dates from 06/03/20 to *30/04/21* • Black-out dates apply ✖ **Route change** not permitted ✖ **Name change** not permitted	**Change without penalty or fare difference** ✔ **Date change** permitted • One change per passenger • New flight dates from 06/03/20 to *30/04/21* • Black-out dates apply ✖ **Route change** not permitted ✖ **Name change** not permitted **Changes without penalty where fare difference applies** ✔ **Date change** permitted • One change per passenger • New flight dates from 06/03/20 to *30/04/21* • Black-out dates do not apply ✔ **Route change** permitted ✖ **Name change** not permitted
Voucher	✔ **Voucher** Permitted for the value of the entire ticket (including taxes and fees) • Issued in a few days • It can be used several times until the balance is zero • Name changes on vouchers permitted • It can be used for all future travel until the 30/06/2021 (no blackout dates apply)	✖ **Voucher** • **For Tour Op**: we have introduced the vouchers to give our passengers more flexibility with their travel plans. Vouchers are not allowed for Tour Op fares because they are part of a package and the airfare is not visible to the passenger. • **For Corporates**: we have introduced the vouchers to give our passengers more flexibility with their travel plans. Vouchers are not allowed for Corporate fares because they buyer of this type of fares is not the traveler.	✔ **Voucher** **Permitted for the value of the entire ticket (including taxes and fees)** • Issued in a few days • It can be used several times until the balance is zero • Name changes on vouchers permitted • It can be used for all future travel until the 30/06/2021 (no blackout dates apply)	✖ **Voucher** • **For Tour Op**: we have introduced the vouchers to give our passengers more flexibility with their travel plans. Vouchers are not allowed for Tour Op fares because they are part of a package and the airfare is not visible to the passenger. • **For Corporates**: we have introduced the vouchers to give our passengers more flexibility with their travel plans. Vouchers are not allowed for Corporate fares because they buyer of this type of fares is not the traveler.
Refunds	✖ Refunds not permitted	✖ Refunds not permitted	✔ **Refunds permitted (4)** They can't be self-managed. Process: GDS: cancel bookings/flights NDC: do <u>not</u> cancel bookings/flights then request a refund as per below: • ES: through Iberiagencias • USA: via iberia.usa@lamberth.de, or NDC call centre for NDC bookings • Other markets: through BSPLink or NDC Call Centre for NDC bookings	✔ **Refunds permitted (4)** They can't be self-managed. Process: GDS: cancel bookings/flights NDC: do <u>not</u> cancel bookings/flights then request a refund as per below: • ES: through Iberiagencias • USA: via iberia.usa@lamberth.de, or NDC call centre for NDC bookings • Other markets: through BSPLink or NDC Call Centre for NDC bookings
EMD	✖ EMD not included	✖ EMD not included	✖ EMD not included	✖ EMD not included

Important information

Affected reservations will receive a UN (non-operational). There will be no proactive rebooking, unless the alternative is on Iberia flights. We remind you that protection on non-Iberia companies can ONLY be done during the last 48 hours before the departure of the original flight.

Due to the current situation, with multiple changes in the environment and that could imply in some cases changes of aircraft, schedules and other situations, we recommend to monitor the warning messages in the clients' bookings. A guide has been provided for the self-management of changes by travel agencies.

All documents are already available on iberiagencias.

Schedule changes of less than 2 hours

No compensation or refunds apply. You may be offered a change of flight under the general policy of EU261.

Blackouts

Black-out dates apply:
• 09/10/2020 to 12/10/2020
• 04/12/2020 to 09/12/2020
• 19/12/2020 to 10/01/2021
• 24/03/2021 to *04/04/2021*

Notes

(1) Date and/or route changes can be requested up to 12 months after the date the ticket was first issued. If the customer does not want to request the change yet, please cancel the booking before the flight departure date and then with the ticket number, request the change according to the conditions described above.

(2) Date and/or route changes can be requested up to 12 months after the date the ticket was first issued.

(3) Private fares: include corporate fares (incl. On Business), Tour Op and all other private fares with no ticket face value.
(4) Refunds are not permitted in Mexico, Cuba, Dominican Republic and Colombia.