

## Current actions derived from COVID

This version replaces all previous versions.

For ticketed customers (075) whose flights continue to operate to/from the destinations below:

### 1. Individual passengers in general to/from any destination in the Iberia group network

These are passengers who had already purchased their tickets, not for new bookings.

- a. **Flight dates:** 1st March to **31<sup>st</sup> May**
- b. **Changes without penalty or fare difference:** from the 22<sup>nd</sup> March 2020 to the 31st March 2021
  - i. **Blackouts:**

Changes not valid for the following flight dates:

    - 30/04/2020 al 02/05/2020
    - 01/07/2020 al 15/08/2020
    - 09/10/2020 al 12/10/2020
    - 04/12/2020 al 09/12/2020
    - 19/12/2020 al 10/01/2021
    - 24/03/2021 al 31/03/2021
  - ii. **Route changes:** No
- c. **Refunds:** Not accepted
- d. **Vouchers:** If the passenger doesn't want a change of date according to the conditions included in b), a voucher will be given for the entire amount of the ticket (including taxes and fees) to use for one or more future trips until the 31<sup>st</sup> of March 2021. Blackouts don't apply to vouchers.
- e. **Change of name:** No
- f. **Additional information:** only one change of date per passenger

### 2. Time 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.

### 3. Groups of flights that continue to operate from/to any destination in the Iberia group network with a flight date up to 31<sup>st</sup> May

- a. **Groups not issued that are subject to a cancellation penalty.**
- **Agencies:** Exemption of ADM under group issue commitment for value equal to or greater than the penalty before 31/03/2021
  - **Direct:** No loss of deposit entered under the group issue commitment for a value equal to or greater than the penalty before 31/03/2021

b. **Groups issued that do not allow refund**

**Agencies**

- **Changes** without penalty or fare difference until **March 31<sup>st</sup> 2021**, except Blackouts or change of route.
- **Blackouts / changes:** require repricing for the same or higher value for flights from:
  - **30/04/2020 to 02/05/2020**
  - **01/07/2020 to 15/08/2020**
  - **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 31/03/2021**
- **Re-routing:** permitted with repricing of equal or greater value until **31/03/21** (tickets will be marked with a TRMK note for future use. The agency may reissue using the ticket as a paid part)
- **Refunds:** No refunds are accepted (from 12/31/20 fees only)
- **Name changes:** authorized.

- **Direct**
  - **Changes** without penalty or fare difference until **March 31<sup>st</sup> 2021** except Blackouts or change of route.
  - **Blackouts / changes:** require repricing for equal or greater value for flights from:
    - 30/04/2020 to 02/05/2020
    - 01/07/2020 to 15/08/2020
    - 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 31/03/2021
  - **Re-routing:** allowed with equal or greater value with repricing up to 31/03/21
  - Name changes: allowed
  - **Refunds:** No
  - **EMD:** In the case of not having EMD dates for the whole group, reimbursing the tickets for use until 31/12/20

**4. 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 March 31<sup>st</sup> 2021
  - a. Blackouts: Changes not valid for flights from:
    - i. 30/04/2020 to 02/05/2020
    - ii. 01/07/2020 to 15/08/2020
    - iii. 09/10/2020 to 12/10/2020
    - iv. 04/12/2020 to 09/12/2020
    - v. 19/12/2020 to 10/01/2021
    - vi. 24/03/2021 to 31/03/2021

**c) Refund: Allowed**

**I. They can't be self-managed, to request a refund you need to follow this procedure:**

- a. In Spain, through the process already communicated through IBERIAGENCIAS
- b. In USA, by sending request to [iberiarefunds@lamberth.de](mailto:iberiarefunds@lamberth.de)
- c. In rest of the markets through BSPLINK or call center according to each country (1).

**II. Additionally, for a hassle free experience, we offer the possibility to get a refund through a voucher for the entire amount of the ticket (including taxes and fees) for all travel agency clients. Advantages of the voucher:**

- 1. Easy and fast to issue
- 2. It can be used several times until the entire amount has been spent
- 3. It can be used whenever the client wants to use it for all future travel until the 31st March 2021 (no blackouts apply)

Affected customers' 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.

**Additional information**

Due to the current situation, with multiple changes in the environment and that could imply in some cases changes of plane, schedules and other situations, we suggest to be alert to the warnings that can arrive relative to the reservations of the clients.

A guide has been provided for the self-management of changes by travel agencies to gain in agility. It is already available on the agencies' website.