



May 18th, 2020

COVID-19: Cancellation Assistance

Below is our latest policy update for passengers booked on Icelandair flights. Please be advised the following is subject to change on short notice, we will update you as soon as new information becomes available.

The below information can be found [here](#) as well.

Ticketed passengers traveling before September 30th, 2020

For those clients that do **not** intend to travel:

- Passengers may postpone their trip, regardless of reason, and use the full value of the ticket (including government taxes and ancillary services) for future travel.
- Cancel the client's booking
- Enter into PNR if using Amadeus: RM or OSI: **COVID19**
- Enter into PNR if using other GDS than Amadeus: **SROTHSZZ-WAIVEFICOVID19**

When your clients are ready to re-book:

- Please ensure to re-book/reissue within the original ticket validity, which is one year from original date of issue
- Re-routing is permitted
- No restriction on new travel dates into 2021
- Enter into the endorsement box of the new ticket: **WAIVEFICOVID19**
- The ticket may only be reissued once using the change fee waiver code
- Please note this waiver code waives all change fees, but any applicable fare difference must be collected at the time of reissue

For bookings where original passengers will not be able to travel

- Please issue a DEPO EMD in the same booking as the unused tkts for the total value of the unused tkts
- After issuing the EMD please refund the e- tickets (through BSP link or GDS)
- New tickets can be issued and EMD refunded up to one year after the EMD's date of issue. If EMD needs to be extended, please contact our agent help desk for assistance.
- The EMD can only be used for future travel on Icelandair services and is non refundable until new tickets have been issued
- Insert: **WAIVEFICOVID19** in the EMD's RM line

As the current situation is constantly changing, please be advised the above guidelines are subject to change on short notice.

We thank you for your continued support and your valued efforts for our mutual customers as we work through this crisis together. If you have any questions, please contact your local Icelandair sales support team

Warmest regards,
Icelandair

