

**PLANNED SCHEDULE CHANGE – MANCHESTER
MAY 2020**

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Due to the COVID-19 situation Icelandair will be cancelling the following flights today:

ROUTE	TRAVEL PERIOD	FLIGHT NO.	CHANGE
KEF – MAN MAN – KEF	13.05.2020- 01.10.2020	FI440/441	FLIGHT CANCELLED – PAX IN UN
	13.05.2020- 01.10.2020	FI444/445	FLIGHT CANCELLED – PAX IN UN

When discontinuing or postponing routes, please note that we are cancelling flights and cannot always provide an option to reroute passengers, due to travel restrictions and uncertain airline schedules.

Postponing Travel (Travel Credit)

If your customer would like to rebook to a later day at a later time or use the value of their ticket for a ticket for another passenger the following options can be offered:

Same passenger travelling:

Please cancel the customer's booking.

Enter: **RM SKCHG2020**

If using another GDS than Amadeus enter: **SROTH5ZZ-SKCHG2020**

When the customer is ready to re-book:

- Please ensure to re-book/reissue within the original ticket validity, which is one year from original date of issue
- Changing to another FI flight is permitted within the same zone
- No restriction on new travel dates into 2021
- Enter into the endorsement box of the new ticket: **SKCHGS2020**
- Reissue as even exchange (FXI/SC)
- The ticket may only be reissued once without additional costs.
- Any further changes should be issued according to fare rules.

Another passenger travelling:

Please cancel the customer's booking.

Enter: **RM SKCHG2020**

If using another GDS than Amadeus enter: **SROTH5ZZ-SKCHG2020**

Please issue a standalone EMD DEPO in the same booking for the total value of the unused flight coupons and additional services.

Please add **SKCHG2020** as a free flow text in the EMD.

After issuing the EMD please close the e-ticket and additional service EMD coupons with a refund status in the GDS.

New tickets can be issued and the EMD refunded up to one year after the EMD's date of issue. If the customer cannot use them within the time range it can 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.

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REBOOKING

ICELANDAIR FLIGHTS

In the case of a schedule change on flights marketed and operated by Icelandair the following rules apply:

- **Another FI destination may be offered within the same zone.** In this case another Icelandair UK gateway.
- If no alternative flight has been offered or the alternative flight within the same zone does not suit a one-time free of charge change to another Icelandair flight at the earliest opportunity or at a later date at the passenger's convenience within the ticket's validity.
- Always book the same or lowest available RBD.
- G class with Icelandair should only be used for group fares.
- The return flight may be changed to maintain trip length.

CODESHARE FLIGHTS

In the case of a schedule change made more than 2 calendar days prior to departure on flights marketed by Icelandair and operated by another carrier the following rules apply:

- The ticket stock owner is responsible for reissue/refund
- The ticket origin and destination must remain the same.
- If not alternative flight is provided by the operating airline the passenger must be rebooked on the operating carrier's flight number.
- Only the operating carrier's flight number may be used. No codeshare flights are allowed.
- Gateway changes with Icelandair are allowed, however, the most significant carrier must remain the same. The ticket origin and destination must remain the same.
- In gateway changes the passengers' travel documents must be considered. The passenger is always responsible for having the correct travel documents.
- The return flight may be changed to maintain trip length if same RBD on the same airline and route as originally booked.
- Only a one time free of charge change is allowed. Any further changes are subject to fare rules.
- Always rebook within the same cabin
- Always book the lowest RBD according to the following table:

AIRLINE	BOOKING CLASSES (RBD)
AS – Alaska Airlines	If AS flight number booked, please use the following booking classes: Economy from lowest to highest: R, T, G, K, V, L, O, H, M, B, S, Y Business class from lowest to highest: J, P, F
B6 – JetBlue	If B6 flight number booked, please use the following booking classes: Economy from lowest to highest: P, S, U, O, Z, M, W, R, V, L, B, Q, H, K, E, Y Business class from lowest to highest: I, D, C, J

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INTERLINE FLIGHTS

In the case of a schedule change made more than 2 calendar days prior to departure on interline tickets where one or more airlines are involved the following rules apply:

- The ticket stock owner is responsible for reissue or refund
- The ticket origin and destination must remain the same.
- Gateway changes are allowed, however, the most significant carrier must remain the same. The ticket origin and destination must remain the same.
- In gateway changes the passengers' travel documents must be considered. The passenger is always responsible for having the correct travel documents.
- The return flight may be changed to maintain trip length if same RBD is available and flight numbers are available.
- Only the operating carriers flights may be used, no codeshare flights are allowed.
- Always book the same or lowest available RBD.
- Only a one time free of charge change is allowed. Any further changes are subject to fare rules.
- Always rebook within the same cabin.
- If no alternative flight is provided by the operating airline the passenger may be rebooked on according to the following table:

AIRLINE	BOOKING CLASSES (RBD)
AF/KL – Air France/KLM	Business published fares & normal economy published fares: Please book the lowest class available, both for economy class and business class. Business unpublished & economy special fares published/unpublished: Economy from lowest to highest: R, E, Q Business class from lowest to highest: Z
AS – Alaska Airlines	Published/unpublished (private) fares: Economy from lowest to highest: R, T, G, K, V, L, Q, H, M, B, S, Y Business class from lowest to highest: I, P, F
AY – Finnair	Published/unpublished (private) fares: Economy from lowest to highest: Between HEL and CPH/OSL/BGO/STO and v.v.: Z, O, Q, N, S, V, L, M, K, H, B, Y Between HEL and TYO/OSA/NGO/FUK/SPK v.v.: S, M, H Between HEL and HKG/SIN/BKK/PEK/PKX/XIY/SHA/CAN/DEL/SEL/PUS and v.v.: O, S, L, H Between HEL and BUD/PRG/LED/MOW/WAW/VNO/RIX/TLL/TLV and v.v.: Z, O, S, L, H Between HEL and MHQ/TKU/TPM/JOE/KUO/VAA/OUL/RVN/IVL and v.v.: Z, O, S, L, H Business class from lowest to highest: Between HEL and CPH/OSL/STO and v.v.: I, D, C, J Between HEL and TYO/OSA/NGO/FUK v.v.: I Between HEL and HKG/SIN/BKK/PEK/CKG/SHA/DEL/SEL and v.v.: I Between HEL and BUD/PRG/LED/MOW/WAW/VNO and v.v.: I
A3 – Aegean Airlines	Published/unpublished (private) fares: Economy from lowest to highest: U, S, K, Q Business class from lowest to highest: Z, D
BT – Air Baltic	Published fares: Please book the lowest class available, both for economy class and business class. Unpublished (private) fares: Economy from lowest to highest: U, W, A, Q, M Business class from lowest to highest: D
B6 – JetBlue	Published/unpublished (private) fares: Economy from lowest to highest: P, S, U, O, Z, M, W, R, V, L, B, Q, H, K, E, Y Business class from lowest to highest: I, D, C, J
EK – Emirates	Published/unpublished (private) fares: Economy from lowest to highest: Q, K Business class from lowest to highest: O

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AIRLINE	BOOKING CLASSES (RBD)
EY – Etihad Airways	Published/unpublished (private) fares: Economy from lowest to highest: U, V, L, Q, M, K, H Business class from lowest to highest: W, D
IB - Iberia	Published fares: Please book the lowest class available, both for economy class and business class Unpublished (private) fares: Economy from lowest to highest: N, V, L Business class from lowest to highest: D
JP – Adria Airways	Published/unpublished (private) fares: Economy from lowest to highest: S, V, Q Business class from lowest to highest: D
KL/AF – KLM/Air France	Business published fares & normal economy published fares: Please book the lowest class available, both for economy class and business class. Business unpublished & economy special fares published/unpublished: Economy from lowest to highest: R, E, Q Business class from lowest to highest: Z
LG – Luxair	Published/unpublished (private) fares: Economy from lowest to highest: L, M Business class from lowest to highest: Z
LO – LOT Polish Airlines	Published/unpublished (private) fares: Economy from lowest to highest: W, V, T, K, H Business class from lowest to highest: Z
LX – Swiss Air Lines	Published fares: Please book the lowest class available, both for economy class and business class Unpublished (private) fares: Economy from lowest to highest: T, H Business class from lowest to highest: Not applicable
OK – Czech Airlines	Published fares: Please book the lowest class available, both for economy class and business class. Unpublished (private) fares: Economy from lowest to highest: N, V, U, Q, X, L, A, T, K, H, B, M, Y Business class from lowest to highest: I, D, C, J
OS – Austrian Airlines	Published/unpublished (private) fares: Booking classes for OS: Economy from lowest to highest: S, W Business class from lowest to highest: Z
PD – Porter Airlines	Published/unpublished (private) fares: Economy from lowest to highest: I, J Business class from lowest to highest: Not applicable
SK – SAS Scandinavian	Published/unpublished (private) fares: Please book the lowest class available, both for economy class and business class.
SU – Aeroflot	Published/unpublished (private) fares: Economy from lowest to highest: Between MOW and OSL/CPH/STO/AMS/LED/VOG/ROV and v.v.: E, T, L, H Between MOW and BER/MUC/FRA/HEL/PAR/BRU/LON/ZRH and v.v.: T, L Between LED and PAR/SVX/OVB/ROV/KRR/KZN/KUF/UFA/CEK/PEE/OMS and v.v.: T, L Business class from lowest to highest: D
TG – Thai Airways	Published/unpublished (private) fares: Economy from lowest to highest: V, S, K, T, Q Business class from lowest to highest: Z, D
WF – Wideroe	Published/unpublished (private) fares: Economy from lowest to highest: O, T, L, K, U, W, A, Q, P, H, B, M, S, E, Y Business class from lowest to highest: J, C
WS - WestJet	Published/unpublished (private) fares: Economy from lowest to highest: L, K, T, X, S, N, Q, H, M, B, Y Premium class from lowest to highest: W

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REISSUE GUIDELINES

Tickets can be reissued without approval, provided that the conditions of this policy are met. Non-compliance with this policy may result in an ADM.

Reissue Guidelines for Planned Schedule Changes:

Make sure that the correct RBD has been selected before reissue.

Tickets affected by a schedule change must be reissued as even exchange

- FXI/SC in Amadeus Reservation Desktop
- The first letter of the Fare Calculation line should be S-

Unless otherwise stated, the first characters of the endorsement (FE) box must state „SKCHG2020“ and affected flight number and date.

- SKCHG2020 FIXXX(or OAXXX)/DDMMM

Flights with other carriers may be changed to maintain trip length as long as the origin, destination, RBD, marketing and operating airline remain unchanged. Violation of this may result in an ADM.

If the above conditions are not met the change should be treated as voluntary and fare difference will apply.

Only a one-time change is allowed. Any further changes will be considered voluntary and should be reissued according to fare rules.

If a customer is holding two separate tickets, the ticket affected by the Planned Schedule Change must be reissued according to the Planned Schedule Change process. Any other tickets can be changed but fare difference and/or penalty fees may apply.

REFUND GUIDELINES

If none of the options provided above are accepted a refund can be offered.

Refunds are allowed without pre-authorization in the following scenarios:

1. Flight is cancelled, no acceptable protection found.
2. Schedule change results in misconnection, no acceptable protection found.

Pre-authorization is required for any other scenario not listed. Please contact icelandair.is for authorization.

Icelandair does not use waiver codes, thus the FE line needs to be inserted in the booking to avoid an ADM.

Please process refund as follows:

ARC agencies – please process refund via ARC

BSP agencies – please process refund via BSP-link by using the following endorsements:

- ✦ **WAIVER CODE BOX: REF DUE SKCHG/FIXXX/DDMMM***
- ✦ **OS FI: REF DUE SKCHG/FIXXX/DDMMM***

* FIXXX = Fl *flight number*

* DDMMM = DAY + MONTH (i.e. 02MAY)

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ICELANDAIR ZONES

EU ZONE 1	EU ZONE 2	US/CA ZONE 1	US/CA ZONE 2
ARN	AMS	BOS	ANC
BLL	BRU	EWR	DEN
BGO	CDG	IAD	PDX
CPH	DUS	JFK	SEA
DUB	FRA	MCI	SFO
GLA	GVA	MCO	YEG
GOT	HAM	MSP	YVR
HEL	MAD	ORD	
LGW	MUC	PHL	
LHR	MPX	YUL	
MAN	TXL	YYZ	
OSL	ZRH		