

For customers with 075 tickets whose flights continue to operate

For customers with 075 tickets with flights with a schedule change

For customers with flights between 25/07/2020 and 30/09/2020 that continue to operate, and are subject to new entry restriction or quarantine by the origin/destination country from 25/07/2020. The options below must be requested before 30/09/2020.

For customers with flights with a schedule change (cancellation, change of flight or time) regardless of the date of the affected flight (1).

	Published fares	Private fares (2)	Published fares	Private fares (2)
Date, route and name changes	<p>Changes without penalty (fare difference applies) Must be requested by 30/09/20</p> <p>✓ Date change permitted</p> <ul style="list-style-type: none"> One change per passenger New flight dates up until 30/06/2021 <p>✗ Route change not permitted</p> <p>✓ Change to a Sister City permitted</p> <ul style="list-style-type: none"> 250 miles maximum Iberia is not responsible for the costs incurred to reach the original point of departure/arrival One change per passenger <p>✗ Name change not permitted</p>	<p>Changes without penalty (fare difference applies) Must be requested by 30/09/20</p> <p>✓ Date change permitted</p> <ul style="list-style-type: none"> One change per passenger New flight dates up until 30/06/2021 <p>✗ Route change not permitted</p> <p>✓ Change to a Sister City permitted</p> <ul style="list-style-type: none"> 250 miles maximum Iberia is not responsible for the costs incurred to reach the original point of departure/arrival One change per passenger <p>✗ Name change not permitted</p>	<p>Changes without penalty nor fare difference</p> <p>✓ Date change permitted</p> <ul style="list-style-type: none"> One change per passenger New flight dates up until 30/06/2021 Black-out dates apply* <p>✗ Route change not permitted</p> <p>✓ Change to a Sister City permitted</p> <ul style="list-style-type: none"> 250 miles maximum Iberia is not responsible for the costs incurred to reach the original point of departure/arrival One change per passenger <p>✗ Name change not permitted</p>	<p>Changes without penalty nor fare difference</p> <p>✓ Date change permitted</p> <ul style="list-style-type: none"> One change per passenger New flight dates up until 30/06/2021 Black-out dates apply* <p>✗ Route change not permitted</p> <p>✓ Change to a Sister City permitted</p> <ul style="list-style-type: none"> 250 miles maximum Iberia is not responsible for the costs incurred to reach the original point of departure/arrival One change per passenger <p>✗ Name change not permitted</p>
Voucher	<p>✓ Voucher</p> <p>Permitted for the value of the entire ticket (including taxes and fees)</p> <ul style="list-style-type: none"> 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 31/12/2021. (30/06/2021, if requested by 28/05/2020) No blackout dates apply Must be requested by 30/09/2020 	<p>✗ Voucher</p> <ul style="list-style-type: none"> 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. 	<p>✓ Voucher</p> <p>Permitted for the value of the entire ticket (including taxes and fees)</p> <ul style="list-style-type: none"> 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 31/12/2021. (30/06/2021, if requested by 28/05/2020) No blackout dates apply 	<p>✗ Voucher</p> <ul style="list-style-type: none"> 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	<p>✗ Refunds not permitted</p>	<p>✗ Refunds not permitted</p>	<p>✓ Refunds permitted (3, 4)</p> <p>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:</p> <ul style="list-style-type: none"> ES: through Iberiagencias USA: via iberia.usa@iberia.net, or NDC call centre for NDC bookings Other markets: through BSPLink or NDC Call Centre for NDC bookings 	<p>✓ Refunds permitted (3, 4)</p> <p>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:</p> <ul style="list-style-type: none"> ES: through Iberiagencias USA: via iberia.usa@iberia.net, or NDC call centre for NDC bookings Other markets: through BSPLink or NDC Call Centre for NDC bookings
EMD	<p>✗ EMD not included</p>	<p>✗ EMD not included</p>	<p>✗ EMD not included</p>	<p>✗ EMD not included</p>



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.com.



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 10/04/2021



Notes

(1) As a general rule, 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) Private fares: include corporate fares (incl. On Business), Tour Op and all other private fares with no ticket face value.

(3) Only in case of cancellation, change of flight involving a change of time.

(4) Refunds are not permitted in Mexico, Cuba, Dominican Republic and Colombia.

*Black-out dates shall not apply when the schedule change affects a flight in this period.