

Dear Travel partner,

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 most recent updated info can always be found [here](#) as well.

## Change without a change fee

Until further notice passengers with new or existing tickets with Icelandair may change their trip without a change fee. The new booking must be at the same fare or higher and any applicable fare difference must be collected at the time of reissue.

### Terms:

- This policy applies until further notice.
- All relevant change fee(s) will be waived using the waiver code, but the new booking must be at the same fare or higher, and any applicable fare difference must be collected at the time of reissue.
- Ticket must be rebooked/reissued within the ticket validity (one year from the original date of issue)
- Re-routing is permitted.

### How to change your client's trip:

- Cancel the client's flight segments
- Enter into PNR if using Amadeus: **RM or OSI: COVID19**
- Enter into PNR if using other GDS than Amadeus: **SROTHSZZ-WAIVEFICOID19**
- Rebook/reissue the ticket at the same fare or higher
- Change fee(s) will be waived, but any applicable fare difference must be collected at the time of reissue.
- Ticket must be rebooked/reissued within the ticket validity (one year from the original date of issue)
- Enter into the endorsement box of the new ticket: **WAIVEFICOID19**

## Postpone and use the ticket value for future travel

Until further notice passengers with new or existing tickets with Icelandair may postpone their trip and use the full value of the ticket (including government taxes and ancillary services) for future travel. The new booking must be at the same fare or higher and any applicable fare difference must be collected at the time of reissue.

### Terms:

- This policy applies until further notice
- All relevant change fee(s) will be waived using the waiver code, but the new booking must be at the same fare or higher, and any applicable fare difference must be collected at the time of reissue.
- Ticket must be rebooked/reissued within the ticket validity (one year from the original date of issue)
- Re-routing is permitted.
- Any DEPO EMD's issued for travel postponement can only be used for future travel on Icelandair services and is nonrefundable until new tickets have been issued

### How to postpone your client's trip:

- Cancel the client's flight segments
- Enter into PNR if using Amadeus: **RM or OSI: COVID19**
- Enter into PNR if using other GDS than Amadeus: **SROTHSZZ-WAIVEFICOID19**

### When your clients are ready to rebook:

- Rebook/reissue the ticket at the same fare or higher
- Change fee(s) will be waived, but any applicable fare difference must be collected at the time of reissue.
- Ticket must be rebooked/reissued within the ticket validity (one year from the original date of issue)
- Enter into the endorsement box of the new ticket: **WAIVEFICOVID19**

#### **For booking where the original passengers will not be able to travel:**

- Please issue a DEPO EMD in the same booking as the unused tickets for the total value of the unused tickets
- 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
- Please note, the new booking must be at same amount or higher than the EMD

Good afternoon

Thank you for your email.

Please see (below) our travel agents policy for Covid 19 regarding the postponing / credit of flights.

Note though that the only bookings entitled to a full refund are those where the flights are still held in the system at the time they are cancelled by FI and show as UN in the booking, otherwise refunds are as per fare rules.