



FAQ - Safe and Flexible Flight

Comms for Iberia Customer Services and Trade

1. In which cases is the free change due to COVID possible?

Whenever any of the conditions below applies in the 15 days before the flight:

- Entry restrictions at your destination, **or**
- Mandatory lockdown or quarantine at your destination that cannot be avoided with a negative Covid test close to departure, **or**
- Unexpected mandatory lockdown or quarantine at point of origin, **or**
- Passenger/s has/have tested positive for Covid,

Whenever these conditions are not met the change is still possible according to the ticket fare rules.

2. If I want to make a change not related to COVID in the last 15 days before the flight, can I do it for free?

Voluntary changes for any other reason not listed above is permitted. Conditions will be determined by the ticket fare rules.

3. Can I make any changes before the last 15 days prior to departure?

Changes before the last 15 days prior to departure are always allowed but will be subject to the ticket fare rules. Additionally, we are waiving the penalty fee for the first change (fare difference applies) for any fare family with the exception of Basic Fares.

4. What changes can be made with no penalty if conditions are met?

Date, time, and route changes.

5. Through which channels can I manage the changes?

Changes can be managed through the usual distribution channels.

6. Is there a deadline to request the change or the voucher?

Changes/vouchers must be requested before check-in of the affected flight closes.

7. Can the changes be self-managed?

Indirect channel passengers can request and manage the change with their travel agency. Direct customers can make any change by contacting Iberia Customer Services, through Iberia.com or at any Iberia ticket office.

8. Are there black-out periods for the date change?

There are not black-out periods, as the fare difference always applies.

9. If the passenger has already flown one or more ticket sectors, is the free change possible for the rest?

Yes, if within the last 15 days before the flight the COVID conditions described above are met.

10. Whenever the ticket includes ancillaries as additional bags or seat requests, how can be the change managed?

Passengers willing to make a change on a ticket including ancillary services should contact the Iberia Call Centre. Travel Agencies should contact their Trade Help Desk.

11. What tickets are affected by 'Safe and Flexible Flight'?

From 01/11/20, 'Safe and Flexible Flight' applies to all Iberia 075 tickets issued before or after 01/11/20 for flights that are still operating.

12. Are there any changes in the Schedule Change policy?

No, there are no changes.

13. Can I also request a voucher?

Vouchers can only be requested for published fares.

14. What is the voucher validity?

Vouchers requested from 01/11/20 have 14 months validity from the day they are issued.

15. How can I redeem a voucher?

Vouchers can be redeemed on Iberia.com. Also, they can be used as a form of payment for NDC bookings, only if the value of the new tickets is lower than the residual voucher value.

16. These conditions apply to tickets issued in all channels, including NDC?

Yes and they can be managed following the standard process.

17. Does 'Safe and Flexible Flight' apply to Iberia operated or marketed flights?

'Safe and Flexible Flight' applies to Iberia 075 tickets, independently of the operating/marketing carrier.

18. If I bought a ticket with a Basic Fare between 28/05/20 and 31/10/20 (Book with Confidence) do I lose the option of a free first change if requested before the 15 days before the flight?

In those cases, the change depends on the fare rules and in this case it will still be valid.

19. If I bought a ticket with a Basic Fare between 28/05/20 and 31/10/20 (Book with Confidence) and I already requested the first free change, do I get another free change?

If you request the change in the last 15 days before the flight and one of the COVID conditions (question 1) applies, you can request another free change with no penalty fee (fare difference applies). If you request the change before the 15 days before the flights, given that the first free change has already been requested, any additional changes are possible and subject to fare rules.

20. Does this policy apply to tickets that have been reissued?

Yes, it also applies to reissued tickets.