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**IBERIA** 



Dear \_\_\_\_\_ partner

We are pleased to inform you that, **as of 1 April 2021, ticket refunds for cancelled flights can be self-managed in the GDS, regardless of the flight date, as long as they comply with Iberia's guidelines for self-managing refunds.**

Any refund request that is not related to cancelled flights or does not comply with Iberia's guidelines for self-managing refunds **must be made via BSPLink**, otherwise an ADM will be issued.

**As a novelty, NDC tickets will now follow the refund process via BSP link.**

Here are some important reminders:

**Full ticket refund:**

- If the cancellation has occurred on IB Group **flights (IB, YW, I2)**, it will be **self-managed** by the agency.
- If there is at least one flight operated by IB (IB, YW, I2) that has been cancelled, even if the ticket also contains flights operated by other companies, it will be self-managed by the agency.
- If the cancellations have occurred **on flights operated by other companies**, it should be

requested through **BSPLink**.

**Refund of partially used ticket:**

- **Not self-manageable** (requires intervention by the airline).

We hope that this initiative will allow us all to handle pending refund requests more quickly. If you have any questions, please contact your sales manager.

Thank you very much for your cooperation.

Stay Safe

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