

## Current actions derived from COVID

This version replaces all previous versions.

This guide is for ticketing customers (075) whose flights continue to operate to/from the destinations below:

### 1. Individual passengers in general to/from any destination in the Iberia group network

**These are passengers who had already purchased their tickets, not for new bookings.**

- a. Date of ticket issue: until 11 March
  - b. Flight dates: 1 March to 30 April
  - c. Changes without penalty or fare difference: from March 6 to November 30
  - d. Blackouts: Changes not valid for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to **15/08**, 09/10 to 12/10
  - e. Route changes: No
  - f. Refunds: No refunds are accepted.
  - g. Voucher: YES for future trips until December 31, 2020
  - h. Name changes: NO
  - i. Additional information: only 1 date change per passenger
2. **Time changes of less than 2 hours:** no compensation or refunds apply. You may be offered a change of flight under the general policy of 261.

### 3. Groups of flights that continue to operate from/to any destination in the Iberia group network with a flight date up to April 30th

- a. **Groups not issued that are subject to a cancellation penalty.**
  - a. **Agencies:** Exemption of ADM under group issue commitment for value equal to or greater than the penalty before 31/12/2020.
  - b. **Direct:** No loss of deposit entered under the group issue commitment for a value equal to or greater than the penalty before 31/12/2020.

c. **Groups issued that do not allow refund**

AGENCIES

- **Changes** without penalty or fare difference until December 31, 2020, except Blackouts or change of route.
- **Blackouts / changes:** require repricing for the same or higher value for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to **15/08**.
- Re-routing: permitted with repricing of equal or greater value until 31/12/20 (tickets will be marked with a TRMK note for future use. The agency may reissue using the ticket as a paid part)
- Refunds: No refunds are accepted (from 12/31/20 fees only)
- Name changes: authorized

DIRECT

- **Changes** without penalty or fare difference until December 31, 2020, except Blackouts or change of route.
- **Blackouts / changes:** require repricing for equal or greater value for flights from 3/04 to 13/04, 30/04 to 02/05, 16/06 to 15/08, 09/10 to 12/10 re-routing
- Re-routing: allowed with equal or greater value with repricing up to 31/12/20
- Name changes: allowed
- Refunds: No
- EMD: In the case of not having EMD dates for the whole group, reimbursing the tickets for use until 31/12/20

**For Iberia customers with cancelled flights, the following regulations will apply, offering the following alternatives:**

- a. Route changes: Allowed until the date of flight cancellation
- b. Date changes: until November 30
- c. Blackouts: Changes not valid for flights from 03/04 to 13/04, 30/04 to 02/05, 16/06 to 15/09, 09/10 to 12/10
- d. Voucher: YES for future trips until December 31, 2020

Affected customers' 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.

We attach a table with the companies that allow us to fly beyond the 48 hours mentioned, remembering that it must be in the **SAME CABIN AND IN THE LOWEST CLASS:**

<b>RUTAS</b>	<b>COMPAÑÍA AEREA</b>	<b>VALIDEZ*</b>
LON-TLV-LON	BA	31MAR
LON-USA-LON	BA, AA	31MAR

**\*Subject to possible cancellation by the operating company**

### **Additional information for agencies and Iberia.com**

As program settings are being activated due to the current situation, we ask you to include the following messages in your communication to agencies and our customers on Iberia.com:

#### **Agencies:**

Due to the current situation, with multiple changes in the environment and that could imply in some cases changes of plane, schedules and other situations, we suggest to be alert to the warnings that can arrive relative to the reservations of the clients.

**Today, a guide has been provided for the self-management of changes by travel agencies to gain in agility. It is already available on the agencies' website.**

#### **Iberia.com**

Due to the current situation, with multiple changes in the environment, and which could in some cases involve changes in planes, schedules and other situations, we suggest that clients register with Iberia Conecta so that they can be informed directly of any changes affecting their trip.