

	For ticketed IBERIA 075 Groups Bookings issued before 30 September 2020		For unticketed IBERIA 075 Groups Bookings made before 30 September 2020	
	Operating Flights	Cancelled Flights	Operating Flights	Cancelled Flights
	For groups bookings with flights departing from 1 Oct 2020		For groups bookings with flights departing between 1 October 2020 and 30 June 2021	
Route, name and date changes	Route change: permitted (3) Date change: permitted (2) Name change: permitted	Route change: permitted (1) Date change: permitted without penalty or fare difference if same seasonality applies. If not requoteation needed. Name change: permitted (1)	Changes before 31 October 2020 No penalty, fare difference applies a) Route change: permitted (3) b) Date change: permitted (2) c) Name change: permitted	Route change: permitted (3) Date change: permitted without penalty or fare difference if same seasonality applies. If not requoteation needed.
Free passenger each 25 flown passengers	Not permitted	Not permitted	One free passenger each 25 will be offered if the group is confirmed after a date or route change.	One free passenger each 25 will be offered if the group is confirmed after a date or route change.
Refunds	Refund: not permitted. Group contract term applies.	Refunds: permitted. They can't be self-managed (4)	Group cancelation permitted free of charge, latest until the Start of Penalty Period if completed before 31 October 2020	Group cancelation: permitted without penalties.
Vouchers / EMD	Not permitted	Not permitted	Not permitted	Not permitted



Notes

- (1) The ticketed booking will be used as a payment method. Name and route changes will be permitted. An involuntary rerouting is needed using the unused ticketed group booking.
- (2) Date change: date changes are subject to requoteation. **Date changes are permitted until 31 December 2021 for ticketed and unticketed groups.**
- (3) Repricing is needed.
- (4) **Refunds are not permitted in México, Cuba, Dominican Republic and Colombia.** After cancelling the booking, in USA the refund should be requested by contacting info@iberia-group.com
- (5) One free passenger each 25 will be offered if the group is confirmed after a date or route change. The free ticket will be issued by Iberia and airport taxes are not included.

Direct channel groups:

When a refund is permitted, the deposit will be refunded. Also, refunds will be processed by the relevant Iberia group office.
When date changes are allowed but new dates cannot be confirmed, an involuntary rerouting will be made and the relevant Iberia office, so an EMD can be as a form of payment on tickets issued.