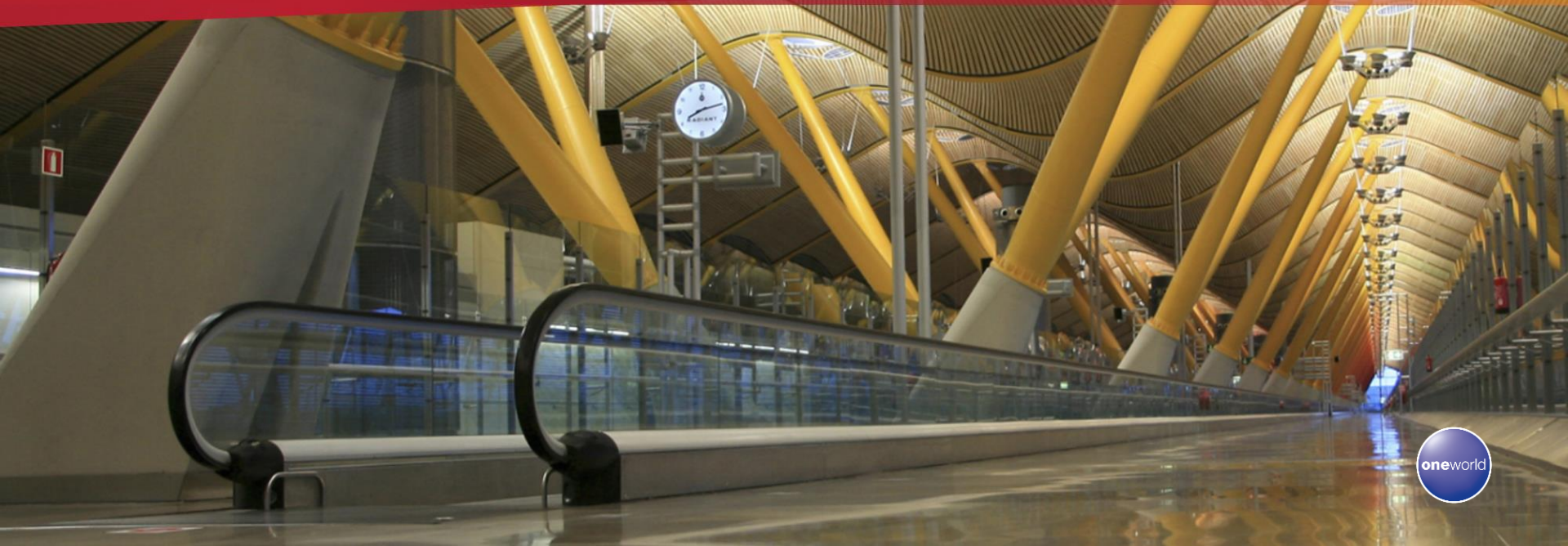


How to handle Iberia tickets affected by schedule  
change/cancellations  
Iberia Trade Helpdesk

8th October 2019



## How to manage tickets affected by schedule change – Iberia Trade

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Iberia Group Flights (IB,YW,I2) and other carriers (except for IB5xxx)(\*) (pages 3-6)



IB5xxx Flights (\*) (pages 7-11)



(\*) For bookings with LEVEL flights (operated by IB in BCN) and bookings where there are IB +IB5xxx connecting flights, Iberia Group regulations apply.

# How to handle tickets affected by schedule change – Iberia Trade



## DEFINITION:

- This is the procedure to be followed to handle Iberia tickets (075) in which there has been a schedule change or cancellation.

It doesn't apply to tickets containing exclusively IB5xxx flights (operated by *Vueling*).

Check IB5xxx Flights Option.

- Schedule changes are changes that affect a flight's initial scheduled time, or the arrival time that affects connecting flights in the same booking or separate bookings with an Iberia ticket or when the original connecting time changes by over 1 hour.
- These regulations apply to all bookings that have had a schedule change or cancellation, regardless of how much in advance it takes place.
- **Note:** An ADM can be issued for any actions not covered by these regulations.

# How to handle tickets affected by schedule change – Iberia Trade

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## OPTION 1 (Change):

The Travel Agency can offer a date/flight change for up to 10 days before or after the original scheduled flight. If the customer wants to change to another airport, a maximum of 150 miles is allowed, even if it means a change of territory. (\*)

*E.g. XRY/AGP or SXB/STU*

(\*) If a customer chooses to depart from/arrive at any other airport we must inform them that Iberia does not cover land transport. THE CUSTOMER MUST PAY FOR THIS TRANSPORT.

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Any changes after accepting this first option will have to be made under original fare conditions.

# How to handle tickets affected by schedule change – Iberia Trade



## PROCEDURE:

If the change is accepted:

- The Travel Agency will book the seat in the lowest available class in the same cabin (except for classes X, G, U, E) on Iberia Group Flights (IB, I2, YW) or IB\* Flights (Code Share).
- If there is no alternative on Iberia Group Flights, once offered even the change of Airport, alternatives will be offered in the lowest class in the same cabin according to the following order:
  - Flights IB\* (Code Share) OW Alliance companies (One World)
  - BA Flights
  - OW Alliance Flights (One World)
- The Travel Agency will contact with Iberia Trade Help Desk, who will take the necessary measures to prepare the PNR to be reissued as INV (involuntary) by the Travel Agency on the same day.
- The Travel Agency must include in the FE field (endorsements) **INVOLUNTARY REROUTE** or **INVOLUNTARY CHANGE**.
- Iberia Trade Help Desk will include in the PNR the following authorization for a reissue due to Schedule/flight change.

**OS IB AUTH REISSUE DUE SC**

**OS IB SC/AGY INFO FOLLOWING CHANGES UNDER FARE CONDITIONS**

**OS IB SC/AGY INFO FE FIELD MANDATORY**

**Note:** An ADM can be issued for any action not covered by these regulations.

# How to handle tickets affected by schedule change – Iberia Trade



## OPTION 2 (Refund):

If, even after offering change alternatives, the customer is not satisfied, the Travel Agency will offer a full refund for the ticket if the journey has not started.

When the tickets are partially used, the value of the unused coupons will be refund.

## PROCEDURE:

- **Full Ticket Refund. (\*)**

If the changed or cancelled flight belongs to Iberia Group (IB,YW,I2), the refund will be self-managed by the Travel Agency. If it occurs on another carrier, procedure for “Refund for partially used ticket” applies. In both scenarios, the affected PNR must be previously cancelled. Iberia may at any time request the justification of said refund. It must be supported by the Travel Agency with a copy of the PNR where the affected flight appears.

- **Refund for partially used ticket. (\*)**

Spanish Travel Agency: The request will be processed via [www.iberiagencias.com](http://www.iberiagencias.com), after cancelling the affected PNR.

USA Travel Agency: The request will be processed via [ARC](#), after cancelling the affected PNR.

Rest of Countries Travel Agency: The request will be processed via [BSP LINK](#), after cancelling the affected PNR.

(\*) It doesn't affect issuances made by NDC, that will be handled as usual and requires Iberia's intervention.

# How to handle tickets affected by schedule change – Iberia Trade



Schedule Change for IB5xxx flight (operated by *Vueling*).

## Action Procedure

Flight Schedule change 0-2 hours



Flight Schedule change 2-3 hours



Flight Schedule change +3 hours



Route cancellation\*



## Comments:

If the route is cancelled, the customer can request the change up to 3 days after being informed.  
Transport costs between airports will be covered by the customer.

# How to handle tickets affected by schedule change – Iberia Trade



## Flight Schedule change 0-2 hours

Main alternative	Note:
Changes and Refunds will be made according to fare terms and conditions.	N/A



# How to handle tickets affected by schedule change – Iberia Trade



## Flight Schedule change 2-3 hours

Main Alternative	Note:
<p>Change on the same route within 24 hours before or after the original flight.</p> <p>Refunds will be made according to fare terms and conditions.</p>	<p><b>D-15 (the change takes place 15 days before the flight or less)</b></p> <ul style="list-style-type: none"><li>• No fare difference is charged.</li><li>• No penalty is charged.</li><li>• Also allowed for connecting flights.</li></ul> <p><b>D+15 (the change takes place 15 days or more before the flight)</b></p> <ul style="list-style-type: none"><li>• No fare difference is charged.</li><li>• No penalty is charged.</li><li>• Also allowed for connecting flights.</li></ul>

# How to handle tickets affected by schedule change – Iberia Trade



## Flight Schedule change +3 hours

Main Alternative	Note:
<p>Change on the same route within 24 hours before of after the original flight.</p> <p>Refund permitted. Not self-manageable ( it requires Iberia's intervention). The same procedure as in route cancellation applies.</p>	<p><b>D-15 (the change takes place 15 days before the flight or less)</b></p> <ul style="list-style-type: none"><li>• No fare difference is charged.</li><li>• No penalty is charged.</li><li>• Also allowed for connecting flights.</li></ul> <p><b>D+15 (the change takes place 15 days or more before the flight)</b></p> <ul style="list-style-type: none"><li>• No fare difference is charged.</li><li>• No penalty is charged.</li><li>• Also allowed for connecting flights.</li></ul>

# How to handle tickets affected by schedule change – Iberia Trade



## Route Cancellation

Main Alternative	Note:
<p>Authorized route change.</p> <p><b>D-15 (the cancellation takes place 15 days before the flight or less)</b></p> <ul style="list-style-type: none"><li>No fare difference is charged.</li><li>Also allowed for connecting flights.</li></ul> <p><b>D+15 (the cancellation takes place 15 days or more before the flight)</b></p> <ul style="list-style-type: none"><li>Fare difference is charged.</li><li>Also allowed for connecting flights.</li></ul>	<ul style="list-style-type: none"><li>Refund permitted. Not self-manageable (it requires Iberia's intervention).</li></ul> <p><i>Refund request:</i></p> <p><u>Spanish Travel Agency:</u> The request will be processed via <a href="http://www.iberiagencias.com">www.iberiagencias.com</a>, after cancelling the affected PNR.</p> <p><u>USA Travel Agency:</u> The request will be processed via <a href="#">ARC</a>, after cancelling the affected PNR.</p> <p><u>Rest of Countries Travel Agency:</u> The request will be processed via <a href="#">BSP LINK</a>, after cancelling the affected PNR.</p> <p><i>NDC issue: Operations are carried out as usual.</i></p>

Many Thanks

