

## External Q&A – COVID19

The purpose of this guide is to clarify some of your most common questions about IBERIA's COVID19 flexibility policy.

### FLEXIBILITY POLICY COVID19



#### Updated flexibility policy

We have extended our flexibility policy for all passengers who have already purchased their tickets. An updated version is available on [Iberiagencias](#).



### VOUCHERS

#### 1. How can I request a voucher?

You can request a voucher by accessing the following [link](#) and then complete all the required fields.

#### 2. Once I submitted the request, how long does it take to receive the voucher?

You will receive the **voucher** in approximately 5 days.

In EC/SV/DO/UY/HN/NI/DZ/SN/MA the process is not automatic and could take longer.

#### 3. My client already has a voucher. Does it expire? What is its validity date?

For vouchers requested before 28/05/2020, the voucher must be used for flights until **30/06/2021**. For vouchers requested from 28/05/2020, the voucher must be used for flights until **31/12/2021** (including return flight).

#### 4. What is the deadline to request the voucher if the client is not willing to travel soon?

The voucher should be requested **BEFORE** the original flight departure date. Once the agent/pax has received the voucher, it can be used for flights **before 30/06/2021** if it has been requested before 28/05/2020 and for flights **before 31/12/2021** (including return flight) if it has been requested after 28/05/2020.

#### 5. **NEW** In which cases can I request a voucher?

A voucher can only be requested if

1. Your fare is not a private fare **AND**
2. Your flight has been cancelled (until 31/12/2020) **or** if it is still operating (between 25/07/2020 and 31/08/2020) but the passengers are subject to new restrictions and/or quarantine by arrival/departure country.

#### 6. Do I have to fill in one form per each passenger on the same booking?

**NO**, just one request per booking reference code, specifying details of each passenger.

**7. Will I get one single voucher for the total booking value?**

You will receive one voucher per each passenger in the booking. Each voucher includes the value of the flight ticket plus any ancillaries bought (seats, bags, upgrades, etc.).

**8. Does each passenger receive his/her voucher when one booking includes several pax?**

All vouchers are sent to the same email address specified in the form. This also applies when one single booking includes several passengers.

**9. What happens if passengers in the same booking require different solutions, i.e. date change?**

A split in the booking is required so that different booking references are generated for passengers requiring different solutions. Split should be done in the GDS. Remember that Iberia vouchers are not nominative.

**10. Can I combine different vouchers into a single one?**

Yes you can. You can do it on the page below and clicking on 'Combine your vouchers'. Please note the following:

- It only applies to voucher issued for COVID19 flexibility.
- All vouchers must be issued in the same currency.
- You cannot combine vouchers if you have taken advantage of the 10% promotion.
- You can combine up to 9 vouchers.
- The email address must be the same one provided when requesting the vouchers.

<https://www.iberia.com/es/en/voucher/>

**11. Can a voucher be requested for an NDC booking?**

Yes.

**12. How can I contact with NDC support department?**

Please contact trade support and select NDC option for matters related to NDC.

**13. Do I need to cancel the booking before requesting the voucher?**

**NO**, please **do not cancel the booking** before requesting the voucher.

**14. What happens if the booking was cancelled before requesting the voucher?**

If the booking had been cancelled before the COVID flexibilisation, standard fare conditions should be applied. If the booking has been cancelled by mistake before requesting the voucher, the voucher will continue to be processed.

**15. If I don't cancel the ticket, will it cause a NO-Show and will not be considered as an affected ticket?**

It will not cause a no-show. Iberia is reviewing all the affected bookings and modifying the status of the ETs.

**16. Who will receive the voucher?**

The voucher will be received by the email address specified in the request form.

**17. Can the call center manage vouchers?**

No. **Call centers cannot manage vouchers**. It does not matter whether the booking was made through NDC or GDS, call centers are not able to request vouchers.

**18. Will the agency receive a voucher in any case?**

**Yes**, except for net corporate fares including On Business (E9 or T9/K9 in the farebasis or CLID in the booking), Tour Operator fares, Group fares, Allotments/Allocations and other private fares without face value. In these instances, the client should speak to the agency to request a date change or, in case of cancelled flight, ask for a refund.

**19. Client has a corporate fare including On Business (E9 or T9/K9 in the farebasis or CLID in the booking), a Tour Operator (TO in the farebasis) booking or a private fare booking without face value and the flight is cancelled/changed, must the voucher be requested?**

**NO**. These types of bookings are not eligible for vouchers. For cancelled flights, the client should contact the agency to request a change or a refund. No change fee applies. Fare difference only applies for black-out dates and route changes according to the latest flexibility policy.

**20. Client has a corporate fare including On Business (E9 or T9/K9 in the farebasis or CLID in the booking), a Tour Operator (TO in the farebasis) or a private fare booking without face value booking and the flight is still operating but there are restrictions and/or quarantine in place, must the voucher be requested?**

**NO**. These types of bookings are not eligible for vouchers. For flights that are operating (between 25/07/2020 and 31/08/2020), the client should contact the agency to cancel the booking before flight departure to avoid a no-show. Once the booking has been cancelled, the change can be completed no later than 31/08/20. No change fee applies. Fare difference only applies for black-out dates and route changes according to the latest flexibility policy.

**21. Can we identify if a voucher has been requested for a particular booking?**

Once the voucher is issued, we will find the following information in the booking reference: SSR OTHS- CV19 VOUCHER ISSUED (Amadeus example)

**22. What about the ticket and the EMDs? How can we see if the voucher was requested?**

Coupons will be shown as U (UNAVAILABLE). In the tickets/EMD history Voucher CV19 or equivalent will be shown.

**23. Can the voucher be requested if the trip has already started?**

**YES**, if the customer decides to request the voucher for a return flight that is affected, a **voucher** will be generated for the value of the unflown sector.

**24. Can the value of the voucher be refunded afterwards?**

**NO**, the voucher is **not** refundable.

**25. The client has already requested a voucher for a refundable fare, can the voucher or the new flight be refunded?**

**No**. Once the voucher has been requested, a refund is not possible. Our system identifies the booking as per voucher conditions.

**26. Can I request a voucher if the flight number is IB2000 / IB5000 / IB6000 / IB7000?**

**YES**. The voucher can be requested for all tickets on Iberia 075 plate.

**27. Can I redeem my voucher on flights with flight number IB2000 / IB5000 / IB6000 / IB7000?**

**YES, if** at least a sector is operated by an Iberia Group company\* (IB, I2 and YW), the voucher can be redeemed.

*Example:* Passenger wants to buy a ticket. PAR-MAD-MIA.

PAR MAD sector operated by IB + MAD MIA sector operated by AA.

Voucher can be redeemed on the mentioned example as PAR-MAD is operated by IB.  
*Vouchers cannot be redeemed on Air Shuttle fares between MAD-BCN nor for Avios purchases.*

**28. Can I redeem the voucher for the purchase of ancillary products (i.e. seat, additional hold bags, etc.)?**

Yes, only if you are buying the ancillary products together with the new flights.

**29. Do vouchers have blackout dates and destinations?**

No, vouchers **do not have blackouts**. They can be redeemed on any date until 31/12/2021 (or 30/06/2021, see question 4) to any destination.

**30. What happens if the voucher is redeemed for a ticket with a lower value than the value of the voucher?**

The same voucher can still be used with the same number for the remaining value. The remaining value can be used for additional future purchases.

**31. Why can I not find all our destinations in the voucher management website?** Our digital department team keeps working on updating the platform and adding all the destinations. As a reminder, if the departure date is not immediate, please request the voucher in the next few days.

**32. I requested the voucher before its redemption was extended to 31/12/2021. Will it be affected?**

If the voucher was requested by 28/05/20 the redemption date will still remain 30/06/2021. For vouchers requested from 28/05/20, the redemption date will be 31/12/2021.

**33. NEW I bought my ticket in 2019 and I would like to change the flight to a new date more than 365 days later. Is it possible?**

Yes, as long as you request the change within 12 months from when the ticket was first issued (as ticket validity is 12 months) but no later than 31/08/2020 if your flight is still operating and passengers are subject to new restrictions/quarantine by the departure/arrival country.

**34. NEW I bought my ticket in 2019 and I would like to request a voucher more than 365 days later. Is it possible?**

No, all vouchers must be requested within 12 months from when the ticket was first issued but no later than 31/08/20 if your flight is still operating and passengers are subject to new restrictions/quarantine by the departure/arrival country. Once the voucher has been generated and received, it can be used for any flight until 31/12/2021 or 30/06/2021 depending on when the voucher was requested (see question 4).

**35. Are Iberia's VIP Premium lounges open?**

The current situation has forced us to close some of our VIP Premium Lounges and for those that are still open we cannot guarantee the usual quality standards.

**36. On Iberia cancelled flights, is rerouting with other companies allowed?**

Reprotection on airlines other than Iberia can ONLY be done during the last 48h before the flight departure. Rerouting depends on other carriers' availability (including BA) which is now very limited.

**37. What happens for OB/corporate bookings when only one sector has been cancelled?**

The client should speak to the agency to request a date change or ask for a full refund. If the booking was made on the OnBusiness portal, this should be managed through the OnBusiness call centre.

**38. What do I do if only one flight in the booking has been cancelled (published fare)?**

You can request a voucher when at least one flight in the booking is shown as UN. The value of the voucher will reflect the total value of the booking.

**39. Can the agency check which PNR each voucher belongs to?**

**YES**, voucher's first 6 digits correspond to the ticket's PNR.



## CHANGES & REFUNDS

**40. I have a client with a cancelled flight and he/she does not want a flight change nor a voucher, are there any other option?**

We recommend flight changes and vouchers because they are processed rapidly, and vouchers can be used as soon as they are received. However, if the client does not want a flight change nor a voucher for the full ticket value, the agency can request a refund. Refunds are processed to the same form of payment.

**41. How can I request a refund?**

The refund request must be completed in the following channels: through Iberiagencias for agencies in Spain, for USA travel agencies by sending an email to [iberia.usa@lamberth.de](mailto:iberia.usa@lamberth.de) and by sending a Refund Application through BSPLink in all other markets (except Colombia, Cuba, Dominican Republic and Mexico), where refunds are not permitted and a voucher will be offered instead).

**42. Do we refund the associated EMDs?**

Yes. But the agency should send separate requests. Once for the value of the ticket and another one for the value of the EMD.

**43. Why are we still offering the voucher as an option?**

Vouchers are issued automatically and the customer will receive them in a few days. The value of a voucher can be used for multiple purchases until the total value is used. The refund is a manual process, so due to the high number of requests, its authorisation can be delayed. The voucher process is the most flexible option for all parties.

**44. Can flexible fares be refunded?**

Yes. If fare rules permit refunds. Standard refund process applies.

**45. Can agencies book repatriation flights?**

**NO**, although these flights are loaded in the booking systems, repatriation flights are special operations and do not admit external bookings. Procedures may vary depending on the destination and the conditions imposed by different governments.

The management of these flights is coordinated between the country's embassy, local delegations, and sales teams. Please contact your relevant contact on IB sales department for matters related to repatriation flights.

**46. When shall I manage the changes in the booking if my flight is still operating and I have a published fare?**

The agency must cancel the booking before flight departure to avoid a no-show. Date and/or route changes can be requested up to 12 months after the date the ticket was first issued but no later than 31/07/2020.

**47. What does 'face value' mean with reference to airline tickets?**

Face value is the monetary value (fare + taxes) that is shown on the ticket.

**48. What happens if I make a change to a new flight that, in the end, will also be affected by IBERIA's COVID19 flexibility policy?**

If the new flight is included in the flexibility policy, you can apply again the policy valid at that time.



## GROUPS

**1. For ticketed Groups that do not allow refunds, can the agency self-manage the change or should everything be managed through the groups tools?**

They should be managed through the groups tool on iberiagencias.

**2. For incidences with groups, is the Groups Tool the only communication and management tool?**

**YES**, that is the only way to make sure everything is recorded correctly.

**3. Is there any situation with groups that can be self-managed?**

**NO**, unfortunately all groups queries should go through the Groups Tool on iberiagencias.

**4. I need to make a change on my group. However, the new dates I am selecting are not loaded in the GDS, how can I manage the change?**

When dates are not available on GDS, the dates should be specified to Group Department using the group tool. The original group booking status will be 'live' as long as the new flight dates are indicated via OP, including 'COVID 19 change policy'. Iberia group department will include the relevant segments once the dates are available in the GDS.

**5. Following the new flex conditions, I can change my group for 12 months taking into account the original group dates, what is the exact date is the reference for the change?**

Return flight of the original group is the reference. Example: original group outbound date, 15/06/2020 and inbound 25/06/2020. In the example the new group flight has to be completed by 25/06/2021.

**6. Following the new flex conditions, are partial cancellations permitted?**

For ticketed groups in operating flights partial cancellations must follow the group's contract conditions. For unticketed groups in operating flights departing before 31/07/2020, partial cancellations are permitted with no cost until 31 May 2020. For unticketed groups in operating flights departing between 01/08/2020 and 31/12/2020, partial cancellations are permitted with no cost until 30/06/2020. In cancelled flights partial cancellations are permitted with no cost and a refund is permitted in case of ticketed groups.



## VOUCHER ERRORS

Due to the high volume of voucher requests received, the online platform is experiencing some technical difficulties. For this reason, agencies should contact the IB Trade Support Call Centre to report any error.