**COVID-19 policy update for Trade Partners**

Dear Travel partner,

Below is our latest policy update for passengers booked on Icelandair flights.
Please be advised the following is subject to change on short notice, we will update you as soon as new information becomes available.

The most recent updated info can always be found [here](https://www.icelandair.com/blog/updates-for-trade-partners/) as well.

# Change without a change fee

Passengers with tickets issued by 31 December 2020 that are booked for travel before 31 December 2021 may change their trip without a change fee. The new booking must be at the same fare or higher and any applicable fare difference must be collected at the time of reissue.

**Terms:**

* Applies to tickets issued by 31 December 2020 that are booked for travel before 31 December 2021.
* All relevant change fee(s) will be waived using the waiver code, but the new booking must be at the same fare or higher, and any applicable fare difference must be collected at the time of reissue.
* Travel must be completed within the ticket validity (one year from the original date of issue) and at the latest before 31 December 2021.
* Re-routing is permitted.

**How to change your client’s trip:**

* Cancel the client's booking
* Enter into PNR if using Amadeus: RM or OSI: **COVID19**
* Enter into PNR if using other GDS than Amadeus: **SROTHSZZ-WAIVEFICOVID19**
* Rebook/reissue the ticket at the same fare or higher
* Change fee(s) will be waived, but any applicable fare difference must be collected at the time of reissue.
* Travel must be completed within the original ticket validity (one year from the original date of issue) and at the latest before 31 December 2021.
* Enter into the endorsement box of the new ticket: **WAIVEFICOVID19**

# Postpone and use the ticket value for future travel

Passengers with tickets issued by 31 December 2020 that are booked for travel before 31 December 2021 may postpone their trip and use the full value of the ticket (including government taxes and ancillary services) for future travel. The new booking must be at the same fare or higher and any applicable fare difference must be collected at the time of reissue.

**Terms:**

* Applies to tickets issued by 31 December 2020 that are booked for travel before 31 December 2021.
* All relevant change fee(s) will be waived using the waiver code, but the new booking must be at the same fare or higher, and any applicable fare difference must be collected at the time of reissue.
* Travel must be completed within the ticket validity (one year from the original date of issue) and at the latest before 31 December 2021.
* Re-routing is permitted.
* Any DEPO EMD’s issued for travel postponement can only be used for future travel on Icelandair services and is nonrefundable until new tickets have been issued

**How to postpone your client’s trip:**

* Cancel the client's booking
* Enter into PNR if using Amadeus: RM or OSI: **COVID19**
* Enter into PNR if using other GDS than Amadeus: **SROTHSZZ-WAIVEFICOVID19**

**When your clients are ready to rebook:**

* Rebook/reissue the ticket at the same fare or higher
* Change fee(s) will be waived, but any applicable fare difference must be collected at the time of reissue.
* Travel must be completed within the original ticket validity (one year from the original date of issue) and at the latest before 31 December 2021.
* Enter into the endorsement box of the new ticket: **WAIVEFICOVID19**

**For bookings where the original passengers will not be able to travel:**

* Please issue a DEPO EMD in the same booking as the unused tickets for the total value of the unused tickets
* After issuing the EMD please refund the e-tickets (through BSP link or GDS)
* New tickets can be issued and EMD refunded up to one year after the EMD’s date of issue. If EMD needs to be extended, please contact our agent help desk for assistance.
* The EMD can only be used for future travel on Icelandair services and is nonrefundable until new tickets have been issued
* Insert: **WAIVEFICOVID19** in the EMD’s RM line
* Please note, the new booking must be at same amount or higher than the EMD

# Amadeus solution for extension of ticket validity

We would also like to notify you of an Amadeus solution for the extending of e-ticket validity due to COVID-19.

* Amadeus has introduced a new solution for airlines allowing e-tickets validity to be automatically extended for up to 2 additional years from date of last flight when that flight was cancelled by FI and with UN in flight status, rebooking must be completed within 1 year from last original flight segment and all travel must be completed within 1 year of reissue date.
* The 2-year additional validity exception is only applicable for bookings with at least one Icelandair flight segment, with travel between 19th April – 31st Dec 2020 inclusive.
* Auto pricing will continue to work as normal for all published fares when rebooking, please note Light fares and IT nett fares will need to be repriced manually.
* Any additional fare or tax increase must be collected when e-ticket is reissued.
* This 2-year extension will also apply for associated EMD’s for ancillaries connected to these bookings.
* For any further assistance please contact your local Amadeus/GDS office for more information.

We thank you for your continued support and your valued efforts for our mutual customers as we work through this crisis together. If you have any questions, please contact your local Icelandair sales support team.

Kind regards,

Icelandair