

IBERIA
Cada día es el primer día

Involuntary Change Policy

oneworld

SUBJECT:

Iberia Tickets (075) policy and procedures in case of schedule change and/or flight cancellations for flights programmed from 28 March 2021(1). For group bookings, please proceed according to the group's specific terms and conditions.

DEFINITION:

This policy applies to any booking that has been affected by a schedule change or a cancellation.

Schedule changes: variations of the original flight departure or arrival time whenever connecting flights in the same booking or in a separate 075 Iberia ticket are affected. Also, any change of more than 1 hour in the original connection time is considered a schedule change.

Iberia Group: flights operated by next carriers: Iberia (IB), Air Nostrum (YW), Iberia Express (I2) and Level BCN.

Downgrading: change of cabin to a lower one.

PNR Flight Status:

UN – Flight Cancellation.

TK – Schedule Change.

UN+TK- Flight Number or Operating Carrier change. It can also include Schedule change. Downgrading.

Important: Any action not covered in this policy is subject to **ADM**.

Notes:

(1) Except for US/PR where it applies to tickets issued from 28 MAR 2021

Involuntary Change Agencies Procedure. Updated 31 July 2025.

IBERIA
Cada día es el primer día

CHANGES	TIMES SH	TIMES LH	ALTERNATIVES
SCHEDULE CHANGE	< 1H	< 3H	✓ ok
	> = 1H < 5H	> = 3H < 5H	✓ ok
	> = 5H		✓ ok
FLIGHT NUMBER CHANGE (independent of operating carrier)			✓ ok
FLIGHT NUMBER & SCHEDULE CHANGE	< 1H		✓ ok
	> = 1H		✓ ok
CANCELLATION/ DOWNGRADING/ MISSED CONNECTION			✓

LEGEND

- ok — Acceptance of flight reprotection
- Flight Change +/- 30 Days Without penalty or fare difference. Apply fare difference if > 30 Days
- Voucher refunds 12 months valid
- Refunds
- **SH** Short - Medium Haul
- **LH** Long Haul

SCENARIOS / ALTERNATIVES (please take into consideration that not following the policy herein can imply penalties or ADMs)

1- Acceptance of flight reprotection

If the solution works for the passenger, the reprotection should be accepted. Any change made after the acceptance of the protection offered by Iberia will be ruled by the fare conditions.

2-Flight Change

If the flight offered as reprotection is not accepted, the agency can offer a change of date/flight in the same cabin with a maximum of 30 days before or after the originally scheduled flight without change fee nor fare difference. For changes of more than 30 days and/or cabin changes, change fee does not apply but fare difference must be collected. Route changes are permitted with a maximum of 150 miles, even if it implies a country change. In case of route changes, Iberia will not be responsible for ground transportation. The change has to be completed before the date of the affected/cancelled flight. After the mentioned flight changes, the fare rule will apply. These changes could be manage through www.iberia.com, Manage My Booking (MMB) in the scenarios shown in the following table [(2)]:

Free change through MMB	
☺	☹
Direct or connecting flights (Operating IB Group)	Flights with several routes
OPENJAW Flights (Operating IB Group)	Flights operated by other carriers in codeshare with IB
NDC Bookings	Interline flights (some flight in the booking does not have a shared code)
Resident Discount Booking	Bookings where outbound travel has commenced and the involuntary schedule change occurs in the middle of the trip
Bookings where travel has not commenced	Group Bookings
Bookings where outbound travel has commenced and the return is pending	Open MAD-BCN Shuttle
Previously reissued bookings	Bookings with Tour Operation (TO) and VFR (Visit Friends & Relatives) fares
Bookings Corporate Fares	
On Business Bookings	
On Business redemption bookings	
MAD-BCN shuttle Bookings	
Bookings with TKT and EMD ancillaries with different currency	
Flights operated by other carriers in codeshare with IB	
IMPORTANT: In the scenarios that MMB cannot take action, the client will be redirected to their agency.	

Notes:

[(2)] *When the change has been managed through Iberia website, the agency maintains control of the ticket for future changes but not for refunds. In these cases, the refund will have to be requested according to note 5.*

Flight Changes Procedure:

A/ Iberia Group:	B/ Iberia group + Other Carriers
Agency will book in the same class. If there is no availability, it will be booked in the lowest class available in the same cabin on Iberia Group flights (except for classes U,P,G,F,Z,P).	Agency will book in the same class and carriers, trying to respect the marketing code if it was booked as IB. If there is no availability, it will be booked in the lowest class available in the same cabin.

If scenarios A and B are not possible and once the reprotection flight has been offered, the following solutions have to be offered in the following order and in the lowest available class, same cabin:

1. Reprotection on BA Flights
2. Reprotection on air carrier Flights within the AJB, SJB and QJB agreements (BA, AA, AY, EI, JL, QR)
3. Reprotection on One World carrier flights preferably in the Iberia marketing code (https://www.oneworld.com/members).
4. For local connecting flights, a change of airline is permitted **(*)**, respecting always the long haul on the initially booked airline.
5. These cases do not apply in case of route cancellation or mass cancellation (Ex. seasonal schedule changes that massively affect connections, etc.), in which case Iberia will issue a Flexibilisation.
6. Reprotection on other carriers marketed as IB or Interline fights (commercial authorization is needed).

(*) Whenever IB5000 bookings are involved, reprotection can only be completed on IB5000 or Iberia group. Bookings with Viva Aerobus , Volaris and Aero México are only allowed on the same airline.

IMPORTANT **Agency should include the next Info in the booking:**

Fare Calculation:

- Include **S** field- followed by original route when the reissue is being done with more than 48 hours before the new flight.
- Include **I** field- followed by original route when the reissue is being done with less than 48 hours before the new flight.
  - Example: (Amadeus) FC S- MAD IB MIA
  - FPO/INVOL CHANGE (when no payment / charge).
  - FPO/Original payment form + new payment form (when fare difference applies).

Endorsement field (Amadeus – FE / Galileo and Worldspan – EB / Sabre – ED / Apollo – ER):

- **SKCHG** (For reissues with more than 48 hours before the new flight) / **INVOL REROUTE** (For reissues with less than 48 hours before the new flight)

OSI Field (Amadeus – OS / Galileo and Worldspan – 3OSI / Sabre – 3OTHS).

Example: (Amadeus) OSI IB INVOL CHANGE DUE SC FLIGHT IB3333 23APR21

Agency will reissue without penalty or fare difference (with the exception of cases that exceed the range of +/- 30 days in which a difference fare will be charged if there is one).

3-Voucher Refund [3]

Whenever the voucher applies, the agency can offer a refund via Voucher. Requests should be processed via 'Manage my booking' on Iberia.com without any previous process on the GDS.

In order to carry out this action, it is mandatory to include in the reservation the beneficiary's e-mail with OSI YY format.

Exemple: **OS YY email address** The following characters must be replaced in the email address format as:

@ (at sign) is replaced by // (two slashes)

_ (underscore) is replaced by : (colon)

- (middle dash) is replaced by ./ (dot + slash)

4-Refund

For IB group operated flights, whenever the client is not accepting the change alternatives nor the voucher, a refund to the original form of payment is possible when refunds are allowed [4].

For other carriers, a refund is still possible but cannot be sel-managed[5]. In case of partially used tickets, the refund cannot be self-managed [5].

Notes:

[3] *Voucher applies for public fares. In case of net fares or bookings including SR CLID just date/route changes and refunds are posible whenever they apply.*

[4] *Will be self-managed by the agency. Booking affected must be cancelled.*

[5] Agencies should be request to Iberia through:

Spain: www.iberiagencias.com , PNR affected must be cancelled previously.

USA: an email to iberiarefunds@lamberth.de should be sent. The PNR has to be cancelled previously.

ROW: through BSP LINK, PNR affected must be cancelled previously.

Important: It does not affect NDC bookings, which will be manage as usual.