

Planned Schedule Changes

2022



ICELANDAIR



- Updated on 10 January 2022 -

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Introduction

We want to remain flexible and understanding of all of our passengers' needs in these difficult circumstances. Normally, Icelandair publishes flight schedules up to 11 months in advance to give customers as much time as possible to plan their trips. As the world adapts to unprecedented challenges, it is necessary for us to adapt our flight schedule. These adjustments can include one or more of the following:

- Changes to flight departure or arrival times
- Changes in the frequency of flights
- Addition or discontinuation of routes

Based on IATA Recommended Practices 1735 carriers may allow Travel Agents to reissue tickets in the event of a schedule change. In this document you will find information on affected flights and guidelines on how to handle these cases.

Our first option is always to offer the passenger another Icelandair flight, if possible. When discontinuing or postponing routes, please note that we are cancelling flights and cannot always provide an option to reroute passengers, due to travel restrictions and uncertain airline schedules.

Planned Schedule Changes

What is a planned schedule change?

A planned schedule change is an adjustment to a flight schedule made by either Icelandair (FI) or another airline (OA) more than 2 calendar days prior to the scheduled departure day of the first impacted flight.

RESPONSIBLE PARTY

In planned schedule changes the responsible party is the issuing office, whether a travel agency or Icelandair, which will notify the customer and complete the transaction as described in this policy.

Adjustments to an Icelandair flight made more than 2 calendar days prior to the scheduled departure date must be handled according to guidelines issued by the airline ticket stock owner; the 48 hour time limit is considered from the first flight impacted by a schedule change. Any changes made to Icelandair's schedule within 2 calendar days prior to the original scheduled departure should be handled according to the guidelines issued by the airline that made the change.

Icelandair will take the following actions:

- Advice of Schedule Change (ASC) will be sent to the responsible parties schedule change queue showing the flight changes
- Notify the primary email holder in the reservation of the changes
- Monitor all unactioned PNRs and send reminders to the responsible party.

The responsible party will take the following actions:

- Reconcile the PNR by accepting changes and removing any old segments
- Ensure that all connections are valid in the new itinerary according to published minimum connecting times between all flights
- Advise the passenger of new itinerary
- Assist passengers according to these guidelines if the new itinerary is unacceptable.

CONDITIONS:

This policy is based on the following conditions:

- The affected flight is issued on Icelandair ticket stock (108)
- The schedule change is made more than 2 calendar days prior to departure.

Forthcoming Policy Updates

Please be advised the following guidelines are subject to change on short notice; updates guidelines will be sent if any adjustments are made to our policy.

Travel credit

POSTPONING TRAVEL

If your customers' flight has been cancelled and would like to rebook to a later day at a later time or transfer the value of their ticket to another passenger the following options can be offered:

Same passenger travelling:

Please cancel the customer's booking.

Enter: **RM SKCHG2022**

To keep the reservation open enter a memo auxiliary segment with a future date:

RU 1A HK1 KEF 30MAY/SKCHG2022

If using another GDS than Amadeus enter: **SROTHSZZ-SKCHG2022**

When the customer is ready to re-book:

- Please ensure to re-book/reissue within the original ticket validity, which is one year from original date of issue
- Changing to another FI flight is permitted within the same zone
- No restriction on new travel dates into 2021
- Enter into the endorsement box of the new ticket: **SKCHGS2022**
- Reissue as even exchange (FXI/SC)
- Any further changes should be issued according to fare rules.

Another passenger travelling:

Please cancel the customer's booking.

Enter: **RM SKCHG2022**

If using another GDS than Amadeus enter: **SROTHSZZ-SKCHG2022**

Please issue a standalone EMD DEPO in the same booking for the total value of the unused flight coupons and additional services.

Please add SKCHG2022 as a free flow text in the EMD.

After issuing the DEPO EMD please refund the e-ticket through the GDS. If this is not possible the ARC/BSP link can be used.

Any additional service EMDs must be refunded through the ARC/BSP-link.

New tickets can be issued and the EMD refunded up to one year after the EMD's date of issue. If the customer cannot use them within the time range it can be extended. Please contact our agent help desk for assistance.

The EMD can only be used for future travel on Icelandair services and is non-refundable until new tickets have been issued.

ICELANDAIR TRAVEL CREDIT VOUCHER

If you would prefer Icelandair to issue your customers a Icelandair Travel Credit Voucher please contact **agentsupport@icelandair.is**,

The Icelandair Travel Credit Voucher can only be used for bookings made directly with Icelandair.

Rebooking

Due to the current situation it might not always be possible for Icelandair to offer an alternative flight. In these situations please follow the guidelines here below.

Automatic Schedule Change processed by Icelandair

At Icelandair we will always try our best to re-accommodate passengers to the next available flight to try and minimize the workload for all respective parties. An Automatic Schedule Change processed by Icelandair will result in a re-accommodation message in the PNRs and the flight segments status will be changed according to the GDS.

Icelandair will revalidate the ticket when possible, this preserves the agency control of the ticket.

- If the itinerary in the PNR and the ticket match the ticket has been revalidated by Icelandair and no reissue by the travel agency will be necessary.
- If the itinerary in the PNR and the ticket do not match the ticket will need to be reissued according to the ticketing reissue guidelines.

In some cases where a passenger has a connecting flight in the same ticket, especially if with another airline, this process might not consider these connections or the minimum connecting time. Please make sure to check if the connecting time is suitable and rebook if necessary.

Icelandair flights

In the case of a schedule change on flights marketed and operated by Icelandair the following rules apply:

- Another FI destination may be offered within the same zone.
- If no alternative flight has been offered or the alternative flight within the same zone does not suit a one-time free of charge change to another Icelandair flight at the earliest opportunity or at a later date at the passenger's convenience within the ticket's validity.
- Always book the same or lowest available RBD.
- Always rebook within the same cabin.
- G class with Icelandair should only be used for group fares, for group fares please contact your local agent support.
- The return flight may be changed to maintain trip length.

Alaska Airlines FFP passengers

When AS FFP passengers need to be rebooked on to OAL due to flight disruptions (both Schedule Changes & Irregular Operations), we must prioritize available AS flights over other airlines.

Covid Reprotection Agreements

Special agreements have been made with the following airlines to get our customers to their final destinations during the time periods mentioned below. Please pay attention to list of RBDs and time-frame (**updated based on current negotiations and extension of agreements – please ask your Icelandair contact for further updates**) of the travel period for each of the airlines listed.

AF - AIR FRANCE												
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes											
Routing	1) Non-stop routes within Europe 2) We can also use AF for transatlantic sectors. Please note that transatlantic sectors should only be used if no other options are available and they must be booked on the RBDs specified below. Icelandair should remain the most significant carrier Must be operated and marketed by AF											
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="3">7th of July 2020</td></tr><tr><td>Last Travel on/before:</td><td colspan="3">Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.</td></tr></table>				First Travel on/after:	7 th of July 2020			Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.		
First Travel on/after:	7 th of July 2020											
Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.											
Booking Class Codes	ECONOMY from low to high (R being the lowest)		BUSINESS									
Within Europe & Trans-Atlantic	R	E	Q	Z								
Within France	E		Q	Z (if no Business class on the flight then E, Q class should be used)								
Agents	OS AF CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)											
Special note	If RBDs as defined above are not available then please use the lowest RBD per cabin.											
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM											
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.											

AS - AIR ALASKA																	
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes																
Routing	Non-stop routes within the US Operated and marketed by AS. As an addition to this, we can also use flights operated by Horizon Air and Skywest Airlines on behalf of Alaska Airlines.																
Travel Period	First Travel on/after:		30 th of June 2020														
	Last Travel on/before:		Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.														
Booking Class Codes	ECONOMY from low to high (R being the lowest)												BUSINESS from low to high (I being the lowest)				
	G	O	Q	N	S	V	L	M	K	H	B	Y	I	D	C	J	
Agents	OS AS CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)																
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM																
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.																

AY - FINNAIR																	
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes																
Routing	Non-stop routes between Helsinki and CPH/ARN/OSL and BGO Must be marketed by AY and operated by AY or Nordic Regional Airlines May not be on AY flight numbers 3301 through 4300 or 5001 through 9999																
Travel Period	First Travel on/after:		7 th of July 2020														
	Last Travel on/before:		Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.														
Booking Class Codes	ECONOMY from low to high (Z being the lowest)												BUSINESS from low to high (I being the lowest)				
HEL – CPH/OSL/BGO/STO	Z	O	Q	N	S	V	L	M	K	H	B	Y	I	D	C	J	
Agents	OS AY CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)																
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM																
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.																

AZ – Alitalia					
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes				
Routing	Non-stop routes within Europe and domestic flights within Italy Icelandair should remain the most significant carrier Must be operated and marketed by AZ				
Travel Period	First Travel on/after:		7 th of July 2020		
	Last Travel on/before:		Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.		
Booking Class Codes	ECONOMY from low to high (W being the lowest)			BUSINESS from low to high	
International flights	W	Q	S	I	
Domestic flights	W	Q	S	K	I
Agents	OS AZ CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)				
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM				
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.				

BA - British Airways																																																
Valid for	Tickets issued on FI (108) ticket stock All Non-Revenue bookings excluded.																																															
Routing	Only permitted for GLA/MAN/DUB and LON flights. Do not use BA for Trans-continental routes. Must be operated by BA / We cannot use codeshare flights Also, please note: 1) We CANNOT combine with other airlines in a same ticket as BA agreement is based on INVOL 2) We CAN combine with another Icelandair flight																																															
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="15">01st of July 2021</td></tr><tr><td>Last Travel on/before:</td><td colspan="15">26th of March 2022</td></tr></table>																First Travel on/after:	01st of July 2021															Last Travel on/before:	26th of March 2022														
First Travel on/after:	01st of July 2021																																															
Last Travel on/before:	26th of March 2022																																															
Booking	Must travel within 5 days of original flight																																															
Booking Class Codes	ECONOMY from low to high (O being the lowest)											BUSINESS from low to high (I being the lowest)																																				
	O	Q	N	S	V	L	M	K	H	B	Y	I	R	D	C	J																																
RBD Restrictions	Under NO circumstances can the following RBDs be used: G / X / P / U / Z Using any of these RBD will result in an extra fine on top of a full Y/C fare Any other RBD not mentioned in the list above is also restricted and can not be used.																																															
Agents	OS BA CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code) OS BA Invol reroute per BA/FI Agreement																																															
Ticketing	The text "INVOL" in the fare basis area, or The text "INVOL" in endorsement area "I" indicator at the beginning of the fare construction or fare component																																															
Third Party Reservations	Only FI is allowed to use this agreement, TA will not be permitted to use BA as re-protection. If TA wishes to use BA re-protection then the re-issue needs to be handled by FI agents.																																															

B6 - JETBLUE																																																												
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes																																																											
Routing	Any US domestic B6 segment Must be operated and marketed by B6																																																											
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="19">19th of March 2020</td></tr><tr><td>Last Travel on/before:</td><td colspan="19">26th of March 2022</td></tr></table>																				First Travel on/after:	19th of March 2020																			Last Travel on/before:	26 th of March 2022																		
First Travel on/after:	19th of March 2020																																																											
Last Travel on/before:	26 th of March 2022																																																											
Booking Class Codes	ECONOMY from low to high															BUSINESS from low to high																																												
US Domestic	P	S	U	O	Z	M	W	R	V	L	B	Q	H	K	E	Y	I	D	C	J																																								
Additional remark	*Please note that L class is situated very low in the availability display but it is an expensive RBD and should only be booked if the RBDs below are not available (P-V).																																																											
Agents	OS B6 FI COVID PROTECTION OS B6 CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)																																																											
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM/B6COVDFI21																																																											
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.																																																											
Exception	Please avoid using B6 for re-protection during the following periods when rates will be considerably higher: 18-30NOV21 // 16DEC21-05JAN22 // 16MAR-26MAR22																																																											

IB - IBERIA				
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes			
Routing	Non-stop routes within Europe Icelandair should remain the most significant carrier Must be operated and marketed by IB			
Travel Period	First Travel on/after:		7 th of July 2020	
	Last Travel on/before:		Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.	
Booking Class Codes	ECONOMY from low to high (N being the lowest)			BUSINESS
Within EU	N	V	L	D
Agents	OS IB CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)			
Ticketing	Please reissue Endorsement as FE SKCHG/FIxxx or OAxxx/DDMMM			
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.			

KL - KLM												
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes											
Routing	1) Non-stop routes within Europe 2) Between AMS and Canada or United States . Please note that transatlantic sectors should only be used if no other options are available and they must be booked on the RBDs specified below. Must be operated and marketed by KLM											
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="3">7th of July 2020</td></tr><tr><td>Last Travel on/before:</td><td colspan="3">Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.</td></tr></table>				First Travel on/after:	7 th of July 2020			Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.		
First Travel on/after:	7 th of July 2020											
Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.											
Booking Class Codes	ECONOMY from low to high (R being the lowest)			BUSINESS								
Within Europe & Transatlantic	R	E	Q	Z								
Within France	E		Q	Z (if no Business class on the flight then E, Q class should be used)								
Agents	OS KL CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)											
Special note	If RBDs as defined above are not available then please use the lowest RBD per cabin.											
Ticketing	Please reissue Endorsement as FE SKCHG/FIxxx or OAxxx/DDMMM											
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.											

LG LUXAIR			
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes		
Routing	Non-stop routes within Europe Icelandair should remain the most significant carrier Must be operated and marketed by LG		
Travel Period	First Travel on/after:	7 th of July 2020	
	Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.	
Booking Class Codes	ECONOMY from low to high (N being the lowest)		BUSINESS
	Within Europe	L	M
Agents	OS LG CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)		
Ticketing	Please reissue Endorsement as FE SKCHG/FIxxx or OAxxx/DDMMM		
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.		

LX Swiss International Airlines						
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes					
Routing	Non-stop routes within Europe Icelandair should remain the most significant carrier Must be operated and marketed by LX					
Travel Period	<table><tr><td>First Travel on/after:</td><td>19th of November 2020</td></tr><tr><td>Last Travel on/before:</td><td>Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.</td></tr></table>		First Travel on/after:	19th of November 2020	Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.
First Travel on/after:	19th of November 2020					
Last Travel on/before:	Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.					
Booking Class Codes	ECONOMY from low to high (T being the lower)					
Within Europe	T	H				
Agents	OS LX CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)					
Ticketing	Please reissue Endorsement as FE SKCHG/FIxxx or OAxxx/DDMMM					
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.					

SK - SAS within EUROPE																																										
Routing	Non-stop routes between ARN, CPH, OSL and Europe If possible, please keep Icelandair as the most significant carrier Must be marketed by SK and operated by SK, WX, JO, YW, EE, WF May not be on SK Flight numbers 3200 through 3799 and 8500 through 8599																																									
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="13">2nd of April 2020</td></tr><tr><td>Last Travel on/before:</td><td colspan="13">26nd March 2022</td></tr></table>														First Travel on/after:	2nd of April 2020													Last Travel on/before:	26nd March 2022												
First Travel on/after:	2nd of April 2020																																									
Last Travel on/before:	26nd March 2022																																									
Booking Class Codes	ECONOMY from low to high (T being the lowest)										BUSINESS from low to high (J being the lowest) / please also see remark nr. 3 below																															
Within Europe	T	L	K	U	W	V	Q	H	M	E	J	Z	D	C																												
Additional remarks	<p>1) G class (even though not mentioned in the list) - can be used for groups</p> <p>2) N (Economy) / R (Business) are SK non-revenue RBDs and must not be used in planned schedule changes cases (reprotections) even though they are available!!!</p> <p>3) If none of the abovementioned business cabin RBDs is available, please advise business cabin customers that we can either:</p> <p>a) Downgrade them onto regular Economy seats. In that case they would be compensated for downgrade, according to rules, or</p> <p>b) Rebook them onto Premium Economy seats - by using A, P, B, S or Y booking class (from lowest to highest, left to right). In that case, they would not receive any compensation due to downgrade.</p>																																									
Agents	OS SK FI COVID PROTECTION OS SK CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)																																									
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM/SKCOVID19																																									
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.																																									

SK – SAS Transatlantic flights																																										
Routing	Non-stop routes between ARN, CPH, OSL and EWR, ORD, SFO Flight numbers between SK 900-999 If possible, please keep Icelandair as the most significant carrier Must be operated by SK																																									
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="13">26th of June 2020</td></tr><tr><td>Last Travel on/before:</td><td colspan="13">26nd March 2022</td></tr></table>														First Travel on/after:	26th of June 2020													Last Travel on/before:	26nd March 2022												
First Travel on/after:	26th of June 2020																																									
Last Travel on/before:	26nd March 2022																																									
Special notice	May only be booked max 14 days prior to departure																																									
Booking Class Codes	ECONOMY from low to high (T being the lowest)										BUSINESS from low to high (J being the lowest) / please also see remark nr. 3 below																															
Within Europe	T	L	K	U	W	V	Q	H	M	E	J	Z	D	C																												
Additional remarks	1) G class (even though not mentioned in the list) - can be used for groups 2) N (Economy) / R (Business) are SK non-revenue RBDs and must not be used in planned schedule changes cases (reprotections) even though they are available!!! 3) If none of the abovementioned business cabin RBDs is available, please advise business cabin customers that we can either: a) Downgrade them onto regular Economy seats. In that case they would be compensated for downgrade, according to rules, or b) Rebook them onto Premium Economy seats - by using A, P, B, S or Y booking class (from lowest to highest, left to right). In that case, they would not receive any compensation due to downgrade.																																									
Agents	OS SK FI COVID PROTECTION OS SK CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)																																									
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM/SKCOVID19																																									
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.																																									

SY - Sun Country Airlines																																																
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes																																															
Routing	US domestic flights Must be marketed and operated by SY																																															
Travel Period	<table><tr><td>First Travel on/after:</td><td colspan="15">24th March 2021</td></tr><tr><td>Last Travel on/before:</td><td colspan="15">Not time-framed, as based on SPA</td></tr></table>																First Travel on/after:	24th March 2021															Last Travel on/before:	Not time-framed, as based on SPA														
First Travel on/after:	24th March 2021																																															
Last Travel on/before:	Not time-framed, as based on SPA																																															
Booking Class Codes	ECONOMY from low to high (Z being the lowest)														BUSINESS																																	
US domestic	Z	V	W	S	Q	H	I	E	T	R	G	K	M	B	Y	Not applicable																																
Agents	OS SY FI SPA agreement (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)																																															
Ticketing	Endorsement box: SYFI SPA invol/planned sched chgs																																															
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.																																															

UA – United Airlines						
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes					
Routing	UA Transatlantic and US domestic flights					
Travel Period	<table><tr><td>First Travel on/after:</td><td>7th of July 2020</td></tr><tr><td>Last Travel on/before:</td><td>26nd March 2022</td></tr></table>		First Travel on/after:	7 th of July 2020	Last Travel on/before:	26nd March 2022
First Travel on/after:	7 th of July 2020					
Last Travel on/before:	26nd March 2022					
Booking Class Codes	ECONOMY from low to high (K/G being the lowest)	BUSINESS				
Domestic flights	G / K / L / T / S / W / V / Q / H / U / E / M / B / Y	P / Z				
RBD Restrictions	*Please avoid using RBD indicated in Red as they are often more expensive than the original ticket fare.					
Agents	OS UA Invol reroute due to skd chg OS Per UA / FI protection agreement OS Psgr home / agency telephone number					
Ticketing	The new ticket will be issued using: (a) fare basis " SKCHG " or (b) the original fare basis with the designator " SKCHG " in endorsements.					
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.					

WS - West Jet											
Valid for	Tickets issued on FI (108) ticket stock or plated on neutral ticket stock on behalf of FI (000) Revenue passenger tickets including tickets issued to the public with no fare shown, frequent flyer award tickets and free tickets but excludes industry (ID, AD) and industry employee non-revenue type trip passes										
Routing	Must be operated and marketed by WS										
Travel Period	First Travel on/after:		7 th of July 2020								
	Last Travel on/before:		Not time-framed, as based on SPA. Please feel free to use for the rest of 2021 and 2022 if necessary.								
Booking Class Codes	ECONOMY										
	from low to high (L being the lowest)										
	L	K	T	X	S	N	Q	H	M	B	Y
RBD Restrictions	It is extremely important NOT to use E or V class with WS										
Agents	OS WS CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)										
Ticketing	Please reissue Endorsement as FE SKCHG/FIxxx or OAxxx/DDMMM										
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.										

W2 – RAIL AND FLY						
Routing	Between all DB (Deutsche Bahn) railway stations in Germany and FRA/HAM/BER/MUC/DUS/AMS/ZRH <i>*QYG is the code for any railway station in Germany</i>					
Travel Period	<table><tr><td>First Travel on/after:</td><td>20th of July 2020</td></tr><tr><td>Last Travel on/before:</td><td>Not time-framed, as based on DB Contract</td></tr></table>		First Travel on/after:	20 th of July 2020	Last Travel on/before:	Not time-framed, as based on DB Contract
First Travel on/after:	20 th of July 2020					
Last Travel on/before:	Not time-framed, as based on DB Contract					
Booking Class Codes	<p>Please rebook Economy Passengers on Y Class and Business Passengers on F class.</p> <table><tr><th>ECONOMY</th><th>BUSINESS</th></tr><tr><td>Y</td><td>F</td></tr></table>		ECONOMY	BUSINESS	Y	F
ECONOMY	BUSINESS					
Y	F					
Agents	<p>Please add the rail and fly segment to the customer's current reservation.</p> <p>OS W2 CTCP</p>					
Ticketing	<p>Please reissue Planned Schedule Change due to Covid-19 or Reroute, depending on when the flight was cancelled in the same ticket as the affected flight.</p>					
Third Party Reservations	<p>Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.</p>					

9B - SNCB		
Routing	Between ZYA/AMS/QRZ/QRH/ZYH and ZYR/BRU/ZWE	
Travel Period	First Travel on/after:	1st of November 2020
	Last Travel on/before:	Not time-framed, as based on SNCB Contract
Booking Class Codes	Please rebook Economy Passengers on M Class and Business Passengers on C class.	
	ECONOMY	BUSINESS
	M	C
Agents	Please add the rail and fly segment to the customer's current reservation. OS 9B CTCP	
Ticketing	Please reissue Endorsement as FE SKCHG/Flxxx or OAxxx/DDMMM or Reroute , depending on when the flight was cancelled in the same ticket as the affected flight.	
Third Party Reservations	Travel Agent is allowed to rebook according to this agreement. Please advise the customer to contact their point of purchase.	

Codeshare flights

In the case of a schedule change made more than 2 calendar days prior to departure on flights marketed by Icelandair and operated by another carrier the following rules apply:

- The ticket stock owner is responsible for reissue/refund
- The ticket origin and destination must remain the same.
- If no alternative flight is provided by the operating airline the passenger must be rebooked on the operating carrier's flight number. No codeshare flights are allowed.
- If the same route is not available another Icelandair gateway may be used, however, the most significant carrier must remain the same. The ticket origin and destination must remain the same.
- In gateway changes the passengers' travel documents must be considered. The passenger is always responsible for having the correct travel documents.
- The return flight may be changed to maintain trip length if same RBD on the same airline and route as originally booked.
- Only a one time free of charge change is allowed. Any further changes are subject to fare rules.
- Always rebook within the same cabin
- Always book the lowest RBD according to the following table:

Airline	Booking classes (RBD)
AS – Alaska Airlines	<p>If AS flight number booked, please use the following booking classes:</p> <p>Economy from lowest to highest: G, O, Q, N, S, V, L, M, K, H, B, Y</p> <p>Business class from lowest to highest: I, D, C, J</p>
AY – Finnair	<p>If AY flight number booked, please use the following booking classes:</p> <p>Economy from lowest to highest:</p> <p>Between HEL and CPH/OSL/BGO/STO and v.v.: Z, O, Q, N, S, V, L, M, K, H, B, Y</p> <p>Business class from lowest to highest:</p> <p>Between HEL and CPH/OSL/STO and v.v.: I, D, C, J</p>
B6 – JetBlue	<p>If B6 flight number booked, please use the following booking classes:</p> <p>Economy from lowest to highest: P, S, U, O, Z, M, W, R, V, *L, B, Q, H, K, E, Y</p> <p>Business class from lowest to highest: I, D, C, J</p> <p>*Please note that L class is situated very low in the availability display but it is an expensive RBD and should only be booked if the RBDs below are not available (P-V).</p> <p>FOR TRAVEL UP TO AND INCLUDING 26th of March 2022 PLS REMEMBER TO INSERT IN ENDORSMENT BOX "B6COVDFI20" AND IN OSI LINE "B6 FI COVD PROTECTION"</p>

BT - Air Baltic	<p>If BT flight number booked, please use following booking classes:</p> <p><i>Between RIX and TLL/VNO/PLQ/HEL/BUD/PRG/WAW/ARN/CPH/OSL/SVO/LED/KBP/ODS/TLV and v.v.</i></p> <p><i>Published/unpublished (private) fares:</i></p> <p><i>Economy from lowest to highest: U, Z, W, A, E, Q, O, H, M, S, Y</i></p> <p><i>Business class from lowest to highest: J, D, C</i></p> <p><i>Between RIX and KEF and v.v.</i></p> <p><i>Published/unpublished (private) fares:</i></p> <p><i>Economy from lowest to highest: P, U, Z, W, A, E, Q, O, H, M, S, Y</i></p> <p><i>Business class from lowest to highest: J, D, C</i></p>
SK – SAS Scandinavian	<p>If SK flight number booked, please use the following booking classes:</p> <p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: T, L, K, U, W, V, Q, H, M, E</p> <p>Premium Economy from lowest to highest: A, P, B, S, Y</p> <p>Business class from lowest to highest: J, Z, D, C</p> <p>N class is not allowed</p> <p>G should only be used for groups</p>
SU – Aeroflot	<p>If SU flight number booked, please use following booking classes:</p> <p>Economy from lowest to highest:</p> <p>Between MOW and OSL/CPH/STO/AMS and v.v.: E, T, L, H, K, U, M, B</p> <p>Business class from lowest to highest:</p> <p>Between MOW and OSL/CPH/STO/AMS and v.v.: I, D, C</p>

Interline flights

In the case of a schedule change made more than 2 calendar days prior to departure on interline tickets where one or more airlines are involved the following rules apply:

- The ticket stock owner is responsible for reissue or refund
- The ticket origin and destination must remain the same.
- If the same route is not available another Icelandair gateway may be used, however, the most significant carrier must remain the same. The ticket origin and destination must remain the same.
- In gateway changes the passengers' travel documents must be considered. The passenger is always responsible for having the correct travel documents.
- The return flight may be changed to maintain trip length if same RBD is available and flight numbers are available.
- Only the operating carriers flights may be used, no codeshare flights are allowed.
- Always book the same or lowest available RBD.
- Only a one time free of charge change is allowed. Any further changes are subject to fare rules.
- Always rebook within the same cabin.
- If no alternative flight is provided by the operating airline the passenger may be rebooked on according to the following table:

Airline	Booking classes (RBD)
W2 - Rail & Fly	Rail and Fly Between all DB (Deutsche Bahn) railway stations in Germany and FRA/HAM/BER/MUC/DUS/AMS/ZRH Name of route: QYG ("Railway Germany") and FRA/HAM/BER/MUC/DUS/AMS/ZRH QYG is the only code that can be used for Railway Germany Published/unpublished (private) fares: Economy from lowest to highest: Y Business class from lowest to highest: F
9B - SNCB	SNCB Between ZYA/AMS/QRZ/QRH/ZYH and ZYR/BRU/ZWE Published/unpublished (private) fares: Economy from lowest to highest: M Business class from lowest to highest: C

AF/KL – Air France / KLM	<p>Fares published/unpublished:</p> <p>European sectors: Economy from lowest to highest: R, E, Q Business class from lowest to highest: Z</p> <p>Domestic sectors within France: Economy from lowest to highest: E, Q</p> <p>Business class from lowest to highest: Z (if Business class is not offered on the flight then E, Q class should be used)</p>
AS – Alaska Airlines	<p>Published/unpublished (private) fares: Economy from lowest to highest: G, O, Q, N, S, V, L, M, K, H, B, Y Business class from lowest to highest: I, D, C, J</p>
AY – Finnair	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest:</p> <p>Between HEL and CPH/OSL/BGO/STO and v.v.: Z, O, Q, N, S, V, L, M, K, H, B, Y</p> <p>Between HEL and TYO/OSA/NGO/FUK/SPK v.v.: S, M, H</p> <p>Between HEL and HKG/SIN/BKK/PEK/PKX/XIY/SHA/CAN/DEL/SEL/PUS and v.v.: O, S, L, H</p> <p>Between HEL and BUD/PRG/LED/MOW/WAW/VNO/RIX/TLL/TLV and v.v.: Z, O, S, L, H</p> <p>Between HEL and MHQ/TKU/TPM/JOE/KUO/VAA/OUL/RVN/IVL and v.v.: Z, O, S, L, H</p> <p>Business class from lowest to highest:</p> <p>Between HEL and CPH/OSL/STO and v.v.: I, D, C, J</p> <p>Between HEL and TYO/OSA/NGO/FUK v.v.: I</p> <p>Between HEL and HKG/SIN/BKK/PEK/CKG/SHA/DEL/SEL and v.v.: I</p> <p>Between HEL and BUD/PRG/LED/MOW/WAW/VNO and v.v.: I</p>
AZ – Alitalia	<p>Published/unpublished (private) fares:</p> <p><u>INTERNATIONAL SECTORS</u></p> <p>Economy from lowest to highest: W, Q, S</p> <p>Business class from lowest to highest: I</p> <p><u>DOMESTIC SECTORS</u></p> <p>Economy from lowest to highest: W, Q, S</p> <p>Business class from lowest to highest: K, I</p>
A3 – Aegean Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: U, S, K, Q</p> <p>Business class from lowest to highest: Z, D</p>
BT – Air Baltic	<p><i>Between RIX and TLL/VNO/PLQ/HEL/BUD/PRG/WAW/ARN/CPH/OSL/SVO/LED/KBP/ODS/TLV and v.v.</i></p>

	<p><i>Published/unpublished (private) fares:</i></p> <p><i>Economy from lowest to highest: U, Z, W, A, E, Q, O, H, M, S, Y</i></p> <p><i>Business class from lowest to highest: J, D, C</i></p> <p><i>Between RIX and KEF and v.v.</i></p> <p><i>Published/unpublished (private) fares:</i></p> <p><i>Economy from lowest to highest: P, U, Z, W, A, E, Q, O, H, M, S, Y</i></p> <p><i>Business class from lowest to highest: J, D, C</i></p>
B6 – JetBlue	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: P, S, U, O, Z, M, W, R, V, *L, B, Q, H, K, E, Y</p> <p>Business class from lowest to highest: I, D, C, J</p> <p>*Please note that L class is situated very low in the availability display but it is an expensive RBD and should only be booked if the RBDs below are not available (P-V)</p> <p>FOR TRAVEL UP TO AND INCLUDING 26th of March 2022 PLS REMEMBER TO INSERT IN ENDORSEMENT BOX "B6COVDFI20" AND IN OSI LINE "B6 FI COVD PROTECTION"</p>
CA - Air China	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: V, Q, H</p> <p>Business class from lowest to highest: C</p>
CI - China Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: L</p> <p>Business class from lowest to highest: D</p>
CX/KA - Cathay Pacific / Cathay Dragon	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: S, V, L</p> <p>Business class from lowest to highest: I</p>
CZ - China Southern	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: V, E, U</p> <p>Business class from lowest to highest: D</p>
FB - Bulgaria Air	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: Q, B, T</p> <p>Business class from lowest to highest: I</p>

GL - Air Greenland	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: T, Q, N, K, B, Y</p> <p>Business class from lowest to highest: Not applicable</p>
EK – Emirates	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: Q, K</p> <p>Business class from lowest to highest: O</p>
EY – Etihad Airways	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: U, V, L, Q, M, K, H</p> <p>Business class from lowest to highest: W, D</p>
IB - Iberia	<p>Published fares:</p> <p>Please book the lowest class available, both for economy class and business class</p> <p>Unpublished (private) fares:</p> <p>Economy from lowest to highest: N, V, L</p> <p>Business class from lowest to highest: D</p>
JD - Beijing Capital Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: N, X, L</p> <p>Business class from lowest to highest: I, Z</p>
JL - Japan Air	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: O, Q</p> <p>Business class from lowest to highest: I</p>
JU - Air Serbia	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: V, Q, M, K, H</p> <p>Business class from lowest to highest: D</p>
KE - Korean Air	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: T, Q</p> <p>Business class from lowest to highest: D</p>

KL/AF – KLM/Air France	<p>Business published fares & normal economy published fares:</p> <p>Please book the lowest class available, both for economy class and business class.</p> <p>Business unpublished & economy special fares published/unpublished:</p> <p>European sectors:</p> <p>Economy from lowest to highest: R, E, Q</p> <p>Business class from lowest to highest: Z</p> <p>Domestic sectors within France:</p> <p>Economy from lowest to highest: E, Q</p> <p>Business class from lowest to highest: Z (if Business class is not offered on the flight then E, Q class should be used)</p>
LG – Luxair	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: L, M</p> <p>Business class from lowest to highest: Z</p>
LX – Swiss Air Lines	<p>Published fares:</p> <p>Please book the lowest class available, both for economy class and business class</p> <p>Unpublished (private) fares:</p> <p>Economy from lowest to highest: T, H</p> <p>Business class from lowest to highest: Not applicable</p>
LY - Israel Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: N, H</p> <p>Business class from lowest to highest: J, Z</p>
MI - Silk Air	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: L, Q</p> <p>Business class from lowest to highest: Not applicable</p>
MS - Egypt Air	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: W, E, K, Q, H</p> <p>Business class from lowest to highest: J, D</p>

NH - All Nippon Airways	<p>Published/unpublished (private) fares:</p> <p>INTERNATIONAL SECTORS:</p> <p>Economy from lowest to highest: K, L, S</p> <p>Business class from lowest to highest: P</p> <p>DOMESTIC SECTORS within Japan:</p> <p>Economy from lowest to highest: K</p> <p>Business class from lowest to highest: Not applicable</p>
OK – Czech Airlines	<p>Published fares:</p> <p>Please book the lowest class available, both for economy class and business class.</p> <p>Unpublished (private) fares:</p> <p>Economy from lowest to highest: N, V, U, Q, X, L, A, T, K, H, B, M, Y</p> <p>Business class from lowest to highest: I, D, C, J</p>
OZ - Asiana Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: V, S</p> <p>Business class from lowest to highest: Not applicable</p>
OU - Croatia Airlines	<p>Published/unpublished (private) fares:</p> <p>Please book lowest class available, both for economy class and business class.</p> <p>Economy from lowest to highest: W, V, Q</p> <p>Business class from lowest to highest: D</p>
PD – Porter Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: I, J</p> <p>Business class from lowest to highest: Not applicable</p>
PS - Ukraine International Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: M, V, L, H</p> <p>Business class from lowest to highest: Z</p>
QR - Qatar Airways	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: N, V</p> <p>Business class from lowest to highest: I</p>

RC - Atlantic Airways	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: H, W, B, Y</p> <p>Business class from lowest to highest: Not applicable</p>
S7 - Siberian	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: O, S, L</p> <p>Business class from lowest to highest: D</p>
SK – SAS Scandinavian	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: T, L, K, U, W, V, Q, H, M, E</p> <p>Premium Economy from lowest to highest: A, P, B, S, Y</p> <p>Business class from lowest to highest: J, Z, D, C</p> <p>N class is not allowed</p> <p>G should only be used for groups</p>
SQ - Singapore Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: K, V</p> <p>Business class from lowest to highest: D</p>
SU – Aeroflot	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest:</p> <p>Economy from lowest to highest: E, T, L, H</p> <p>Business class from lowest to highest: I, D</p>
SY - Sun Country	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: Z, V, W, S, Q, H, I, E, T, R, G, K, M, B, Y</p> <p>Business class from lowest to highest: Not applicable</p>
TG – Thai Airways	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: V, S, K, T, Q</p> <p>Business class from lowest to highest: Z, D</p>
TK - Turkish Airlines	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: L, Q, S</p> <p>Business class from lowest to highest: J</p>

TP - Air Portugal	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: U, Q</p> <p>Business class from lowest to highest: Not applicable</p>
UX - Air Europa	<p>Published/unpublished (private) fares:</p> <p>INTERNATIONAL SECTORS</p> <p>Economy from lowest to highest: U, H, V</p> <p>Business class from lowest to highest: I</p> <p>DOMESTIC SECTORS within Spain</p> <p>Economy from lowest to highest: Q, H, V</p> <p>Business class from lowest to highest: I</p>
WF – Wideroe	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: O, T, L, K, U, W, A, Q, P, H, B, M, S, E, Y</p> <p>Business class from lowest to highest: J,C</p>
WS - WestJet	<p>Published/unpublished (private) fares:</p> <p>Economy from lowest to highest: L, K, T, X, S, N, Q, H, M, B, Y</p> <p>Business class from lowest to highest: W (only for voluntary changes, not schedule changes)</p> <p>It is extremely important NOT to use E or V class with WS</p>

Reissue guidelines

Tickets can be reissued without approval, provided that the conditions of this policy are met. Non-compliance with this policy may result in an ADM.

Make sure that the correct RBD has been selected before reissue.

Tickets affected by a schedule change must be reissued as even exchange (See below instructions on how to re-issue in case of Schedule Changes using the ATC or Manual TST update:

Amadeus Ticket Changer (ATC)

- FXI/SC in Amadeus Reservation Desktop
- The first letter of the Fare Calculation line should be S- Unless otherwise stated, the first characters of the endorsement (FE) box must state „SKCHG2021“ and affected flight number and date.
- SKCHG2021 FIXXX(or OAXXX)/DDMMM

Manual TST update

In case there was a cancellation of a flight more than 48 hours prior departure and no alternative flight is offered, the flight segment will show UN status.

```
RP/KEFFI08AA/KEFFI08AA          WS/AS  4SEP21/1205Z  ABCDEF
KEFFI08AA/9998WS/3SEP21
1 .VOS/GERTJAN(ADT)
2  FI 595 M 09SEP 4 MADKEF UN1      1  2100 2320  *1A/E*
3  AP 3541234567-M
4  AP 3541234567
5  APE GERTJAN@GMAIL.COM
6  APN FI/M+3541234567/IS
7  APN FI/E+GERTJAN@GMAIL.COM/IS
```

Check the availability on the cancellation date for alternative flight options and re-protection

AN09SEPMADKEF

```
1  IB3206  J9 C9 D9 R9 I9 Y9 B9 /MAD 4 BRU  0905  1135  E0/32A
      H9 K9 M9 L9 V9 S9 N9 Q9
      FI 555  C9 D9 J9 AL ZL Y9 R9 /BRU  KEF  1400  1515  E0/7M8
      E9 M9 BL KL QL TL VL H9 L9 WL SL IL OL XL NL UL PL GL FL
2  IB3180  J9 C9 D9 Y9 B9 H9 K9 /MAD4S LHR 5  1715  1840  E0/320
      M9 L9 V9
      FI 455  C9 D9 J9 AL ZL Y9 R9 /LHR 2 KEF  2125  2340  E0/7M8
      E9 M9 B9 K9 Q9 TL VL H9 L9 WL SL IL OL XL NL UL PL GL FL
```

Using the “Planned Schedule Change 2021” manual you can check what airlines we can use for re-protection. And the allowed RBDs. Please also use the document for instructions on OSI lines.

SS1NM1

```
RP/KEFFI08AA/KEFFI08AA          WS/AS  4SEP21/1205Z  ABCDEF
KEFFI08AA/9998WS/3SEP21
1.VOS/GERTJAN(ADT)
2  FI 595 M 09SEP 4 MADKEF UN1      1  2100 2320   *1A/E*
3  IB3206 N 09SEP 4 MADBRU HK1      4  0905 1135   32A E
4  FI 555 M 09SEP 4 BRUKEF HK1      1400 1515   7M8 E
5 AP 3541234567-M
6 AP 3541234567
7 APE GERTJAN@GMAIL.COM
8 APN FI/M+3541234567/IS
9 APN FI/E+GERTJAN@GMAIL.COM/IS
```

Remove the UN segment.

XE2

```
RP/KEFFI08AA/KEFFI08AA          WS/AS  4SEP21/1205Z  ABCDEF
KEFFI08AA/9998WS/3SEP21
1.VOS/GERTJAN(ADT)
2  IB3206 N 09SEP 4 MADBRU HK1      4  0905 1135   32A E
3  FI 555 M 09SEP 4 BRUKEF HK1      1400 1515   7M8 E
4 AP 3541234567-M
5 AP 3541234567
6 APE GERTJAN@GMAIL.COM
7 APN FI/M+3541234567/IS
8 APN FI/E+GERTJAN@GMAIL.COM/IS
```

When it is not possible to use the ticket changer (ATC) entry for Schedule Changes you will need to update the TST manually.

ENTRY	TTU/T1/S2-3
TTU	Update TST Command
T1	Number of TST to be updated
S2-3	New flight segments to be updated in TST

TST00001 KEFFI08AA WS/08SEP M F OD MADREK
T-
FXP
1.VOS/GERTJAN(ADT)
1 MAD IB 3206 N 09SEP 0905 OK
2 O BRU FI 555 M 09SEP 1400 OK
KEF
FARE F EUR 355.00
EQUIV ISK 53200
TX001 X ISK 5240-YRVA TX002 X ISK 2240-JDAE TX003 X ISK
100-OGCO
TX004 X ISK 510-QVDP
TOTAL ISK 61290 BSR 149.694494
GRAND TOTAL ISK 62790
MAD FI REK419.42NUC419.42END ROE0.846394

26.FE *M*32099992/PAX CHG-REF PEN MAY APPLY/CHK RULE
27.FP SCBP+CASH/ISK0+FFCFIxxxxxxxxxx-ISK20400*A
28.FV FI

Copy the fare bases/ticket validity/baggage allowance from the original ticket.

ENTRY	TTI/L1-2/BMH1HESSB/VXX09SEP/A1PC
TTI	Insert information in TST
L1-2	Segment line in TST
B	B + Original Fare Bases
V	V + Original ticket validity
A	A + Original Baggage allowance

TST00001 REKFI0106 GV/08SEP M 1 OD MADREK
T-
FXP
1.VOS/GERTJAN(ADT)
1 MAD IB 3206 N 09SEP 0905 OK MH1HESSB 09SEP 1PC
2 O BRU FI 555 M 09SEP 1400 OK MH1HESSB 09SEP 1PC
KEF
FARE F EUR 355.00
EQUIV ISK 53200
TX001 X ISK 5240-YRVA TX002 X ISK 2240-JDAE TX003 X ISK
100-OGCO
TX004 X ISK 510-QVDP
TOTAL ISK 61290 BSR 149.694494
GRAND TOTAL ISK 62790
MAD FI REK419.42NUC419.42END ROE0.846394

26.FE *M*32099992/PAX CHG-REF PEN MAY APPLY/CHK RULE
27.FP SCBP+CASH/ISK0+FFCFIxxxxxxxxxx-ISK20400*A
28.FV FI

Exchange the TST

ENTRY	TTI/EXCH/T1
TTI	Insert information in TST
EXCH	Exchange
T1	Number of TST

TST00001 REKFI0106 GV/08SEP M 1 OD MADREK
T-
FXP
1.VOS/GERTJAN(ADT)
1 MAD IB 3206 N 09SEP 0905 OK MH1HESSB 09SEP 1PC
2 O BRU FI 555 M 09SEP 1400 OK MH1HESSB 09SEP 1PC
KEF
FARE R EUR 355.00
EQUIV ISK
TX001 O ISK 5240-YRVA TX002 O ISK 2240-JDAE TX003 O ISK
100-OGCO
TX004 O ISK 510-QVDP
TOTAL ISK 0
GRAND TOTAL ISK 0
MAD FI REK419.42NUC419.42END ROE0.846394

26.FE *M*32099992/PAX CHG-REF PEN MAY APPLY/CHK RULE
27.FP O/SCBP+CASH+FFCFIxxxxxxxxxx*A
28.FV FI

Update the Fare Calculation line (FC) for Schedule Change

ENTRY	TTI/T1/CS-MAD FI REK419.42NUC419.42END ROE0.846394
TTI	Insert information in TST
T1	Number of TST
C	Update Fare Calculation line
S-	Schedule Change indicator, must include " - "
Copy Original Fare Calculation from the Ticket	

TST00001 REKFI0106 GV/08SEP M 1 OD MADREK
T-
FXP
1.VOS/GERTJAN(ADT)
1 MAD IB 3206 N 09SEP 0905 OK MH1HESSB 09SEP 1PC
2 O BRU FI 555 M 09SEP 1400 OK MH1HESSB 09SEP 1PC
KEF
FARE R EUR 355.00
EQUIV ISK
TX001 O ISK 5240-YRVA TX002 O ISK 2240-JDAE TX003 O ISK
100-OGCO
TX004 O ISK 510-QVDP
TOTAL ISK 0
GRAND TOTAL ISK 0
S-MAD FI REK419.42NUC419.42END ROE0.846394

26.FE *M*32099992/PAX CHG-REF PEN MAY APPLY/CHK RULE
27.FP O/SCBP+CASH+FFCFIxxxxxxxxxx*A
28.FV FI

Update the Endorsement lines (FE) and Mandatory OSI Lines

(Check “Planned Schedule Change 2021” Document for instructions on FE line/OSI lines per Airline)

Add to the Original Endorsement Line.

32 FE PLANNED SCHEDULE CHANGE DUE TO COVID-19/PAX SKCHG NONREF/CHG PEN
APPL/CHK RULE -BG FI/S2-3

OS IB CTCP (with customers home/mobile contact with city code, and if applicable travel agency contact with city code)

18 OSI IB CTCP 003546185505

Issue the tickets with the Schedule change indicator.

TTP/T2/IVS/RT

Flights with other carriers may be changed to maintain trip length as long as the origin, destination, RBD, marketing and operating airline remain unchanged. Violation of this may result in an ADM.

If the above conditions are not met the change should be treated as voluntary and fare difference will apply.

Only a one-time change is allowed. Any further changes will be considered voluntary and should be reissued according to fare rules.

If a customer is holding two separate tickets, the ticket affected by the Planned Schedule Change must be reissued according to the Planned Schedule Change process. Any other tickets can be changed but fare difference and/or penalty fees may apply.

Refund guidelines

If none of the options provided above are accepted a refund can be offered.

Refunds are allowed without pre-authorization in the following scenarios:

- Flight is cancelled, no acceptable protection found.
- Schedule change results in misconnection, no acceptable protection found.
- Delay of more than 5 hours from the originally scheduled time of departure.

Pre-authorization is required for any other scenario not listed. Please contact agentsupport@icelandair.is for authorization.

Icelandair does not use waiver codes, thus the FE line needs to be inserted in the booking to avoid an ADM.

Please process refund as follows:

Where possible please refund the ticket through the GDS, if this is not possible please use the following options:

ARC and **BSP** agencies: please process refund using the following waiver: WAIVER CODE: **SKCHG2021**

Icelandair Zones

EUR1	EUR2	EUR3	USA/CAN1	USA/CAN2
OSL	ZRH	TFS	PHL	ANC
MAN	BER		ORD	DEN
LHR	MPX		MSP	PDX
LGW	MUC		MCO	SEA
HEL	MAD		MCI	YVR
GOT	HAM		JFK	YEG
GLA	GVA		IAD	SFO
DUB	FRA		EWR	
CPH	DUS		DFW	
BLL	BRU		BWI	
BGO	CDG		CLE	
ARN	AMS		BOS	
	SZG		TPA	
			YHZ	
			YUL	
			YYZ	
			WAS	