

Key Message

Due to the announcement of a strike at HAM and DUS Airports by Security employees, for the days 20/04 to 21/04, we issue the following flexibilization guide for flights that continue to operate for ticketed customers (075-060).

Rebooking onto	Iberia
Airports affected	HAM/DUS
Tickets issued by	Apr 19th
Ticket travel dates	Apr 20-21
New travel dates	Apr 19th up to May 5th
Rebooking Allowance	Rebook into the same class as the original flight or lowest available in th same cabin
Origin/Destination/Stopover changes	Allowed up to 350 KM or unlimited if same country
Refunds Allowed	Voucher only (unless flight is cancelled)
Important Info	1 involuntary ticket change allowed

For customers on cancelled IB flights, standard Customer Handling Guidelines will apply.