

# UNIGLOBE TRAVEL **IN**SIGHT

**A SAFE JOURNEY**  
in confidence



Preferred  
Partner |

**IBERIA**



Uniglobe.Travel

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# Bio

We're Spain's biggest airline, and our mission is to always be the best option for your journeys. With 143 aircraft, we offer a vast range of destinations, in total of 113 cities in Europe, Americas, Africa, Middle East, and Asia.

"Spanish culture is in our DNA, and you can sense it as soon as you come aboard. In fact, our passengers often tell us they feel they're already in Spain, even when they are thousands of kilometres away."

Iberia was born on 28 June 1927, making its first schedule flight between Madrid and Barcelona. Since then, it has made history over and over again. The Covid-19 pandemic has led us to make changes to capacity, flight schedules, services, and staffing, with our priority focus on the health and safety of our customers, personnel, and collaborators.

In the coming months we will continue to face and meet these challenges while preparing for the complete recovery we are all looking forward to.



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# Perspectives



In response to this challenging environment, we recognise the importance of allowing customers flexibility and peace of mind when booking with Iberia. We are delighted to announce new fares brands – Select and Select Pro as well as new Comfort fare.

The new Comfort fare meets customers' most frequent demands:

- Seat choice at the moment of purchase. For domestic and European flights this means the new XL seats with more room between rows may be chosen.
  - Boarding passes issued at the moment of purchase.
  - Priority boarding as group 2.
  - One change permitted without penalty (up to 15 days before flight).
  - 100% refund for long-haul and 80% refund for short- and medium-haul flights that are cancelled by customers with 15 days' notice.
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# Perspectives

Iberia is also working with the International Air Transport Association (IATA) on the development of the digital health passport known as the IATA Travel Pass, and it will be the first airline to launch it in Europe-Latin America routes, specifically in Uruguay, on its Madrid-Montevideo flights. Iberia customers flying to the United States may now use the VeriFLY app to save time and trouble at the airport. The app verifies that the sworn statement and the COVID-19 negative test certificate required by US health authorities meet their standards.

Find out more about safe & flexible way of flying with Iberia under [Iberia Plus offers you more support than ever.](#)





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# Benefits

Responsiveness, dependability, flexibility and trust – we work together to develop custom policies and programs to keep travellers safe, comfortable and productive on board. Team of travel professionals provides the customers with the best booking options to meet every requirement – the most suitable offer for each of you.

With our partners in the oneworld alliance, we offer a global network of hundreds of destinations, seamless customer service, and shared benefits for frequent flyers. We've teamed up with American Airlines, British Airways and Finnair to give you more choice and better deals on flights between Europe and the USA. Find out the way we are dedicated to our customers when flying with us. We are looking forward to meeting you on board.

For the longer term, Iberia plans to strengthen its Madrid Airport T4 hub and connectivity within Spain, while building its air cargo business. Meanwhile, the new AVE high-speed train link to Madrid airport will initially deliver up to 500,000 air passengers per year. Iberia has set its sights on repositioning its hub as one of Europe's best connection points to Asia, while bringing higher-revenue tourism to Spain.



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# Safety precautions

- In Iberia, we want to create a safe space for your travels. We understand the importance of safety precautions and want only the best for our customer. Every step of the journey.

## Face mask

- Remember, if you are not wearing the obligatory face mask, we will be obliged to deny you boarding.
- Passengers who cannot use the obligatory face mask for exceptional health reasons must contact the Iberia medical service.

## Disinfection

- For your safety, the airports authority has reinforced the cleaning procedure with special products for all customer contact points.
- You can also take hand sanitiser on board provided you follow the rules on liquids in hand baggage.

## A safe space

- The air in our cabins is renewed every three minutes, removing 99.9% of the germs and impurities, which means viruses and bacteria as well.
- We've also implemented a more rigorous cleaning procedure for all elements on board, such as folding tables, safety belts, armrests and headrests, toilets, etc., which are now cleaned more frequently and more thoroughly.
- The use of face masks is compulsory throughout the flight. Remember, single-use masks must be changed every four hours.

Link: [Your journey step by step \(iberia.com\)](https://www.iberia.com/en/your-journey-step-by-step).