

## Customer service plan

Icelandair Customer Service Plan is the result of the new rules put forth by the U.S. Department of Transportation to address the key service elements that most affect our customers. This Customer Service Plan is explicitly separate from and not a part of Icelandair's Contract of Carriage.

Our customer service plan is intended to provide you with information regarding Icelandair policies, procedures and methods for handling certain aspects of your travel on our airline, including those exceptions that may occur in your travel plans.

### Offer the lowest fare available

Through its telephone reservations systems, website (icelandair.com), at airports and through city ticket offices, Icelandair will offer the lowest fare available for which the customer is eligible based on the date, flight and Class of Service requested.

Icelandair's agents are trained to offer customers the lowest available fare in the market. This includes all agents representing Icelandair at our reservations centers, airport ticket counters and city ticket offices. Icelandair reservations' policy and practice dictates that all reservations agents sell the lowest available fare in a given market per flight segment unless otherwise specified by the consumer (i.e., Business Class, Comfort or unrestricted Coach). Reservations agents utilize automated methods through the computer reservations system to accomplish this. Certain fares such as internet promotions are not accessible to the reservations agent and must be purchased through other means.

### Notify customers of known delays, cancellations and diversions

When unforeseen problems occur and flights are delayed, cancelled or diverted, Icelandair will make every effort to notify customers at the airport and onboard an affected aircraft, in a timely and accurate manner, with the best available information regarding known delays, cancellations and diversions.

Icelandair policy is to provide updated announcements no later than every 30 minutes. Details of the delay will be announced as communicated via flight information found in the reservation and check-in computer system and from the Operation Control Center.

### Cancellations prior to departure date

Icelandair agents make every attempt to contact customers when their flight cancels prior to day of departure. The Reservations Assistance Department rebooks customers and handles call-backs for customers prior to the day of departure. It is recommended that all customers reconfirm their itinerary 24 to 48 hours prior to departure.

### Flight cancellations at the airport

In the event of a flight cancellation, Icelandair will do everything possible to re-accommodate customers on the next Icelandair flight, providing space is available. Depending on the type of ticket purchased, the reason for the flight irregularity and availability, in most instances Icelandair will also rebook customers on other airlines. Icelandair will communicate to customers via the public address system the reason for the cancellation and alternatives available.

## Services to mitigate passenger inconvenience from cancellations and misconnections

### Non-diversion cancellations and missed connections

When a Icelandair flight on which the customer is being transported is cancelled or causes a missed connection, due to reasons within the control of Icelandair, creating an overnight stay, for the customer, Icelandair will provide one night's lodging.

Icelandair will pay for:

- Hotel room (Icelandair will not cover: room service, alcohol, or movies, laundry or other hotel services)
- Ground transportation to and from hotel (if not provided by the hotel)
- Passengers without baggage will be reimbursed upon presentation of receipts for reasonable incidentals such as toiletries needed until they are reunited with their baggage

Icelandair will not provide hotel accommodations when a flight is cancelled or causes a missed connection due to circumstances beyond our control, such as weather or Air Traffic Control decisions. Additional exceptions where Icelandair will not provide hotel accommodations include:

- To a customer whose trip is interrupted at a city which is his/her origin point, point of scheduled temporary stay or his/her permanent domicile.

In cases where Icelandair will not provide one night's lodging, Icelandair will provide passengers a list of hotels/motels, which offer a distressed rate when flight(s) are cancelled.

### Diversion (Flight is diverted to an alternate airport and cancelled)

The pilots or flight attendants will advise the customers of the reason for the diversion. The customers may need to remain onboard. When time permits, the flight attendants will provide a limited beverage service. In the cases when the customers must deplane, all carry-on baggage and personal property must be removed from the cabin.

Alternate airport operation:

Some irregular operations may require landing at alternate airports, with bus service to the final destination. It is acceptable to allow a customer to leave directly from an alternate airport without requiring him/her to travel to the final destination.

City served by Icelandair:

When a flight (aircraft) is diverted to a city served by Icelandair or code share partner, and cancelled, the customer service representatives in that city will re-accommodate customers on either the next Icelandair flight or the next available flight via another carrier.

City not served by Icelandair:

When a flight (aircraft) is diverted and then cancelled in a city not served by Icelandair or a code share partner, the customer service manager in Icelandair's Operations Control Center will make arrangements with other carriers and/or hotel accommodations. Once the flight attendants receive word from the flight deck, they will communicate to the customers the reason for the diversion (if they are permitted to disclose), estimated time of departure and/or accommodations. If the flight is cancelled, subject to availability, passengers will be re-accommodated via another airline. The flight attendants and flight crew will be the Icelandair representatives for the customers.

Hotel accommodations & diversions to cities not served by Icelandair or a Code share partner:

When alternate transportation is unavailable until the following day and overnight accommodations are required, the flight attendants and flight crew will communicate to the passengers which expenses Icelandair will pay. The following is a list of what Icelandair will pay for providing the cancellation is due to anything other than weather:

- Hotel room (Icelandair will not cover room service, alcohol, or movies)
- Ground transportation to and from hotel (if not provided by the hotel)
- Passengers without baggage will be reimbursed upon presentation of receipts for reasonable incidentals such as toiletries needed until they are reunited with their baggage.

## On-time baggage delivery

Icelandair makes every reasonable effort to deliver bags in a timely manner (within 24 hours) and will attempt to contact any customer whose unclaimed, checked luggage contains a name and address or telephone number.

An example of a situation that may prevent baggage from being returned within 24 hours is when the bag tag is missing and the identification on the outside of the checked baggage does not contain a phone number.

Icelandair advises all customers to place identification on the **inside** and the **outside** of all checked baggage. This enables our agents to contact passengers who have not claimed their checked baggage. Agents are instructed to call the phone number listed on the bag tag should an unclaimed checked bag be found.

Customers must submit written notice of delayed baggage within four hours of flight arrival. When a customer reports a delayed bag, the baggage tracing system is used to initiate the search. Tracing efforts begin as soon as the delay is reported. Icelandair realizes the concern and inconvenience and will do everything possible to quickly reunite the customer and their baggage.

When customers have made a claim within four hours of flight arrival and baggage is delayed for 24 hours or longer after making a claim, Icelandair provides our customers interim expenses to purchase toiletries and clothing. The following guidelines apply:

- Reimbursement for reasonable interim expenses, such as toiletries will be considered upon submission of receipts
- Interim expense allowance is paid per ticketed customer with checked in luggage, not per bag
- No compensation is allowable in the customer's domicile
- Receipts must be submitted for reimbursement [A1]

## Provide prompt ticket refunds

To cancel a booking you need to contact us\*. Refunds are only possible if the fare rules of the ticket purchased allow a refund and/or if you're booking included cancellation insurance that meets the relevant conditions. Please note that different regulations apply for different kinds of tickets.

Changing a booking usually incurs a fee, although some tickets cannot be changed. Each situation is dependent upon the rules and restrictions of the ticket originally purchased. To change a reservation that has already been purchased, please contact us\*.

\*Please have your booking number and travel dates available.

Flight Reservations: 1-800-223-5500 ext 2, prompt 1  
Eastern Time Zone  
Monday - Friday: 9a - 8p  
Saturday: 9a - 12noon  
Sunday 9a - 11a  
Closed Holidays

Icelandair will refund the applicable amount within 4-6 weeks from receipt of the refund application.

## Properly accommodate passengers with disabilities and special needs

Icelandair is dedicated to providing safe, convenient and reliable travel to all individuals. All Icelandair employees are trained to comply with the Air Carrier Access Act (14 CFR Part 382). In accordance with the Air Carrier Access Act, Icelandair will not discriminate against any disabled individual. Employees who interact with disabled passengers will exhibit kindness, awareness and respect. Icelandair has employees that have been trained as Complaint Resolution Officials at every airport to answer questions. To assist passengers with special needs, Icelandair has produced a "Tips for Passengers with Special Needs" brochure. This brochure is available at all Icelandair airport locations, City Ticket Offices and through the Reservations Department.

Icelandair accepts unaccompanied minors five (5) years through fourteen (11) years of age on nonstop flights only. An

escort service charge per direction applies to all unaccompanied minors on Icelandairs' flights. Minors age 12 through 17 years are accepted without restrictions. Children 12 and older are not subject to the unaccompanied minor policies.

Exception: Children 12 through 17 years of age can be made an unaccompanied minor at the parents' discretion by paying the escort fee. When the escort fee is paid, all unaccompanied minor policies and procedures will be followed.

Icelandair will provide services and equipment for disabled individuals when requested by or on behalf of disabled individuals. Icelandair will not impose charges for providing facilities, equipment or services. Examples of the services and equipment that will be provided to disabled individuals include:

- Assistance with boarding and deplaning and the use of ground wheelchairs, onboard wheelchairs, and ramp or mechanical lifts
- Provide lifts, ramps or aisle chairs to assist the disabled passenger where loading bridges are not available
- Onboard assistance with seating as part of the boarding and deplaning process, stowing and retrieving of carry-on items, and dining preparation such as opening packages or identifying food
- Provide telecommunication devices for the deaf (available toll-free (TDD) 24 hours per day, seven days per week)
- Permit accompanying service animals in the cabin free of charge

### Meet essential needs during long on-aircraft delay

Icelandair never intends to cause undue stress or harm to our customers. However, due to unforeseen circumstances, there may be times when an aircraft is either unable to take off or may have to wait for a gate to become available. In the event that something like this occurs, Icelandair maintains contingency plans and policies. A plan has been developed for both arriving and departing aircraft.

Icelandair will provide food, water, lavatory facilities, access to medical treatment, and an opportunity to deplane in accordance with its contingency plan for length tarmac delays.

The pilots will frequently communicate with Icelandairs' Operations Control Center, Station Operations and/or the Ramp Control Tower for updated information. The pilots and/or the flight attendants will keep the passengers informed.

### Handle "bumped" passengers with fairness and consistency

During a denied boarding situation, Icelandair makes available the "Flying with Icelandair" brochure. The brochure explains Icelandairs' obligations and the passenger's rights in the case of an oversold flight in accordance with regulations of the U.S. Department of Transportation. Icelandair will first solicit volunteers to give up their reservations (seats), in exchange for compensation. When Icelandair does not receive enough volunteers, Icelandair may deny boarding involuntarily to passengers holding a confirmed reservation. Icelandair may assign and release seats based upon special needs, time of check-in, product purchased, frequent flyer status, and/or ease of re-accommodation.

It is Icelandairs' policy to never intentionally cause a passenger to be inconvenienced when he/she holds a confirmed reservation on an Icelandair flight. However, due to operational requirements, inventory control policies and a varying degree of no-show passengers, there will be times when passengers cannot be accommodated on the booked flight. When these conditions occur, it is Icelandairs' policy to arrange the first available alternate accommodations as efficiently as possible and/or compensate eligible passengers in accordance with existing Icelandair Tariffs and Department of Transportation (DOT) regulations.

Icelandair will not deny boarding involuntarily to any passenger until airline personnel first ask for volunteers who will give up their reservations willingly in exchange for some form of compensation. It is always the goal to obtain 100% voluntary denied boarding's.

If a ticketed customer asks if the flight is overbooked, the employee responsible for such information in their day-to-day work activities would be expected to respond accurately if the information is available.

## Passenger check-in requirements and cancellation of reservations

All reservations (including those on continuing and return flights) are subject to cancellation without notice if the following occurs:

1. The passenger has not purchased a validated ticket indicating confirmed seat(s) at least two(2) hours prior to scheduled departure of the flight, or earlier if a greater time limit is specified.
2. The passenger fails to fulfil the requirements of the fare type to which the reservation applies.
3. If the passenger is not present at the boarding gate at least 15 minutes prior to scheduled departure time, even if the passenger has already checked-in for the flight at a place designated for check-in (i.e., a ticket counter, web check-in, kiosk, etc.).
4. If such action is necessary to comply with any governmental regulation, or to comply with any governmental request for emergency transportation in connection with the national defence, or whenever such action is necessary or advisable by reason of weather or other conditions beyond Icelandairs' control.
5. If Icelandair refuses to transport the passenger for any of the reasons stated in Icelandair Tariff and Contract of Carriage.

## Denied boarding procedures - passengers denied boarding involuntarily

Passengers are entitled to a payment of "denied boarding compensation" from Icelandair, unless:

1. The passenger has not fully complied with the Icelandair' ticketing and check-in requirements, or the passenger is not acceptable for transportation under Icelandair' rules and practices.
2. Passengers are denied boarding because the flight is cancelled.
3. A smaller capacity aircraft was substituted for safety or operational reasons.
4. Passengers are offered accommodations in a section of the aircraft other than specified in their ticket, at no extra charge (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund).
5. Icelandair is able to place the passenger on another flight or flights that are planned to reach the final destination within one hour of the scheduled arrival of the original flight.

If the passenger has been subjected to involuntary denied boarding, the passenger is entitled to one of the following forms of compensation.

For international flights:

- If the passenger's arrival at his or her final destination is greater than one (1) hour but less than four (4) hours past their original scheduled arrival, involuntary compensation is 200 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$650
- If the passenger's arrival at their final destination is four (4) hours or more past their original scheduled arrival, involuntary compensation is 400 percent of the sum of the values of the remaining flight coupons of the ticket to the next stopover, but not to exceed \$1.300

## Disclosure of travel itinerary, cancellation policies, frequent flyer rules and aircraft configuration

1. Icelandair reservations and ticket agents provide verbal notification to those customers whose flights experience a change of aircraft when booked on a flight with a single flight number.
2. Customers, who do not use each flight coupon, use flight coupons out of sequence or have an unused segment in the itinerary may cause the reservation to be cancelled. Customers are advised to call Icelandair to cancel a segment should their travel plans change.
3. Members of the Icelandair Saga Club (frequent flyer) program can view a Saga Club membership guide online. The membership guide outlines the rules, restrictions and redemption of points. There are blackout dates and limited seats available at Value Award levels.
4. Customers may request information regarding our general aircraft configuration at any time. Icelandair agents are able to provide information regarding exit row seating, seating for physically-challenged passengers, seat configuration, average seat size and pitch. Telephone reservations agents, upon request, will provide the customer with seat information including the average seat size by class of service. The information is accessible in the Direct Reference System through the computer reservation system.
5. Information regarding the Icelandair Saga Club program can be found in the following locations:
  - Membership Guide online at site <https://www.icelandair.us/frequent-flyer/>
  - <https://www.icelandair.com>
  - Saga Club Service Center: Phone 1-800 223 5500, e-mail [icc@icelandair.is](mailto:icc@icelandair.is)
  - e-Statements and Saga Club Points emails sent out each month
  - Saga Club section in the Icelandair in flight Magazine

## Ensuring good customer service from code share partners

Icelandair and our code share partners continually work together to provide seamless travel. Each code share partner can ticket and make advance seat assignments when booking customers on a code share flight. Icelandair and their code share partner's Customer Experience, Airport Services (OCC) and Alliance Operations Departments work closely to ensure consistent and quality customer-handling practices

## Responsiveness to consumer complaints

Icelandair will acknowledge receipt of each customer complaint regarding its scheduled service to the complainant within 7 days of receiving it, and will send a substantive response to the complainant within 31 days of receiving the complaint.

All complaints should include the following information:

- Ticket number/confirmation code
- Full mailing address
- Flight numbers, city pairs and dates of travel
- Traveller names

All complaints do have to be in writing and sent with supporting documents to e-mail address [yourcomments@icelandair.is](mailto:yourcomments@icelandair.is)

Address: Icelandair  
Attention: Customer Experience  
Flugvallarvegji  
101 Reykjavik  
Iceland

Fax: +354 5050 330

\*EU and other residents: Same procedure will apply.