



Iberia Temporarily Suspends Flights to Shanghai

30/01/2020 ■ As of Friday and throughout February

- Because of the coronavirus epidemic alert

The suspension will take effect with the cancelling of the flight scheduled for this coming Friday and is expected to last through February.

Customers with tickets issued for flying on the route and who have not started their journey have been offered a refund or change of date.

Customers who have started their journey and do not wish to make the remaining leg will be refunded the proportional part

For those clients who are waiting to make the return trip from Madrid to Shanghai or from Shanghai to Madrid, the company is looking for alternatives with other airlines and will communicate the travel options in due course

Iberia will continue to monitor the situation to inform future decisions of whether to extend *force majeure* suspension of service, which is intended to protect customers and employees.