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Dear Partner,

I hope you and your loved ones are well.

After several extraordinary hard months, for many families, and also for our economic sector, we are all preparing with enthusiasm and responsibility for the gradual recovery of flights and traveling, both leisure and corporate.

In Iberia we want to keep relying on your confidence in this new phase where some things are going to change, at least until the epidemic disappears or the vaccine is found. We believe that only together we will achieve that the travel sector recovers its strength.

We always say that aviation has gone through many crises, but the sector has come out stronger from all of them. We are convinced that we will come out of this crisis too, even if it costs us more time and effort.

In order to share with you our gradual recovery plan, I am enclosing information regarding the following issues:

1. **Health and safety**, to protect the wellbeing of our Customers and Staff. With this respect, we have implemented the recommendations of the Spanish and EU Safety Agencies before the flight, on-board, and after the flight so that we can all fly with peace of mind.

2. **Flexibility**, we are going to implement a new 'Book with Confidence' policy for new bookings from 28 May 2020 for published fares and for our Corporate clients.

3. **Our network of destinations** we are reopening routes we stopped during the pandemic. In the following link you can find the detail of the routes we will operate between June and August.

Please see the [link](#) below for all the details,

Sincerely,

**Celia Muñoz Espín**  
**Directora de Ventas EMEA, EEUU y Asia**  
**Sales Director EMEA, USA and Asia**



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