

Contract is valid for tickets issued January 1, 2021 through December 31, 2021

**TOUR CODE = IT0FI1AICCRA**

**This is a Point of Sale Commission agreement.**

**If your agency is also part of the CCRA NET fare agreement, the two programs can not be combined.**

**From/To USA and Canada on Icelandair flights only. Commission valid from/to all Icelandair gateways in North America to/from all Icelandair destinations in Europe. FI-operated flights only; excludes interline and codeshare flights. Valid only for Point-of-Sale North America**

**Icelandair Published Fare Families**

<b>Fare Family</b>	<b>Fare Basis (ends with)</b>	<b>Commission Percentage</b>
Saga Premium Flex	-SA	6%
Saga Premium	-SB	4%
Economy Flex	-FL	2%
<b>Economy Standard</b>	<b>-EC</b>	<b>0%</b>
<b>Economy Light</b>	<b>-LT</b>	<b>0%</b>

**Be sure not to claim commission on the Economy Standard and Economy Light fare families. Icelandair will not offer waivers if commission is claimed incorrectly.**

**TERMS/CONDITIONS/TICKETING INFORMATION:**

- FARE CONDITIONS:** This agreement is for individual passengers and is valid for transatlantic travel From/To the USA and Canada on Icelandair flights only. Commission valid from/to all Icelandair gateways in North America to/from all Icelandair destinations in Europe. FI-operated flights only; excludes interline and codeshare flights.
- Valid only for Point-of-Sale North America.
- TOUR CODE:** **IT0FI1AICCRA**  
**MUST be present in the Tour Code Box on all tickets issued under this agreement otherwise a debit memo will generate. Commission must be claimed at time of ticketing, no adjustments can be made afterward.**
- WAITLISTS:**  
Waitlists are allowed only when the booking class allows a waitlist. All waitlist bookings are automatically dropped on queue for the Revenue Management Department to review. If you haven't received either an UC or KK response within 72 hours, please contact Beth Ann Young at [byoung@icelandair.is](mailto:byoung@icelandair.is) Waitlists in a class that is more than one class lower than what shows available is unlikely to be confirmed. If you attempt to waitlist a flight and receive a message "WL CLOSED", it will not be possible to waitlist that class.

**5. NOT COMBINABLE:**

This agreement is **NOT** combinable with the CCRA Air Icelandair NET agreement. You can **NOT** claim commission on NET fares. Valid for Icelandair Published Fares only.

**6. SECURE FLIGHT PASSENGER DATA:**

(SFPD) is required prior to departure and must be entered in all records. **The passenger's passport information and date of birth must be entered in the PNR prior to ticketing.**

**7. GROUP TRAVEL:**

Group pricing is on request basis only. Group space is subject to availability at the time of booking. To request a group quote contact Beth Ann Young at [byoung@icelandair.is](mailto:byoung@icelandair.is) or submit a request at <https://www.icelandair.com/vacations/group-booking/> Groups must have a minimum of 15 passengers.

**Agency Support:**

Icelandair Agent Website <http://agents.icelandair.us/login/>

For a description of Icelandair's service categories, or to see which may best fit the needs of your client, go to:

<https://www.icelandair.com/support/on-board/classes-of-service/>

Agencies in need of assistance with any non-commission related issue may contact the Icelandair's Contracted Agency Sales Support at 800-757-7242 Option 1 Extension 318, you must mention CCRA. Commission related questions should be directed to [air@ccra.com](mailto:air@ccra.com)

**Agencies utilizing CCRA's 24/7 Call Center:**

You must add the necessary Icelandair contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at [Air@ccra.com](mailto:Air@ccra.com) and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.