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Spanair communication to their customers

January 29th 2012

Spanair advises that on 28th January 2012, the airline suspended operations. Due to these exceptional circumstances, all our flights were canceled.

Refund options:

Spanair is finalizing an agreement with the International Air Transport Association (IATA) to facilitate the refund of purchased but not yet flown tickets of Spanair.

This agreement will let the travel agencies refund the complete price to those passengers that paid the ticket in a travel agency by bank transfer or cash.

All other passengers who bought their tickets by credit card directly at www.spanair.com or in a travel agency, they will need enquire for refund options with their card issuer.

In the following days we will inform the travel agencies about the procedure to follow.

In all other cases to claim the refund of your ticket, please contact:

- Spanair sales offices
- AENA help desks located in airports in Spain
- Airport Tourism information offices in Spain.
- Catalan consumer agency

Alternative flight options:

We remind you of our previous communication that Spanair is in contact with other airlines (especially Vueling, Iberia & Air Europa) to find alternative solutions, providing special fares to those affected passengers that want to fly in the next few days. You will find more information at the respective websites of those airlines.

If you have purchased a ticket with Spanair that is operated by another airline member of Star Alliance, in principle your flight will be unaffected. However for clarification we suggest you contact the operating airline.

Spanair considers that all these measures will cover most of the claims presented.

Contact Information:

For the latest information, please consult our website www.spanair.com

The Spanair contact center (Telephone number within Spain: 900 13 14 15 and from outside Spain: +34 971 916 047) and our Spanish sales offices in the airports will remain open to attend to customers as far as possible.

Moreover, Spanair is permanently in contact with the Spanish aeronautical authorities participating in the Barcelona airport crisis committee where continually evaluates the contingency plan for the cessation of the airline's operations.

Spanair apologises to all our customer affected by this situation

Barcelona, January 29th of 2012