



The importance of passenger contact details

Dear travel partners,

When plans change, being able to reach our shared customers quickly makes all the difference.

We're currently seeing too many bookings where contact details are missing, incomplete or replaced with agency information. This makes it harder for us to keep customers informed when it matters most.

What needs to be included

To support a smooth journey, please make sure you:

- * Collect **accurate customer contact details** (email and/or mobile) at the time of booking
- * Add them to the PNR using:
 - * **CTCE** for email
 - * **CTCM** for mobile number
- * Always include the **customer's details, not the agency's**

If a customer prefers not to share details

That's their choice. Please let them know this may limit our ability to send important updates about their journey.

In these cases, please record the refusal in the PNR using **CTCR** .

Why it matters

Having the right contact details helps us:

- * Reach customers directly during disruptions
- * Share timely updates on schedule changes and delay
- * Support customers more effectively throughout their journey

We only use this information for operational messages, not for marketing.

We know you're committed to delivering a great experience, just as we are. Thank you for helping us keep our shared customers informed.

Best regards,
Your Icelandair team

July 8, 2026

Photo: Tromsø, Norway. Service begins October 23, 2026.

Travel Agent Hub

Need assistance?

Contact us today!

We're here to help! Reach out to your Key Account Manager from Icelandair's North American headquarters in Boston: [Kristen Brooks](#) (Tour Operators, Cruise Lines and Student Sales), [Emily Lashendock](#) (Corporate & Leisure Sales) and [Beth Ann Young](#) (Corporate & Leisure Sales).

Contacts

[Icelandair Website](#) | [Icelandair Newsletter](#)
