

iryo

Index

01 We are iryo

02 Key figures

03 Customers

04 Fleet

05 Sustainability

06 Destinations

07 Comfort zones

08 Gastronomy

09 Attendants

10 Club YO

11 Fares

12 Sales channels



1

We are iryo

We are iryo



A company owned by
Trenitalia, Air Nostrum y Globalvia.



We are revolutionizing mobility
in Spain.



Quality



Flexibility



Experience



Business

Key figures



iryo



11

Destinations



26%

Market share

Comfort zones

2



Brand Awareness

69%



78%

Punctuality

Within 5 minutes. And 95% punctuality as a rail operator within 5 minutes.



72%

NPS

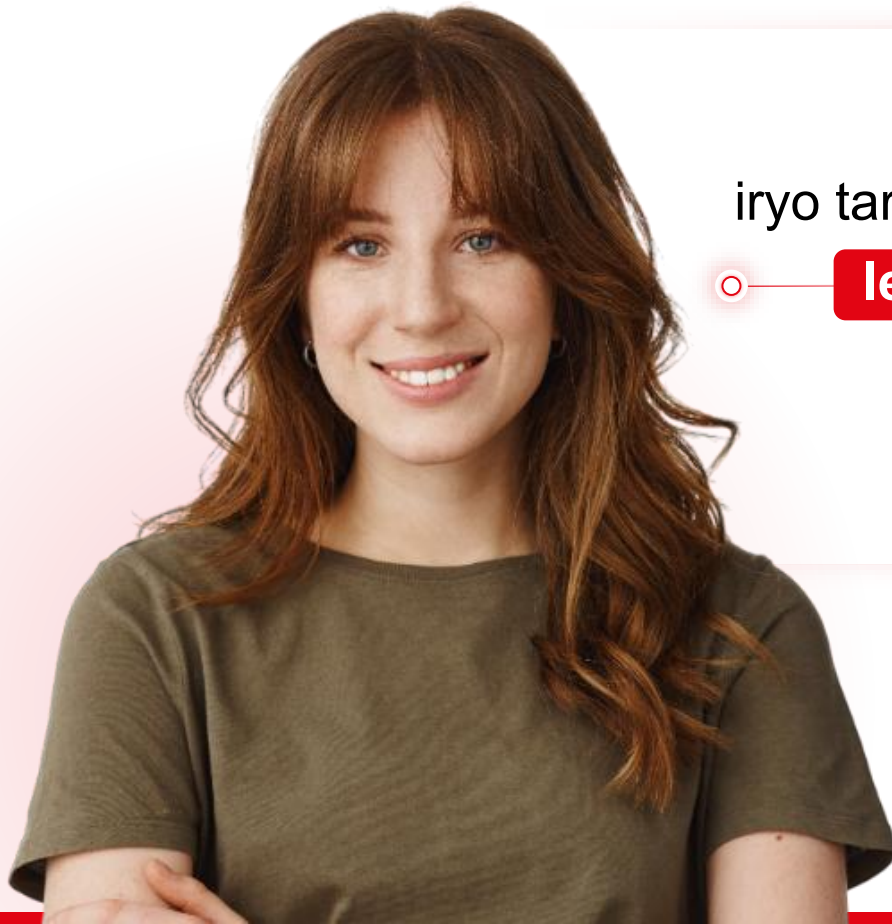
Our clients



iryoy



We target clients who seek a **top-quality experience.**



iryoy targets the most demanding
○ — **leisure & business** — ○
travelers.



Taking care of every step of the journey

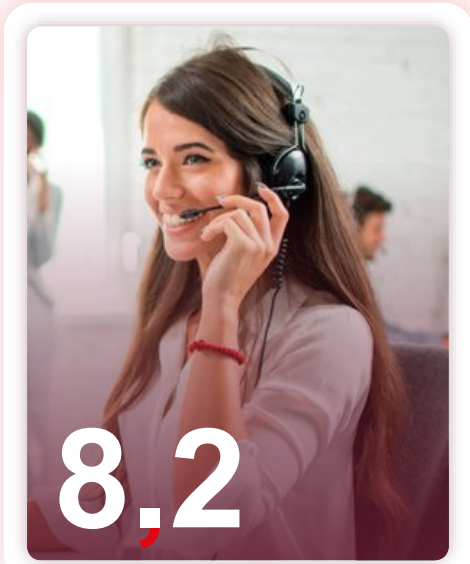


iryo

01

Contact Center

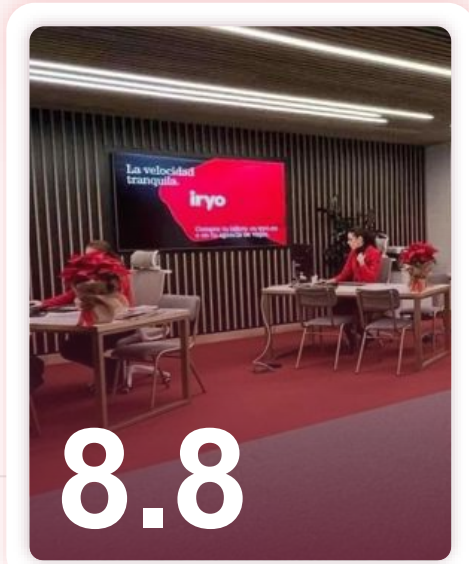
Short waiting times and a positive customer experience.



02

Espacio iryo

A customer-centric culture and full resolution of any issues.



03

Boarding

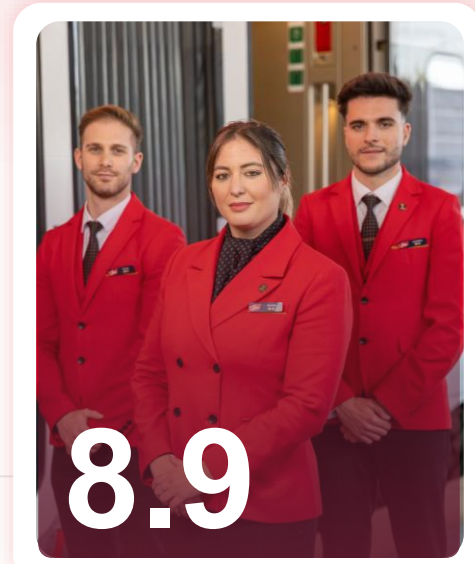
Priority boarding at the station and the hand-over-heart greeting.



04

Attendants

Kindness, empathy, and problem-solving.



Customer satisfaction surveys 2024

FRECCIAROSSA 1000



20



State-of-the-art trains

Certified with the most up-to-date technical and quality standards.



Recyclable

Manufactured with recyclable materials (94%).




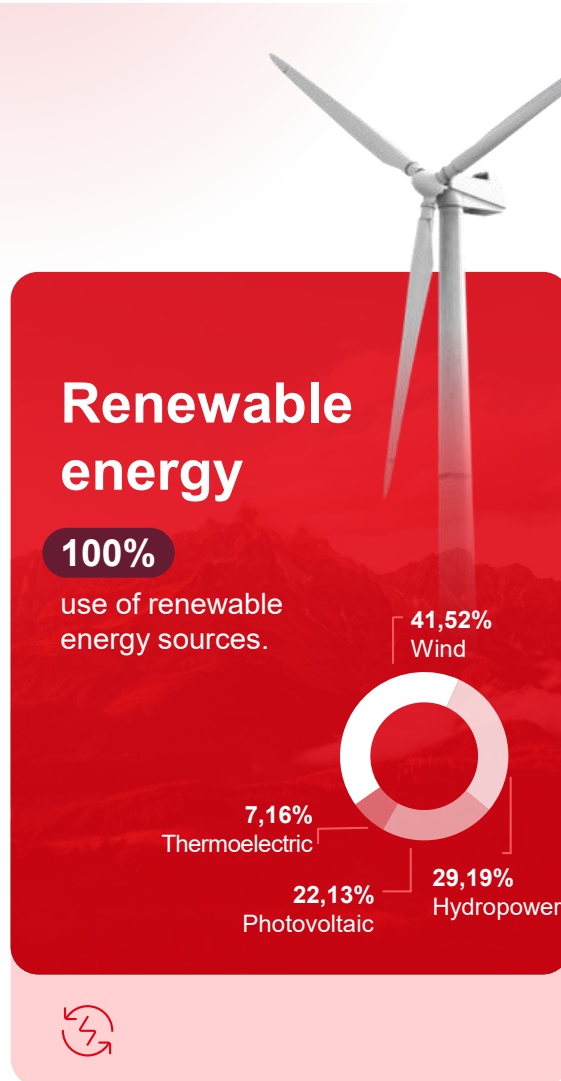
Sustainable

The first high-speed train with Environmental Product Declaration (EPD) certification.



Quiet


The quietest and lowest-vibration train manufactured in Europe.



Commitments

11 goals

aligned with the Sustainable Development Goals, in the environmental, social, and governance fields.



Certifications

- **RINA Zero Emissions Certification**
- **ISO 9001** quality management systems
- **ISO 14001** environmental management systems
- **ISO 45001** occupational health and safety management systems



Our destinations



iryoy

Frequencies

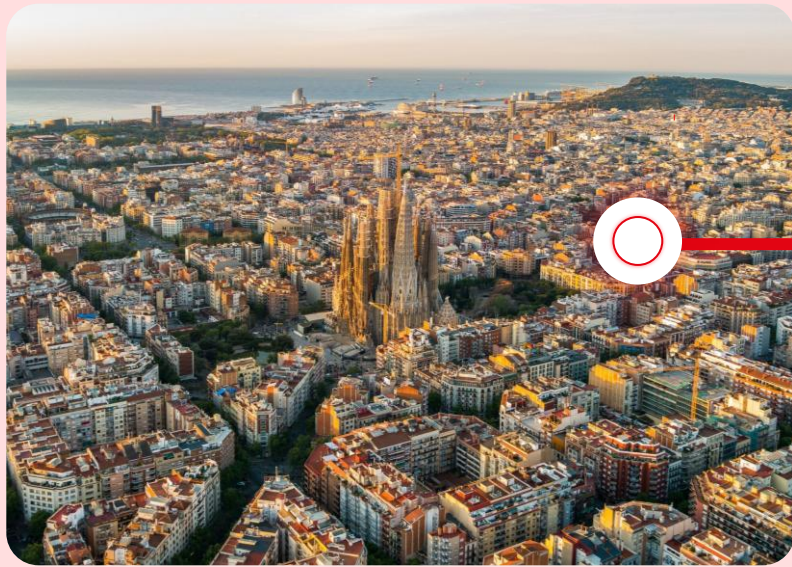
(each direction):

- | | | | |
|----|-------------|---|---------------------------|
| 14 | Barcelona | 5 | Málaga |
| 12 | Córdoba | 2 | Alicante (temporada alta) |
| 8 | Valencia | 2 | Barcelona-Sevilla |
| 7 | Sevilla | 1 | Barcelona-Málaga |
| 2 | Puertollano | 2 | Ciudad Real |



Barcelona–Málaga and Barcelona–Seville Route

Connect amazing destinations **without transfers!**



Nuevas paradas Puertollano y Ciudad Real

iryo

Puertollano

Castilla La Mancha



Ciudad Real

Castilla La Mancha



•**Madrid–Seville:** Departure 07:54 (Madrid Atocha) – Arrival 10:46 (Seville): With stops in Ciudad Real (08:48), Puertollano (09:10), and Córdoba (09:53).

•**Seville–Madrid:** Departure 06:47 (Seville) – Arrival 09:31 (Madrid Atocha): With stops in Córdoba (07:30), Puertollano (08:12), and Ciudad Real (08:26).



2 comfort zones



∞ inicial

Coaches:



del 4 al 8



∞ infinita

Coaches:

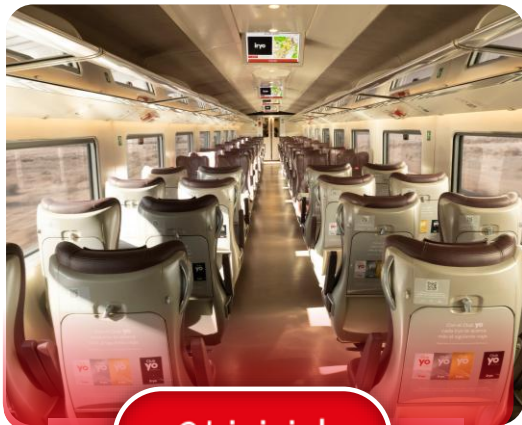


del 1 al 3

4 fares



Adapted to the needs of every customer



∞ inicial



∞ inicial superior

- Flexibility for changes and refunds



∞ infinita

- Flexibility for changes and refunds
- Gran Comfort XL seat



∞ infinita bistró

- Flexibility for changes and refunds
- Gran Comfort XL seat
- Onboard gastronomic experience

4 fares



∞ infinita bistró

∞ infinita

∞ inicial superior

∞ inicial

The ideal fare for travelers who **don't want to give up maximum comfort at the best price.**



- **Comfort Seat**
- **2+2 configuration**
- **Included baggage: cabin suitcase and handbag**
- **Pre-order gastronomy and bar available**
- **Free WiFi**
- **Standard and USB power outlet**
- **Individual armrests**

Optional add-ons available: seat selection, pets, gastronomy.

4 fares



∞ inicial

∞ infinita bistró

∞ infinita

∞ inicial superior

Designed to help you save on your trips without giving up **flexibility and onboard service at all times.**



- Comfort Seat
- **2+2** configuration
- **Flexibility for changes**
- Included baggage: **cabin suitcase and handbag**
- Pre-order **gastronomy and bar** available
- **Free WiFi**
- **Standard and USB power outlet**
- **Individual armrests**

Optional add-ons available: seat selection, pets, gastronomy.

4 fares



∞ inicial superior

∞ inicial

∞ infinita bistró

∞ infinita

Ideal for entrepreneurs and companies.
Flexibility, comfort, and personalized service for business travel.



- Gran Confort XL Seat
- 2+1 configuration
- Excelent flexibility for changes
- Included baggage: cabin suitcase and handbag
- Pre-order **gastronomy and bar** available
- Free WiFi
- Standard and **USB power outlet**
- **Individual armrests**

Optional add-ons available: seat selection, pets, gastronomy.

4 fares

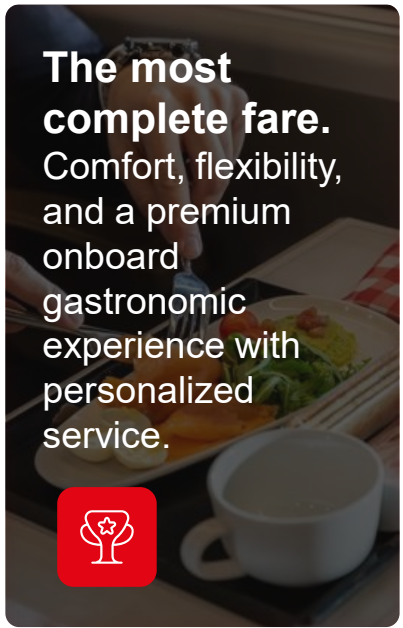


∞ infinita

∞ inicial superior

∞ inicial

∞ infinita bistró



The most complete fare. Comfort, flexibility, and a premium onboard gastronomic experience with personalized service.

- Gran Confort XL Seat
- 2+1 configuration
- HAZEA gastronomy included
- High flexibility
- Included baggage: large suitcase, cabin suitcase and handbag
- Pet included
- Free WiFi
- Standard and USB power outlet
- Individual armrests

Optional add-ons available: seat selection, pets, gastronomy.

α espacio silencio

A new way of travelling

We have created a new space where you can travel peacefully and without interruptions.



Work without distractions



Rest during the journey



Avoid noise



Passenger rules on board the Quiet Coach:

- Phone conversations are not allowed.
- Headphones must be used.
- All electronic devices must be kept on silent mode.
- Please respect the silence, speak quietly and avoid long conversations.



Features & espacio silencio

iryo

& inicial superior

- Coach 8.
- 58 seats.
- 2+2 seating layout.

Condiciones

- Adults only.
- No children or babies.
- No groups.
- No pets.



Infinita Bistró Menu



iryo

Infinita Bistró Menu

- **4 food options:** from the land, from the sea, pastrami, and Italian salad.
- **4 breakfast options:** sweet, savory, from the sea, from the land, and churros.



In-house gastronomy



Mobile Bar

- Freshly prepared coffee and a selection of products and drinks from the **mobile trolley**.
- Available in **coaches 3 to 8**.



Haizea Café

- Restaurant-bar located in **coach 3**.
- Tapas, shared plates, and **barista-served espresso coffee**.



Infinita Bistró Menu

- For groups of **<30** in Infinita Bistró.
- 4 meal options and 4 breakfast options. Customization available on request.



Mercado Menu

Available on request.
Takeaway

Haizea Café



Haizea Café

- Restaurant-bar located in **coach 3**.
- Tapas, shared plates, and **barista-served espresso coffee**.



Onboard attendants



A new
standard of
**onboard
assistance**



In-house attendants

Our team is here to
assist you at every step
of the journey.



Digital tools

For online assistance
both onboard and on
the ground.



Seat map

iryo Features of our trains

Coach 4 - inicial WC WC
72 seats
Comfort Seat

Coach 3 - infinita* WC PMR
19 seats + 2 seats (PRM)
Bar Restaurant H A I Z E A

Coach 2 - infinita* WC WC
50 seats
Comfort Seat XL

Coach 1 - infinita Bistró* WC
30 seats
Comfort Seat XL

Market menu** + Mobile bar
**request when completing purchase

Market menu** + Mobile bar
**request when completing purchase

Dining experience H A I Z E A included :
Set menu of your choice, brought to your seat,
welcome drink and wines with Designation of Origin.

*Preferential access to Espacios iryo

Coach 8 - quiet coach WC
58 seats
Comfort Seat

Coach 7 - inicial WC WC
78 seats
Comfort Seat

Coach 6 - inicial WC WC
74 seats
Comfort Seat

Coach 5 - inicial WC WC
78 seats
Comfort Seat

Market menu** + Mobile bar
**request when completing purchase

Total number of spaces : 461
Seats: 459
Wheelchair spaces: 2

These are our High Speed Trains, with the most amount of space between seats on the market, warm lighting, free Wi-Fi and 5G connectivity.

Additional information:
We have a Bar Restaurant for all customers.
All toilets have baby changing facilities.



| | Yo Clásica (Classic) | Yo Plata (Silver) | Yo Oro (Gold) | Yo Empresa (Business) |
|---|-------------------------------------|-------------------------------------|--------------------------------------|--------------------------------|
| % in iryos | ✔ 2% | ✔ 3% | ✔ 5% | ✔ 3% |
| Discount on one ticket | ✔ 20% | ✔ 30% | ✔ 50% | ✔ 30% |
| Discount on one ticket (2nd year) | ✘ Not included | ✔ 50% | ✔ 100% | ✔ 50% |
| Upgrade on one ticket | ✘ Not included | ✔ To Infinita fare | ✔ 2 upgrades to Infinita Bistró fare | ✔ To Infinita fare |
| Support | ✔ Dedicated pone line: 910 15 00 99 | ✔ Dedicated pone line: 910 15 00 99 | ✔ Exclusive line: 910 15 00 98 | ✔ Exclusive line: 910 15 00 98 |
| Gift cards El Corte Inglés & Amazon | ✔ Included | ✔ Included | ✔ Included | ✔ Included |
| Points conversion to other programs | ✔ Included | ✔ Included | ✔ Included | ✔ Included |



And you can also transfer points between Club YO members!

Club YO: pets



**Your pets are
welcome!**



And you'll also enjoy benefits with the YO Club.

iryo is creating the **first pet club in the transport sector.**

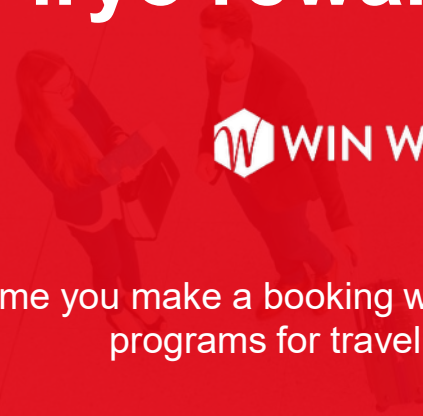
Because at iryo your pets are always welcome, **and even if your dog weighs more than 10 kg**, you can always travel together by train to your destination.

Agent Loyalty Programs



iryo

iryo rewards your loyalty



Every time you make a booking with iryo, we reward you with points in the loyalty programs for travel agents: **Win Way** and **One4You**.



Andalusia Frequencies 2026



Seville



- From January 1 to May 31: up to **14 frequencies**.
- From July 1 to July 30: up to **12 frequencies**.
- From August 1 to August 31: up to **10 frequencies**.
- From September 1 to December 12: up to **14 frequencies**.

Málaga



- From January 1 to June 30: up to **10 frequencies**.
- From July 1 to December 12: up to **12 frequencies**.

Discover Seville

The logo for iryo, featuring the word "iryo" in a bold, lowercase, sans-serif font. The letters are white with a red outline, set against a red background that is part of a larger graphic element resembling a flowing ribbon or flag.

Experience **Seville** with all the comfort and speed of iryo. We've put together the perfect plan for you to discover the city.



Madrid-Seville
2h 39m



Wander through
the Royal Alcázar

Try the authentic
salmorejo

Visit the
Museum of Arts
and Customs

Snap a photo at
Plaza de España

Discover Valencia

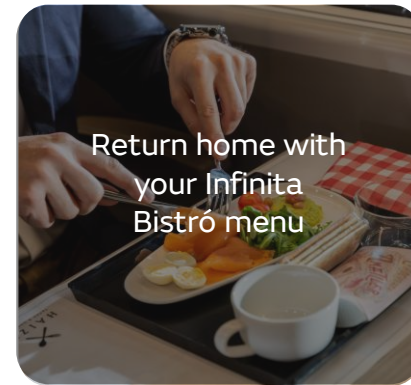
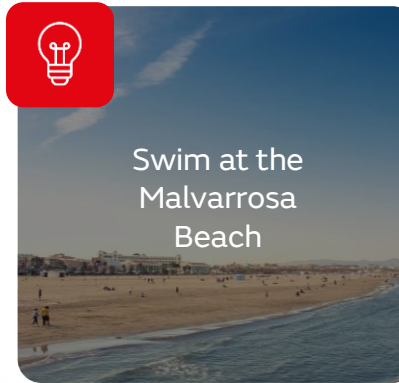


iryo

Enjoy a round-trip getaway to **Valencia** thanks to iryo. Take note of this plan for a perfect day.



Madrid-Valencia
1h 54m



Start selling iyo



agencias.iryo.eu

Join us on this
journey and
**Register as a
travel agency:**



2

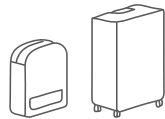
Fares

Our fares include...



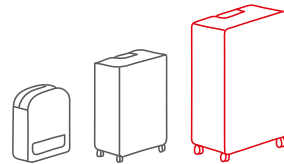
iryo

Baggage



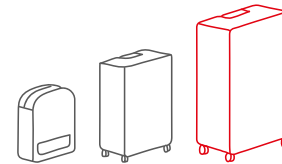
α inicial

- **1 piece of hand luggage**
36x27x15cm
- **1 cabin suitcase**
55x35x25cm



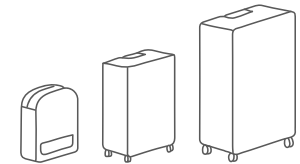
α inicial superior

- **1 piece of hand luggage**
36x27x15cm
- **1 cabin suitcase**
55x35x25cm
- **1 large suitcase**
(reservation required)
80x55x35cm



∞ infinita

- **1 piece of hand luggage**
36x27x15cm
- **1 cabin suitcase**
55x35x25cm
- **1 large suitcase**
(reservation required)
80x55x35cm



∞ infinita bistró

- **1 piece of hand luggage**
36x27x15cm
- **1 cabin suitcase**
55x35x25cm
- **1 large suitcase**
80x55x35cm



Free commuter train access



All tickets include free Cercanías (commuter rail) access by **scanning the QR code at the turnstiles or at station ticket windows.**



Fares

01 Public fares

02 Corporate fares

03 Tour Operation

04 Groups



Public fares



| | ∞ inicial | | | ∞ infinita | |
|--|---|--|-------------------|---|---|
| | ∞ inicial | ∞ inicial superior | quiet coach | ∞ infinita | ∞ infinita bistró |
| | Great travel experience at the most competitive price | Greater flexibility in changes and refunds | | Enjoy greater flexibility and comfort on your trips | A full gastronomic experience with unlimited changes |
| Seat | Comfort | Comfort | | Grand Comfort XL | Grand Comfort XL |
| Time change on the day of travel ⁽¹⁾ | Extra €15 + fare difference ✔ | Included ✔ | | Included ✔ | Included ✔ |
| Change of date ⁽¹⁾ | Extra €15 + fare difference ✔ | Fare difference payment ✔ | | Fare difference payment ✔ | Fare difference payment ✔ |
| Change after missed train – Limit 2h ⁽²⁾ | Not included ✘ | 30€ ✔ | | 30€ ✔ | 10€ ✔ |
| Change of passenger name ⁽²⁾ | 40€ ✔ | 20€ ✔ | | 20€ ✔ | Included ✔ |
| Cancellation refund ⁽¹⁾ | Non-refundable ✘ | Up to 7 days before: 85% After: 75% ✔ | | Up to 7 days before: 85% After: 75% ✔ | Up to 7 days before: 95% After: 90% ⁽³⁾ ✔ |
| Seat selection | 5€ ✔ | 5€ ✔ | | 5€ ✔ | Included ✔ |
| Gastronomy | Reservation required ✔ | Reservation required ✔ | | Reservation required ✔ | Gastronomy and drinks included ✔ |
| Pets (<10 kg) | 10€ ✔ | 10€ ✔ | No available ✘ | 10€ ✔ | Included ✔ |
| Hand luggage 1 item 36x27x15cm | Included ✔ | Included ✔ | | Included ✔ | Included ✔ |
| Cabin suitcase 1 suitcase 55x35x25cm | Included ✔ | Included ✔ | | Included ✔ | Included ✔ |
| Large suitcase 1 suitcase 80x55x35cm | Not included ✘ | 10€ ✔ | | No extra cost (reservation required) ✔ | Included ✔ |
| Maximum number of items | 2 | 2+1 With additional cost | | 2+1 Reservation required | 3 |
| Oversized baggage | 40€ | 40€ | | 40€ | 40€ |

(1) Changes/refunds can be made through the iryo App and the iryo.eu website. In addition, they can be processed via the Customer Service line at: +34 910 150 000 from 6:00 to 23:00, or at the station offices: "Espacios iryo." Changes/refunds are allowed up to 30 minutes before the train's departure time. If you wish to make a change less than 30 minutes before the train's departure time, the applicable conditions will be those corresponding to changes after missing the train. Under no circumstances will a refund be granted if requested within 30 minutes before the train's departure time.

(2) Changes can be made through the Customer Service line at: +34 910 150 000 from 6:00 to 23:00, or at the station offices: "Espacios iryo".

(3) In the case of cancellation of the Infinita Bistró fare less than 24 hours before the train's departure, a 30% penalty will be applied.



Fares

01 Public fares

02 Corporate fares

03 Tour Operation

04 Groups



Corporate fares: benefits



iryo

iryoempresas



A renewed solution for companies and SMEs, combining flexibility, comfort, and sustainability for efficient and comfortable business travel.

Exclusive phone line:
910 150 098

Exclusive email:
empresas@iryo.eu



Benefits

∞ inicial superior

∞ infinita

∞ infinita bistró

100% free cancellation

Free seat selection

Same-day time changes at no cost

In case of train loss: free rebooking up to 2 hours later

Discount on all fares (except Inicial)

Upgrade to Yo Empresas in Club YO (50% extra points)

Corporate fares

iryoy

iryoyempresas

A solution for large companies and SMEs that combines flexibility, comfort and sustainability on every trip, ensuring efficient and comfortable business travel.



We tailor our product to your clients

Corporate fares

iryo empresas

iryo

| | ∞ inicial | | | ∞ infinita | |
|--|----------------------------------|------------------------------|-------------|---|-------------------------------------|
| | ∞ inicial | ∞ inicial superior | quiet coach | ∞ infinita | ∞ infinita bistró |
| Seat | Comfort | Comfort | | Grand Comfort XL | Grand Comfort XL |
| Time change on the day of travel | Extra €15 + fare difference ✔ | Included ✔ | | Included ✔ | Included ✔ |
| Change of date | Extra €15 + fare difference ✔ | Fare difference payment ✔ | | Fare difference payment ✔ | Fare difference payment ✔ |
| Change after missed train – Limit 2h | Not included ✘ | Included ✔ | | Included ✔ | Included ✔ |
| Change of passenger name | 40€ ✔ | 20€ ✔ | | 20€ ✔ | Included ✔ |
| Cancellation refund | Non-refundable ✘ | 100% refundable ✔ | | 100% refundable ✔ | 100% refundable ⁽¹⁾ ✔ |
| Seat selection | Not included ✘ | Included ✔ | | Included ✔ | Included ✔ |
| Gastronomy | Reservation required ✔ | Reservation required ✔ | | Reservation required ✔ | Gastronomy and drinks included ✔ |
| Hand luggage 1 item 36x27x15cm | Included ✔ | Included ✔ | | Included ✔ | Included ✔ |
| Cabin suitcase 1 suitcase 55x35x25cm | Included ✔ | Included ✔ | | Included ✔ | Included ✔ |
| Large suitcase 1 suitcase 80x55x35cm | Not included ✘ | 10€ ✔ | | No extra cost (reservation required) ✔ | Included ✔ |
| Oversized baggage | 40€ | 40€ | | 40€ | 40€ |

(1) In the case of cancellation of the Infinita Bistró fare less than 24 hours before the train's departure, a 30% penalty will be applied.
*Any change applies up to 30 minutes before the train's departure.



Fares

01 Public fares

02 Corporate fares

03 **Tour Operation**

04 Groups



Special fares for packaging

with additional accommodation or event services



Fares for packaging and organizing national itineraries.



Available through all channels (**web agencies, Smart Tab and GDS** under code RU222222).



Discount on **public fares** across all classes except Inicial.



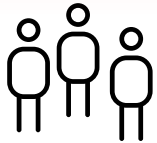
Tickets do not display a face value.



Fares

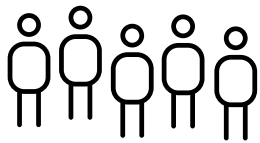


Booking options



Groups 10 to 30 people

- **Agency website groups:** self-managed booking in 4 steps at agencias.iryo.eu.
- No need to enter passenger names until a few days before travel.
- You can directly manage free name changes.



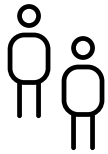
Groups +30 people

Through our groups department at grupos@iryo.eu, you can request fares and conditions for **groups from 30 seats onwards**, MICE groups, scheduled services, full-train bookings, and much more.



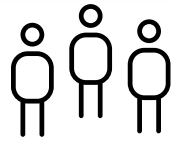


Conditions



Groups 10 to 30 pax

- **Issuance**
Departures -2 months
- **72h Hold**
Departures +2 months
- **Name changes**
Free of charge
- **Cancellations**
From issuance to 21 days: 7% fee
From 21 to 7 days: 50% fee
From 7 to 0 days: 100% fee



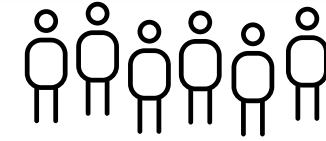
Groups <80 pax

- **5% Deposit**
Refundable if cancelled -50%
- **Issuance 15 days**
Payment and passenger names 16 days prior
- **Name changes**
Up to 2 hours before departure
- **Cancellations**
From 15 to 7 days: 50% fee
From 7 to 0 days: 100% fee



Groups 80 to 200 pax

- **10% Deposit**
Refundable if cancelled -50%
- **Issuance 21 días**
Payment and passenger names 22 days prior
- **Name changes**
Up to 2 hours before departure
- **Cancellations**
From 21 to 7 days: 50% fee
From 7 to 0 days: 100% fee



Groups +200 pax

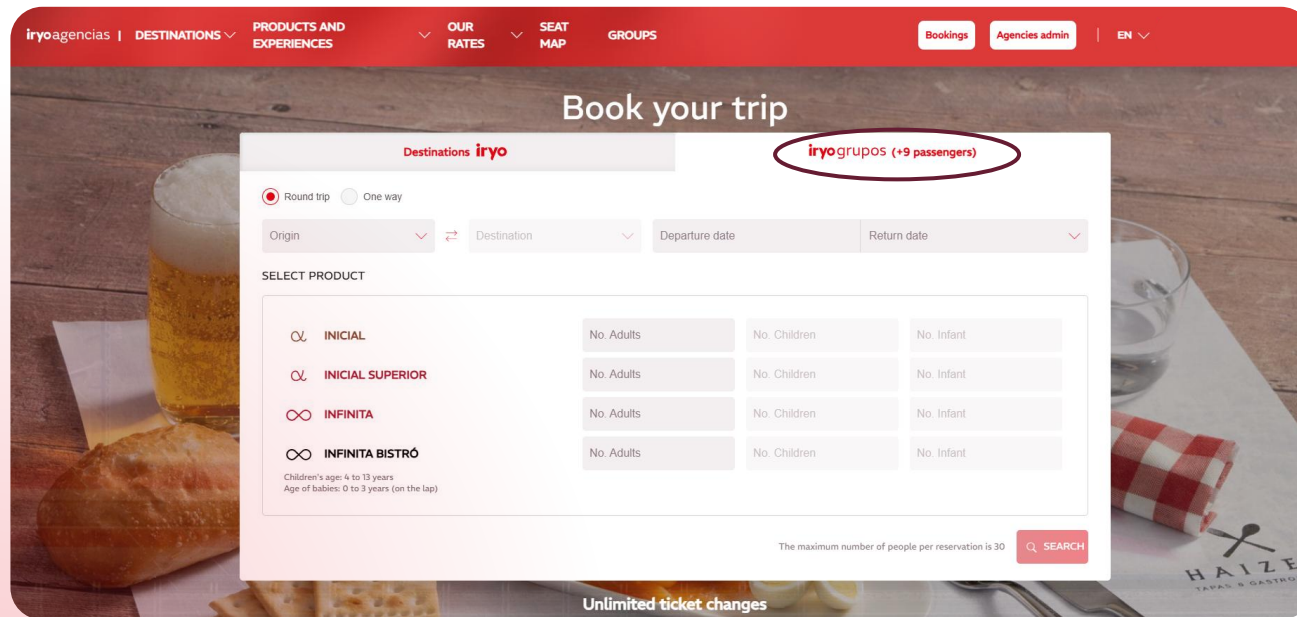
- **15% Deposit**
Refundable if cancelled -50%
- **Issuance 30 días**
Payment and passenger names 16 days prior
- **Name changes**
Up to 2 hours before departure
- **Cancellations**
From 30 to 15 days: 50% fee per passenger
From 15 to 0 days: 100% fee per passenger

Advantages



- Dedicated e-mail: **grupos@iryo.eu**
- Response time: **48h to 72h**
- **Named tickets** and Cercanías included.
- **Free name changes** up to 2 hours before departure.
- Available in **all comfort zones**.
- **Partial cancellation** refunds.
- **Dedicated gastronomy** for groups of up to 200 pax, upon request.
- **Self-management tool** for groups of up to 30 pax.

Book groups online!



Book your trip

Destinations **iryo** **iryogrupos (+9 passengers)**

Round trip One way

Origin ⇄ Destination Departure date Return date

SELECT PRODUCT

| | | | |
|---|---------------------------------|-----------------------------------|---------------------------------|
| <input type="checkbox"/> INICIAL | No. Adults <input type="text"/> | No. Children <input type="text"/> | No. Infant <input type="text"/> |
| <input type="checkbox"/> INICIAL SUPERIOR | No. Adults <input type="text"/> | No. Children <input type="text"/> | No. Infant <input type="text"/> |
| <input type="checkbox"/> INFINITA | No. Adults <input type="text"/> | No. Children <input type="text"/> | No. Infant <input type="text"/> |
| <input type="checkbox"/> INFINITA BISTRÓ | No. Adults <input type="text"/> | No. Children <input type="text"/> | No. Infant <input type="text"/> |

Children's age: 4 to 13 years
Age of babies: 0 to 3 years (on the lap)

The maximum number of people per reservation is 30

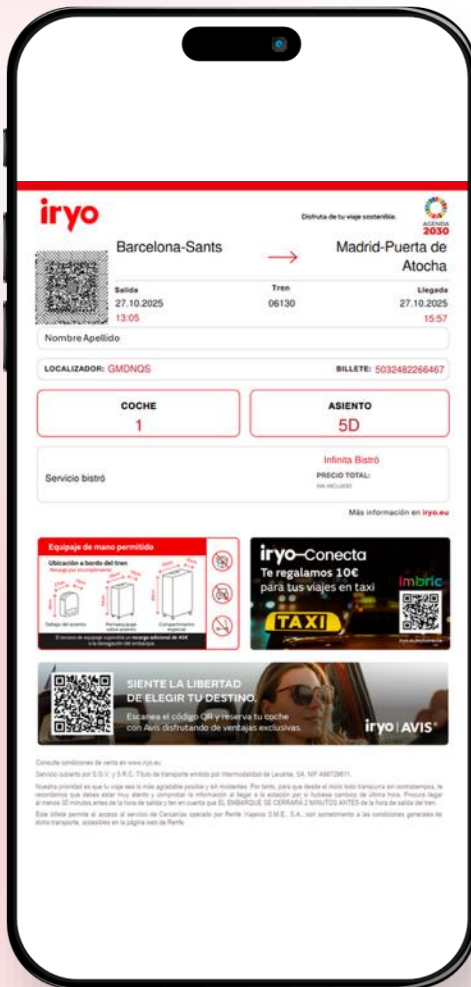
Unlimited ticket changes

You can now book **groups of 10 to 30 people** at agencias.iryo.eu.

Access here

Check on the website:

- Booking options
- Available fares
- Onboard comfort
- FQA, conditions and user guide
- Group benefits



Named tickets

Each passenger may, if they wish, **board individually.**



Tickets without price

All tickets include **name, seat, and coach details.** They do not include the group fare



Free Cercanías

All tickets include **free Cercanías access** by scanning the QR code at the turnstiles or at station ticket windows.



3

Sales channels

Sales channels

Agencies Web

- agencias.iryo.eu

API/OSDM

- Connect all content directly to your platform

GDS

- **Amadeus** (Plate I6)
- **Travelport** (Plate I6)*
- **Sabre** (Plate I6)*
- **Euroairlines** (Plate Q4)*
- **APG** (Plate GP)*

GDS Train Apps

- **Amadeus Smarttab**
- **Sabre Red App***
- **Travelport App***

OBT

- **Cytric**
- **Sap Concur**
- **Neo**
- **Destinux** (Consultia)
- **Ween**
- **Pursuit**
- **IRIS - SBT**

Consolidators

- **Lleego**
- **Travelfusion**
- **Distribusion Tech**
- **Trainline**
- **Rail Europe**
- **Go Trenes**
- **Grupo Iris**
- **Wasabi-s** (Beroni)
- **CDV**
- **Dit Gestion**
- **WerlcomeRail**
- **Passengy**



Agencies web

iryo



Access on agencias.iryo.eu

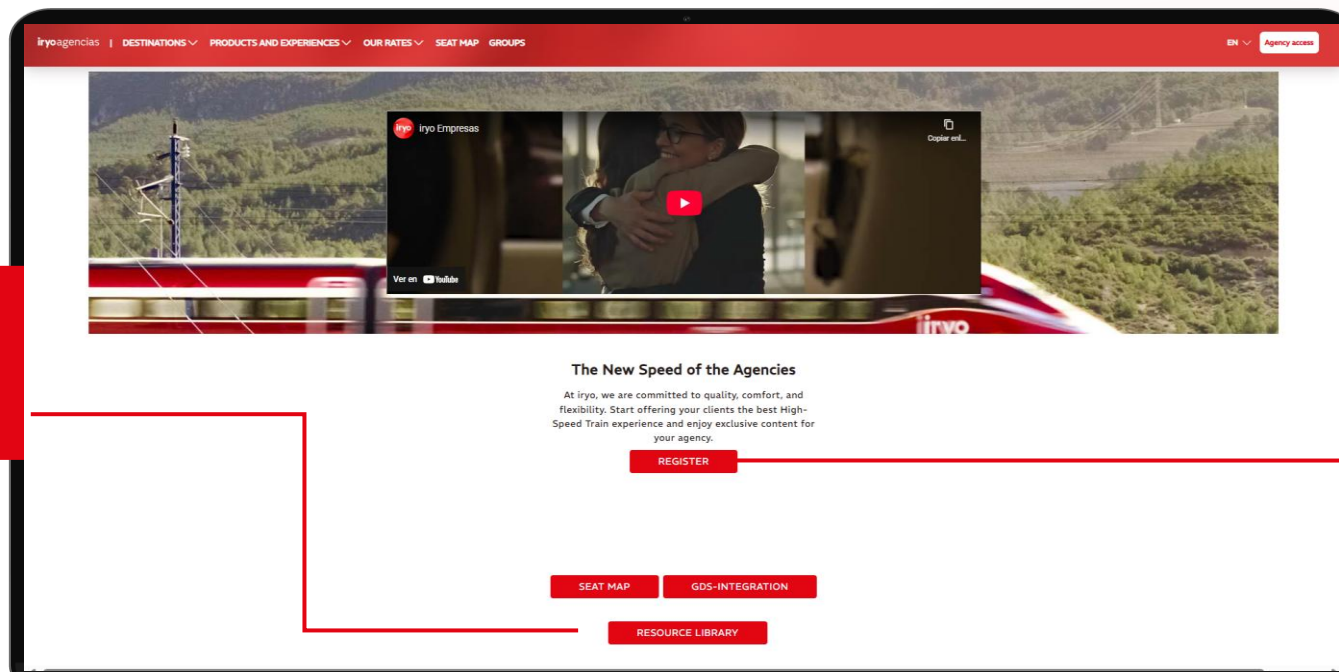
Helpful
information

KNOW US

We are iryo
Value Proposition
Sustainable connectivity
GDS Integration
User manual
Promotions

TRAVEL

Guaranteed services
Baggage Policy
HAIZEA
At the station
Minors on board
Aftersales Service
Show more



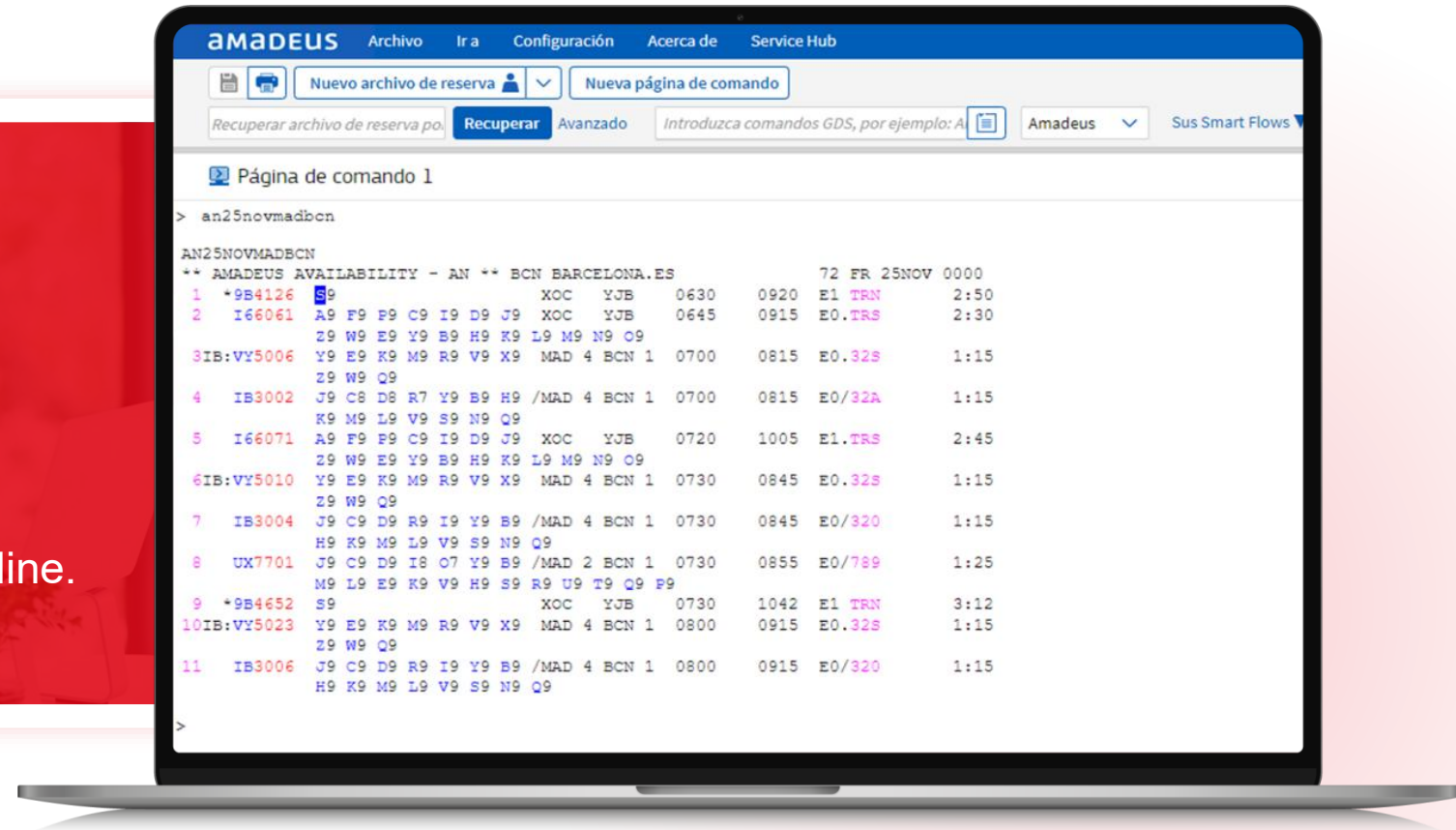
Register as an
agency

Travel agencies
910 150 097
agencias@iryo.eu
iryo empresas
910 150 098
empresas@iryo.eu
Group department
grupos@iryo.eu

Via GDS/Amadeus

Availability,
booking and
ticketing

Exactly as with an airline.

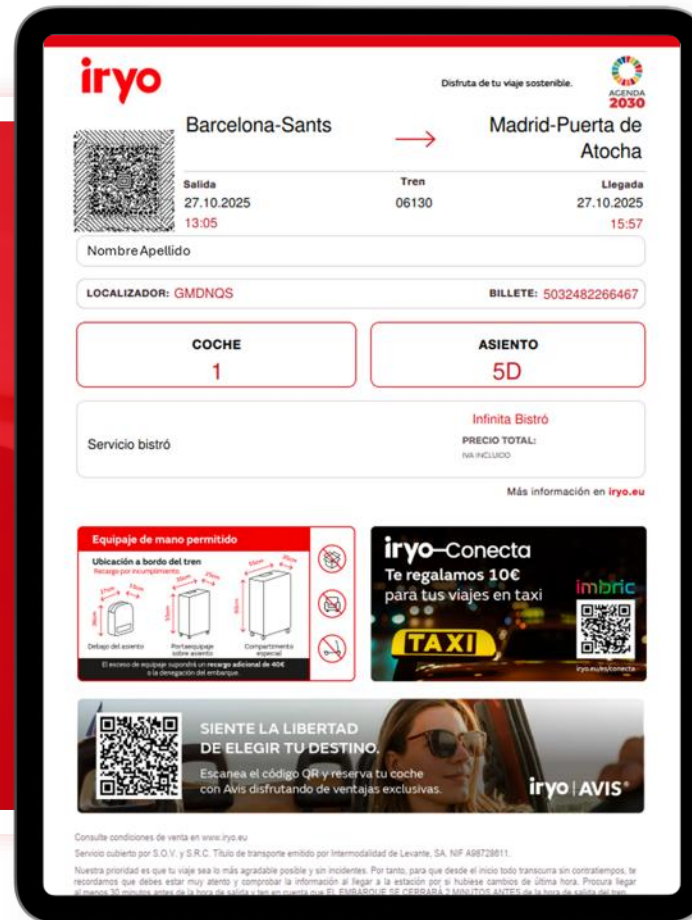


Things to keep in mind when booking via GDS

It is required that the traveler's email address is entered in the PNR field SRCTCE, as the PDF ticket is automatically sent once the ticket is issued, and the passenger is notified of any cancellations or disruptions.

Commuter Rail Included: All tickets include free commuter rail access, using the QR code at the turnstiles or ticket windows at the stations.

Full inventory of all destinations for 2025 is available, with 360-day advance booking..



VOID allowed

You may void tickets until 00:00 on the day of issuance,



Changes and cancellations

Ticket changes and cancellations must be processed through the Customer Service Center.



Discounts

Corporate agreements are applied under the customer's R.U. (Unique Registration code).



Smart Tab

Booking channel: Smart Tab.



Not possible

- Issuing tickets for infants
- Issuing tickets with large family discount
- Issuing PRM/disabled seating
- Adding ancillaries to the PNR (such as meals or pets)
- Changing the passenger's name on the ticket

Via Smart Tab

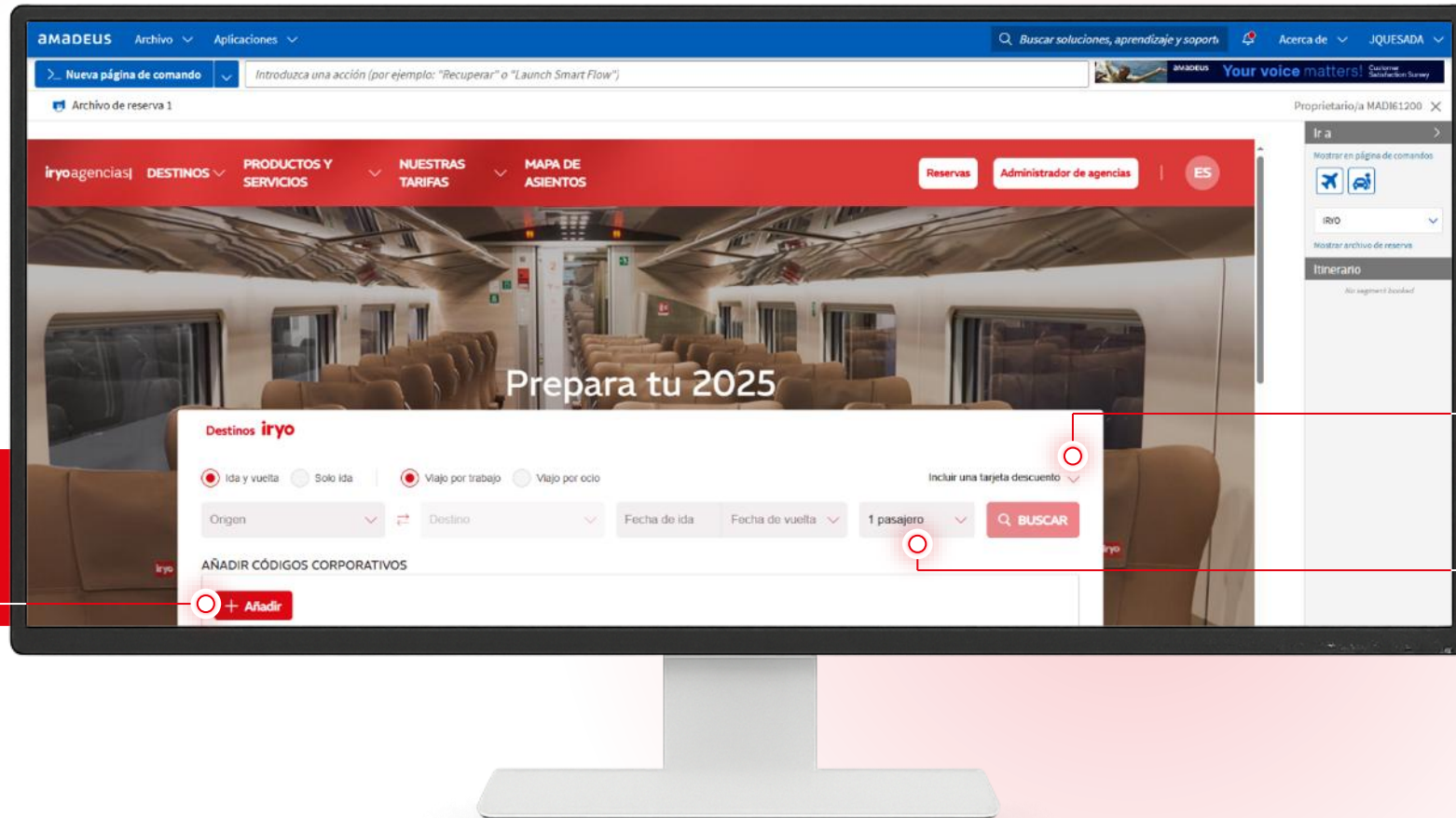


iryo



Via Smart Tab accessing the iryo agencies' website

Create PNRs with MIS segments and add tags for the back office.



Select the company name or SME fare

Large Family / Youth Summer

Adult / Child / PRM

Customer Centric Culture



iryo



People-centered.

We place our customers' needs and preferences at the heart of everything we do.

Our customer ratings are outstanding.

And we work hard to remain at the highest level.

Our “we recognize and appreciate you” approach.

Makes customers feel valued and well taken care of.

We listen actively.

We analyze our customers' needs and preferences using AI and turn insights into meaningful action.



Technology at the service of the customer



iryo

We recognize you...

360° Customer View

Ventanilla única con toda la información de los clientes.

Customer Feedback

With AI-powered sentiment analysis.



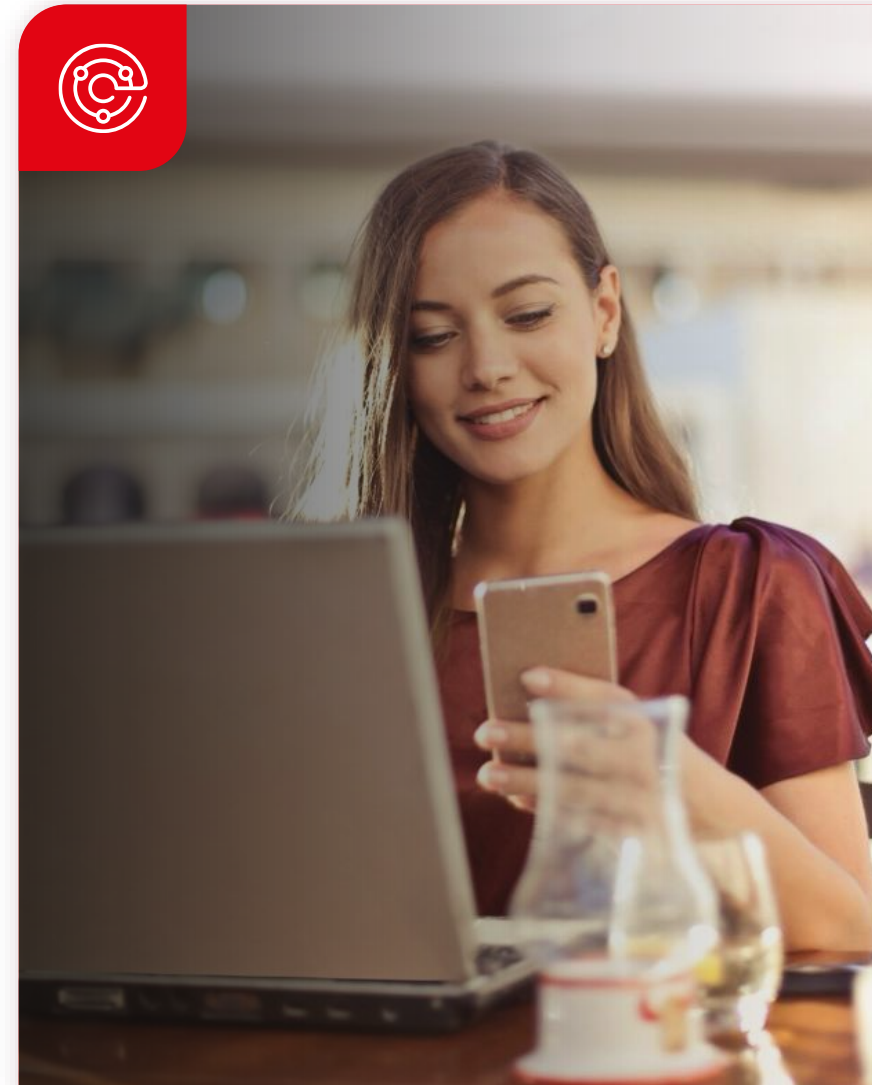
...We acknowledge you

Crew equipped with an app

Innovative app featuring a seat map and key customer data (number of trips, NPS, birthdays, etc.).

Personalized communications

Tailored to each customer.



Thank you!

- Travel agencies: 910 150 097 — agencias@iryo.eu
- iryo Corporate Programme: 910 150 098 — empresas@iryo.eu
- Groups department: grupos@iryo.eu