

PAX Perspective Verified Airline Review: Iberia Business Class



A note from the Publisher: Introducing the Verified PAX Perspective Airline Review

This airline review marks the launch of our new Verified series. Verified PAX Perspective Airline Reviews feature airlines that invite a member of the PAX team to evaluate onboard products firsthand.

Participating airlines will be eligible for a new category in the annual [PAX Readership Awards](#), the PAX Verified Award. Selected by me as Publisher, the PAX Verified Award recognizes the highest standards in passenger experience. The award is open to airlines worldwide, with winners chosen by region. To qualify for the 2026 awards, a PAX publisher or editor must experience the nominated product between August 1, 2025 and February 20, 2026.

Airlines interested in participating may contact me and Managing Editor Jane Hobson (jane@pax-intl.com).

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In this Verified PAX Perspective Airline Review, *PAX International* Publisher Aijaz Khan evaluates an [Iberia](#) Business Class multi-city flight from Heathrow ([LHR](#)) to Madrid ([MAD](#)) to Doha ([DOH](#)).



The first flight: I flew Iberia from Heathrow to Madrid onboard the airline's new A320neo aircraft. This was the first leg of my journey before connecting at Madrid to Doha. Flight time for this short-haul segment was approximately 2.5 hours.

Boarding: Iberia Business Class passengers receive access to the [British Airways Club Lounge North](#) at LHR before boarding. The lounge offered a pleasant start to the trip with excellent food and drink and a cheerful holiday atmosphere. My light breakfast of fresh fruit and pastries set the tone for the day.

After some time to unwind, I headed for the gate. Priority boarding for Business Class passengers meant I could settle in before the aisle became busy. Thanks to the cabin crew, boarding was smooth and efficient.



Food at the Club Lounge North



Pre-flight breakfast at the Club Lounge North at LHR

Seating and interior configuration: The A320neo features 186 seats. In Business Class, the cabin is divided by a curtain, and the middle seats remain unoccupied, giving passengers extra room to stretch out. The cabin felt polished and open with 18-inch seat width, 30-inch pitch and 3-inch recline. The familiar three-by-three layout suits short-haul flying and my mid-morning seat was comfortable. With fewer travelers up front and blocked middle seats, overhead bin space was plentiful, adding to the spacious experience.

Iberia tells *PAX International* that the A320neo is one of the newest additions to its fleet. The aircraft operates at 50 percent lower noise levels than other single-aisle models and reduces CO2 emissions by 5,000 tons annually, delivering a more sustainable way to operate short- and medium-haul routes.

Inflight entertainment and connectivity: Iberia offers complimentary Wi-Fi for messaging apps to Business Class passengers, and to all Iberia Club members regardless of the cabin they are flying in. It worked consistently throughout the flight, which I appreciated.

Parent company International Airlines Group ([IAG](#)) announced an [agreement with Starlink last month](#) that will introduce high-speed connectivity to all Iberia flights. It will be available free of charge to all passengers in all cabins, marking a major step forward in the airline's onboard experience. Implementation is expected to begin in 2026.

Power outlets and charging: Despite the short duration, I liked having both an AC outlet and a USB port within reach at my seat. It made keeping devices charged easy and convenient on a long travel day.



There were lots of charging options at each seat

Food and beverage: After takeoff, the crew served breakfast, available on European short-haul flights departing before 11:00 a.m. The meal included an egg omelet with vegetables, a selection of breads and pastries, and a chia seed pudding topped with fresh fruit. The hearty spread, served on ceramic tableware, made the quick flight feel more premium.



Breakfast en route Heathrow to Madrid flight

The second flight: Business Class passengers receive access to the [Iberia Velázquez Premium Lounge](#) at MAD. Located in Terminal Satellite4, the lounge is bright and spacious, accommodating up to 500 travelers.

It offered an inviting place to recharge before departure with floor-to-ceiling views of the runways. Travelers could choose from a range of Spanish beverages and dishes, and a wine bar added a nice local touch. Shower cubicles provided a welcome opportunity to freshen up before the long flight ahead.

After relaxing in the lounge in Madrid, I boarded the long-haul Business Class flight to Doha. This final leg was seven hours.

Boarding: Before departure, the crew offered a welcome drink of water, Cava or orange juice. The orange juice was a refreshing choice as I settled in.

Seating and interior configuration: Iberia's A330-300 Business Class cabin features 29 lie-flat seats arranged in a 1-2-1 configuration with curtains separating the cabin from Economy. I settled into my suite where a mattress topper, pillow and duvet were waiting for me.

The seat offered generous living space with a 78.7-inch pitch, 25-inch width and full 180-degree recline. A large tray table and a small side counter held the amenity kit and other essentials.

In-seat power was readily available, making it easy to charge devices using both the universal outlet and the USB-A port.



Business Class seats onboard flight from Madrid to Doha

Inflight entertainment and connectivity: The 15.4-inch touch screen featured the [Panasonic Avionics](#) eX2 system. What caught my attention was the 4.2-inch touch-screen controller placed beneath the side counter. Instead of the usual handheld remote with buttons, this felt more intuitive and modern. The crew also provided comfortable headphones for an enjoyable viewing experience.

Once in the air, I connected to Iberia Wi-Fi again for complimentary messaging.

Food and beverage: The inflight menu, catered by [DO&CO](#), highlighted a mix of international flavors and Spanish culinary touches using local and seasonal ingredients.

Service began with tapas-style hors d'oeuvres, including artisan cheeses and nuts, olives and a bag of Obando Artisan Picos Utreros.

For the starter, I chose the baby zucchini, broccoli and spinach with Tudela lettuce hearts and sun-dried tomato salad served with creamy lemon yogurt sauce. It was a flavorful vegetarian option.

My main dish was the grilled cod in a creamy green sauce with spinach, raisins, pine nuts and roasted potatoes. It delivered a satisfying balance of richness and freshness.



Service began with tapas-style hors d'oeuvres



The food was flavorful and satisfying, presented on crisp white tableware



Each course of the meal delivered a satisfying balance of richness and freshness

Amenities and comfort: Amenity kits on this route are designed by [Teresa Helbig](#) and produced by [Kaelis. Introduced last summer](#) and inspired by Iberia's cabin crew uniforms, the pouches feature vibrant blue, red and yellow hues.

Inside, I received socks, an eye mask, a toothbrush, toothpaste, earplugs and skincare items from Spanish brand [Uvas Frescas](#). The kits are made from rPET, produced using 7.5 million recycled 550-milliliter plastic bottles, which saves 1.2 million liters of water and cuts energy emissions by 70 percent. The pouch feels durable and stylish—and I plan to use it again.



The amenity kit, designed by Teresa Helbig and produced by Kaelis, feature blue, red and yellow inspired by the cabin crew uniform



The kits contain socks, an eye mask, a toothbrush, toothpaste, earplugs and skincare items from Spanish brand Uvas Frescas

The PAX Perspective: The crew's attentiveness throughout both flights delivered a smooth and enjoyable journey. Details from DO&COs thoughtful menu to the amenity kits by Kaelis and Uvas Frescas showcase Iberia's strong sense of identity and hospitality. We highly recommend Iberia's Business Class cabin for travelers flying between Europe and the Middle East!