

PAX Perspective Verified Airline Review: Iberia Business Class

This is a special feature from the [April 2026 AIX Hamburg issue](#) of *PAX Tech*, on [page 22](#).

In this Verified PAX Perspective Airline Review, PAX International Publisher Aijaz Khan evaluates an Iberia Business Class multi-city flight from Heathrow to Madrid to Doha



Breakfast en route Heathrow to Madrid flight

The first flight

I flew [Iberia](#) from Heathrow ([LHR](#)) to Madrid ([MAD](#)) onboard the airline's new A320neo aircraft in December 2025. This was the first leg of my journey before connecting at Madrid to Doha ([DOH](#)). Flight time for this short-haul segment was approximately 2.5 hours.

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.

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.



Business Class seats onboard flight from Madrid to Doha

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 this year.

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.

The second flight

After relaxing in the [Iberia Velázquez Premium Lounge](#) at MAD, I boarded the long-haul Business Class flight to Doha. This final leg was seven hours. Before departure, the crew offered a welcome drink of 2

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.

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.



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.



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!