

LUFTHANSA GROUP

Rebooking options for new bookings (tickets issued from 20 April to 15 May 2020)

To ensure that your customers can book their trip with peace of mind and don't have to give up their next vacation or business trip, the airlines of the Lufthansa Group continue to offer the possibility to rebook once free of charge within the framework of a new goodwill rule (TWP 2012). This applies to all new bookings between 20 April and 15 May 2020 (date of ticket issue).

If the flight is cancelled, you can rebook passengers who already know their new travel date within 14 days of flight cancellation according to the [Flight irregularity policy \(OS/LH/LX\)](#) or [SN INVOL rules](#).

Alternatively, passengers who do not yet wish to commit to a new travel date or want to change their routing, can rebook free of charge until 31 August 2020. This allows your customers the flexibility to adjust their travel plans without time pressure and allows you to secure the EUR 50/USD 50/CHF 50 discount for your customers

Passengers whose flights have not been cancelled but who would still like to adjust their travel plans, can rebook once free of charge.

» [To an overview of the current goodwill policies \(TWP 2011 und TWP 2012\)](#)

In addition, all Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Air Dolomiti fares* have been changeable since the beginning of April 2020. This applies to all distribution channels as well as to fares such as the Economy Light fares (LGT and LQ), the Business Saver fare (BXX) and other published and unpublished/private fares. Thanks to this ticket flexibility, multiple rebookings are also possible. Please note that a rebooking fee may apply.

* *With the exception of bookings with point of commencement in Japan*

The goodwill policy (TWP 2012) is applicable for passengers:

- with a booked flight through 30 April 2021, and

- with an OS/LH/LX/SN/EN ticket (257/220/724/082/101) issued between 20 April and 15 May 2020, and
- with a booked Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Eurowings/ Edelweiss/Germanwings/Air Dolomiti flight number (operated by OS/LH/LX/WK/SN/EW/4U/EN) worldwide, or
- on a flight operated by another airline (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight number ("codeshare") worldwide

Part 1 – Lufthansa Group rules for rebooking/reissue for cancelled flights:

Option A: Rebooking/reissue based on the Flight irregularity policy or INVOL rules

- Rebooking/reissue within 14 days of flight cancellation
- Change of origin or destination of the journey is not permitted
- Original booking class unless the new travel date is within three days (+/-3) of the cancelled flight
- In case of partially used tickets, ticket validity and maximum stay may be ignored – travel completion by 30 April 2020
- For further details please refer to the [Flight irregularity policy \(OS/LH/LX\)](#) or [SN INVOL rules](#)

Option B: Rebooking once, free of charge in accordance with the goodwill policy

- The rebooking/reissue must be completed on/before 31 August 2020
- New start of travel on/before 31 December 2020 with a discount of EUR 50/USD 50/CHF 50, or
- New start of travel between 1 January and 30 April 2021 without a discount
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- Rebooking to an alternative Lufthansa Group flight/connection (flight number and operated by OS/LH/LX/WK/SN/EW/4U/EN) – or as per fare rule of new fare

- Any fare in any compartment/cabin – the fare must be repriced. If necessary, a difference needs to be charged, for example for the new route, booking class or season
- Change of the passenger ("Name Change") is not permitted
- The conditions of the new fare apply
- The goodwill policy also applies to passengers who have been a no-show on their originally booked flight
- EMDs that were associated to the original ticket remain valid
- Endorsement entry for reissue: TWP 2012

If you complete the reissue on behalf of the passengers, Please remember to include the SSR OTHS element when reissuing the ticket: SSR OTHS-TWP2012

Part 2 – Goodwill policy for rebookings/reissues of flights which are not cancelled:

- Passengers can rebook once free of charge
- The rebooking/reissue must be completed before the originally planned start of travel
- The fare must be repriced. If necessary, a difference needs to be charged, for example for the booking class or season
- New start of travel: on/before 30 April 2021
- Change of origin or destination of the journey is not permitted unless permitted by the original fare conditions
- Endorsement entry for reissue: TWP 2012

When rebooking non-cancelled flights at the customer's request, neither the discount of EUR 50/USD 50/CHF 50 for reissue apply.

You can make all rebookings/reissues according to the Flight irregularity policy (OS/LH/LX) or SN INVOL rules as well as the published goodwill policy (TWP 2012) yourself without having to request a waiver from your Lufthansa Group Agency Support.

Customers who do not wish to take advantage of any of the rebooking options can still submit tickets for refund. Refunds will be processed according to the

fare conditions or, in the case of cancelled flights, on involuntary basis. We ask for your understanding, however, that due to the current situation there will be delays in processing refund requests.