

Your guide to understand if a Lufthansa Group airlines' flight irregularities or goodwill policy may apply to a ticket

Standard procedure in case of cancelled flights – irrespective of any (additional) goodwill policy:



- In general, you can rebook/reissue on original origin and destination (O&D) on involuntary basis.
- Following adaptations of the standard flight irregularity policy currently apply :
 - If the original booking class is not available for the new travel dates, you may rebook currently also **in the lowest available booking class within the same cabin/compartment** (original transportation class) outside the 3-day period (three days before/after the original flight). This is applicable only to Lufthansa Group flight numbers (OS/LH/LX/WK/SN/EW/4U/EN).
 - Until further notice, **rebookings/reissues** can also be made **outside the 14-day period**. Please note that it is still necessary to delete active and inactive flight segments first from the PNR within the 14-day period.
- Further detailed rules as per flight irregularity policy.

Please note:

In case of cancelled flights you may choose if you want to rebook/reissue

- on involuntary basis (original O&D, no additional collection, no discount, no bonus) **or**,
- on the basis of a goodwill policy (repricing on any O&D) – within the timeframes of the respective goodwill policy and a discount/bonus where applicable



For the currently published goodwill policies, please go to page 2

The goodwill policies apply to cancelled and non-cancelled flights

Both goodwill policies (TWP 2011/TWP 2013) are applicable to any **OS/LH/LX/SN/EN ticket** (257/220/724/082/101) with a booked **OS/LH/LX/WK/SN/EW/4U/EN flight number** and a travel date **on/before 30 April 2021**

Tickets issued on/before 15 May 2020



TWP 2011

(please go to page 3)

Tickets issued between 16 May – 30 June 2020



TWP 2013

(please go to page 4)

The validity of the existing goodwill rule TWP 2011 was extended until 15 May 2020 (date of ticket issuance). With immediate effect, the previously published TWP 2012 is no longer valid.

The goodwill policy for tickets issued on/before 15 May 2020 (TWP 2011)

Applicability	If: new travel start	And: rebooking/reissue	Then: one rebooking/reissue free of charge
Cancelled flights (involuntary) and non-cancelled flights (voluntary)	On/before 31 December 2020	On/before 31 August 2020	<ul style="list-style-type: none"> Repricing on original or new O&D including a discount of EUR 50/USD 50/CHF 50 for the passenger and a bonus of EUR 10/USD 10/CHF 10* for your travel agency for each ticket reissued Please remember to include the SSR OTHS element when reissuing the ticket: SSR OTHS-TWP2011
Cancelled flights (involuntary) and non-cancelled flights (voluntary)	On/before 31 December 2021	On/before 31 January 2021	<ul style="list-style-type: none"> Repricing on original or new O&D without any discount or bonus Always either change or cancel the flights before departure – no-show not permitted
Non-cancelled flights (voluntary)	On/before 31 December 2021	Anytime (before the originally planned start of travel)	<ul style="list-style-type: none"> Repricing on original O&D (or new O&D if permitted by original fare note) without any discount or bonus.



For general rules for rebookings and reissues, please go to page 5

* As in the discontinued TWP 2012, the travel agency bonus applies to cancelled flights and a new start of travel on/before 30 April 2021, provided that the reissue is completed on/before 31 August 2020

The goodwill policy for tickets issued between 16 May and 30 June 2020 (TWP 2013)

Applicability	If: new travel start	And: rebooking/reissue	Then: one rebooking/reissue free of charge
Cancelled flights (involuntary)	On/before 31 December 2021	On/before 31 January 2021	<ul style="list-style-type: none"> Repricing on original or new O&D without any discount or bonus Always either change or cancel the flights before departure – no-show not permitted
Non-cancelled flights (voluntary)	On/before 31 December 2021	Anytime (before the originally planned start of travel)	<ul style="list-style-type: none"> Repricing on original O&D (or new O&D if permitted by original fare note) without any discount or bonus.



For general rules for rebookings and reissues, please go to page 5

The following rules apply to all rebookings/reissues done on the basis of these goodwill policies and to the adapted flight irregularities policy



Please note:

- Change of the passenger ("Name Change") is not permitted
- Always cancel flights which are not needed anymore and remove segments with an inactive status code like UN as soon as possible.
- Endorsement Box:
 - For reissues based on the involuntary rules: SKCHG/affected flight number/date
 - For reissues based on any goodwill policy (TWP): TWP 2011 or TWP 2013
- Fare construction:
 - For reissues based on the involuntary rules, start the fare construction with S- (SKCHG)
 - For reissues based on any goodwill policy, use standard fare construction
- For customers who do not wish to take advantage of any of these flexible rebooking options, you can still submit tickets for refund - either per original fare rule or on involuntary basis in case of cancelled flights. Due to the current situation there may be delays in processing refund requests.
- You can make all rebookings/reissues according to these goodwill rules (TWP 2011/TWP 2013) and according to the flight irregularities policy (cancelled flights) yourself; **an approval** from your Lufthansa Group Agency Support **is not required**.