

TWP 2101: Rebooking options for existing bookings (tickets issued on/before 31 August 2020)

Dear Team

Unfortunately, the pandemic continues to have a firm grip on our lives. In the current situation, many of your customers may want to postpone their booked trips without having to worry about deadlines. Therefore, the airlines of the Lufthansa Group are offering a **new, simplified goodwill policy (TWP 2101)**. The rebooking/reissue of **tickets issued up to and including 31 August 2020** is now possible through 31 May 2021.

[To the new goodwill rule \(TWP 2101\)](#)

Please note:

- Passengers with cancelled flights can have their tickets rebooked/reissued anytime for the same origin and destination according to the Flight irregularities policy (OS/LH/LX), SN INVOL rules or EN INVOL rules
- For the rebooking of tickets issued on/after 25 August 2020, the fare conditions currently including [flexible rebooking options](#) apply. As these fares can be rebooked as often as necessary and without a change fee, no goodwill policy is required for this period
- The date of ticket issue always refers to the present ticket. If the ticket has not yet been reissued, it refers to the date of original ticket issue. If, however, the ticket has already been reissued, it refers to the date of the reissue

We hope that these extended rebooking options will enable your customers to comfortably adjust their travel plans without time pressure. Moreover, they can continue to rely on the Lufthansa Group airlines to get them to their destination safely and responsibly.

Yours sincerely,

Yours eXperts team India