

Lufthansa Group airlines offer goodwill policy for travellers departing from Frankfurt (TWP 2204)

Dear girish,

Due to a strike by security personnel at Frankfurt airport planned for Tuesday, 22 March 2022, there will be considerable restrictions in ground handling and at the security checks at the airport. In addition, short-term flight cancellations may occur.

Important information for passengers departing from Frankfurt on 22 March 2022

The security checkpoints outside the transit area will remain closed throughout the day. Thus, originating passengers departing from Frankfurt will not be able to pass through the legally required security checks and get to their flights. This also applies to passengers travelling to Frankfurt Airport by Lufthansa Express Rail or Bus. **The airlines of the Lufthansa Group therefore strongly advise passengers who wish to fly from Frankfurt on 22 March 2022 to avoid coming to the airport.**

Important information for passengers transiting through Frankfurt on 22 March 2022

It is expected that transfer processes for connecting passengers in the transit area will still largely be possible. Nevertheless, transfer passengers should also expect disruptions and delays due to the strike. **Transit passengers must not leave the transit area in Frankfurt under any circumstances. It will then no longer be possible to return to this area and to the departure gate.**

The Lufthansa Group airlines are offering travellers from Frankfurt the opportunity to rebook their flight or to have their tickets refunded free of charge.

TWP 2204: goodwill policy for rebooking/reissue/refund of flights which are not cancelled

Passengers

- whose OS/SN/LH/LX/EN ticket (257/082/220/724/101) has been issued on/before 21 March 2022, **and**
- with an original confirmed ticketed date of travel on 22 March 2022, **and**
- with a booked Austrian Airlines/Brussels Airlines/Eurowings/Lufthansa/SWISS/Air Dolomiti/Eurowings Discover flight (operated by OS/SN/EW/LH/LX/EN/4Y) **from Frankfurt (FRA), or**
- with a booked flight operated by other airlines (OAL) with OS/SN/LH/LX flight numbers ("code share") **from Frankfurt (FRA)**

may rebook once free of charge or have their ticket refunded free of charge.

[>> To the goodwill rule \(TWP 2204\)](#)

For customers affected by a flight cancellation, the Schedule Change/Irregularity Policy for Travel Agents (OS/SN/LH/LX) applies.

[>> To the SKCHG/INVOL Policy](#)

Please note that strikes have also been announced on 22 March 2022 at Berlin, Bremen, Hamburg, Hanover, Stuttgart, Düsseldorf and Cologne/Bonn airports. There will be considerable restrictions in ground handling and at the security checks at the airport. In addition, short-term flight cancellations may occur.

The Lufthansa Group airlines regret the inconveniences caused and will do their utmost to keep the effects of the strike to a minimum.

Your sincerely,

Your eXperts Team