

Adjustment of the goodwill policy – no refund due to entry restrictions

With immediate effect, passengers of Lufthansa Group Airlines who are no longer able to start their journey **due to changed entry restrictions** will only have the opportunity **to rebook once free of charge**.

A free of charge refund due to entry restrictions is no longer possible.

Last update:

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Lufthansa Group airlines offer passengers an extensive goodwill policy for free of charge rebookings

Due to the current spreading of the corona virus, the airlines of the Lufthansa Group are offering passengers the possibility to rebook their flights (worldwide) once free of charge.

Part 1 – Rebooking options for future bookings (tickets issued from 6 March to 31 March 2020)

Goodwill policy for free of charge rebooking/reissue of flights which are not cancelled – no refund permitted:

The goodwill policy is applicable if following prerequisites are fulfilled:

Passengers

- with a booked flight between 6 March 2020 and 25 March 2021, **and**
- whose OS/LH/LX/SN/EN ticket (257/220/724/082/101) has been issued between 6 March and 31 March 2020, **and**
- with a booked Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Eurowings/Edelweiss/Germanwings/Air Dolomiti flight worldwide (operated by OS/LH/LX/WK/SN/EW/4U/EN), **or**
- Worldwide flights operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”)

may rebook once free of charge.

The following rules apply for rebookings of changeable fares:

- Change and re-issue required before the original travel commencement date
- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX, WK, EN), **or**
- Rebooking on a flight operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”) – if covered by the original fare conditions
- The rebooking fee will be waived
- Itinerary re-price is required. If applicable, the difference to the higher fare has to be charged.
- The change of origin and destination is not permitted (per original fare rule only).
- New travel date (for completely unused tickets): on/before 31 December 2020

- New travel date (for partially used tickets): Within the original ticket validity or on/before 31 December 2020, whichever is earlier.
- All other conditions of the original fare apply
- In the case of reissues the endorsement entry should read: **TWP 2007**

The following rules apply for rebookings of non-changeable fares:

- Change and re-issue required before the original travel commencement date
- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX, WK, EN), **or**
- Rebooking on a flight operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”) – if covered by the original fare conditions
- The rebooking fee will be waived
- Itinerary re-price is required. If applicable, the difference to the higher fare has to be charged.
- The change of origin and destination is not permitted
- New travel date (for completely unused tickets): on/before 31 December 2020
- New travel date (for partially used tickets): Within the original ticket validity or on/before 31 December 2020, whichever is earlier.
- In case of subsequent re-issue/exchange, the original non-refundable fare or refund penalty amount remains non-refundable
- All other conditions of the original fare apply
- In the case of reissues the endorsement entry should read: **TWP 2007**

For refunds of tickets that are not affected by flight cancellations, the fare conditions apply. If you do the **rebooking/reissue according to the goodwill policy** yourself, a **waiver** by your Lufthansa Group Agency Support **is needed**. For any requests regarding Air Dolomiti (EN/101) tickets, please contact your Air Dolomiti Agency Support.

Part 2 – Rebooking options for existing bookings (tickets issued on/before 5 March 2020)

Goodwill policy for free of charge rebooking/reissue of flights which are not cancelled – no refund permitted:

The goodwill policy is applicable if following prerequisites are fulfilled:

Passengers

- with a booked flight between 5 March and 30 April 2020, **and**
- whose OS/LH/LX/SN/EN ticket (257/220/724/082/101) has been issued on/before 5 March 2020, **and**
- with a booked Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Eurowings/Edelweiss/Germanwings/Air Dolomiti flight worldwide (operated by OS/LH/LX/WK/SN/EW/4U/EN), **or**
- Worldwide flights operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”)

may rebook once free of charge.

The following rules apply for rebookings of changeable fares:

- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX, WK, EN), **or**
- Rebooking on a flight operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”) – if covered by the original fare conditions
- The rebooking fee will be waived
- Itinerary re-price is required. If applicable, the difference to the higher fare has to be charged.
- New travel date (for completely unused tickets): on/before 31 December 2020
- New travel date (for partially used tickets): Within the original ticket validity or on/before 31 December 2020, whichever is earlier.
- All other conditions of the original fare apply
- In the case of reissues the endorsement entry should read: **TWP 2006**

The following rules apply for rebookings of non-changeable fares:

- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX, WK, EN), **or**
- Rebooking on a flight operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”) – if covered by the original fare conditions
- The rebooking fee will be waived

- Itinerary re-price is required. If applicable, the difference to the higher fare has to be charged.
- The change of origin and destination is not permitted
- New travel date (for completely unused tickets): on/before 31 December 2020
- New travel date (for partially used tickets): Within the original ticket validity or on/before 31 December 2020, whichever is earlier.
- In case of subsequent re-issue/exchange, the original non-refundable fare or refund penalty amount remains non-refundable
- All other conditions of the original fare apply
- In the case of reissues the endorsement entry should read: **TWP 2006**

For refunds of tickets that are not affected by flight cancellations, the fare conditions apply. If you do the **rebooking/reissue according to the goodwill policy** yourself, a **waiver** by your Lufthansa Group Agency Support **is needed**. For any requests regarding Air Dolomiti (EN/101) tickets, please contact your Air Dolomiti Agency Support.