

NUEVA ACTUALIZACION CoVid19 LUFTHANSA GRUPO**Billetes emitidos antes del 5 de marzo en LIGHT o sin opción de cambio**

- . Billetes con placa LH, LX, SN, OS y EN (257-, 220-, 724-, 082- 101)
- . Fecha de viaje entre 05 de marzo 2020 y 30 de abril de 2020
- . No tengan ningún vuelo cancelado
- . Permitido un cambio de fecha gratuito SIN PENALIZACION para volar antes del 31 de diciembre 2020.
- . Las agencias podéis hacer la reemisión pagando la diferencia de tarifa/tasas si la hay poniendo en endosos TWP2006
- . Cambio y reemisión realizados antes de la fecha de salida del primer cupón)

Billetes emitidos antes del 5 de marzo en Classic, Flex o con opción de cambio con una penalización

- . Billetes con placa LH, LX, SN, OS y EN (257-, 220-, 724-, 082- 101)
- . Fecha de viaje entre 05 de marzo 2020 y 30 de abril de 2020
- . No tengan ningún vuelo cancelado
- . Permitido un cambio de fecha y ruta (origen destino un Bilbao Frankfurt por un Sevilla Copenhagen) de manera gratuito SIN PENALIZACION para volar antes del 31 de diciembre 2020.
- . Las agencias podéis hacer la reemisión pagando la diferencia de tarifa/tasas si la hay poniendo en endosos TWP2006
- . Cambio y reemisión realizados antes de la fecha de salida del primer cupón)

Billetes emitidos a partir del 6 de marzo al 31 de marzo de 2020, con vuelos operados por OS/LH/LX/WK/SN/EW/4U/EN incluidos códigos compartidos (con cualquier compañía)

- . Billetes con placa LH, LX, SN, OS y EN (257-, 220-, 724-, 082- 101)
- . Fecha de viaje entre 06 de marzo 2020 y 25 de marzo de 2021
- . Light (sin opción a cambio), Classic o billetes que permiten cambios con penalización
- . Permitidos cambios sin penalización, misma ruta. Incluir en endosos TWP 2007.

Billetes con al menos un segmento de vuelo cancelado, dos opciones con placa LH, LX, OS, SN y EN;

1. El cliente desea viajar, ofrecer alternativa con cualquier compañía del Grupo Lufthansa (LH, LX, OS, SN, EN o EW) en la misma cabina que el billete original (no hace falta respetar la clase).

Reemisión sin gastos, involuntaria, incluyendo en endosos SKCHG + número de vuelo cancelado + fecha.

2. El cliente no desea viajar, reembolso directo por Amadeus incluyendo la tasa YR, incluyendo en endosos el número y la fecha del vuelo cancelado.
3. Billetes afectados por una cancelación y reemitidos por LHG... si el pasajero no acepta los nuevos vuelos ... pedir reembolso indirecto involuntario a través de BSP link.

Recuerdo que, en caso de **cancelación de vuelo**, puedes efectuar un reembolso directo por Amadeus incluyendo la tasa YR, indicando en endosos el número y la fecha del vuelo cancelado.

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**
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- 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.
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- . Billetes con placa LH, LX, SN, OS y EN (257-, 220-, 724-, 082- 101)
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- In the case of reissues the endorsement entry should read: **TWP 2007**

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