

Lufthansa Rules for handling of long term schedule changes and short term Lufthansa cancellations (rebookings/ reissues / refunds) in travel agency sales
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Changes are marked yellow

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1. Prerequisites and general rules

- Passenger holds a **LH ticket and a confirmed booking on a LH flight (LH flight number and LH operating)**
- The schedule change or cancellation occurs on a **LH flight (LH flight number and LH operating)**.
- Following rules apply for Lufthansa schedule changes and Lufthansa flight cancellations irrespective if the cancellation occurs within or outside the 24 hours window.
- In case of special situations like strike, weather conditions, airport closure, etc. there may be additional rules published and communicated by Lufthansa
- Travel agencies are authorized to handle Lufthansa schedule changes (LH operating + LH flight number) and Lufthansa flight cancellations ((LH operating + LH flight number) on LH tickets (220) as per the rules described below – of course there is no obligation to do so. If you are in doubt about the handling of a schedule change/flight cancellation or would like Lufthansa to handle the case, please contact Lufthansa.
- In case you do a reissue/refund on involuntary basis please observe all rules as described below – failure to do so may result in an agency debit memo (ADM).

1.1 Major irregularity events – short term

In case of cancelled Lufthansa flights (Lufthansa flight number and Lufthansa operated) on LH tickets no additional Lufthansa information is needed. As soon as the flight is cancelled you may process rebookings/reissues/refunds as per the rules stated below.

If a Lufthansa goodwill policy (authorizing free of charge rebookings for non-cancelled flights) is applicable in case of a major irregularity event, such a goodwill policy must be communicated separately to you. Individual rules of such a goodwill policy, i.e. travel dates, etc. are decided on a case by case basis by the Lufthansa Group Airlines.

2. Rebooking rules

- If the passenger has been reaccommodated by LH to an alternate flight he may change one time for free to another flight/flight connection acceptable to him (please see Chapter 2.1 "Alternatives") – any further change is subject to the fare conditions-
- If the passenger has not been reaccommodated by LH he may choose an alternate flight/flight connection acceptable to him (please see Chapter 2.1 "Alternatives") one time for free - any further change is subject to the fare conditions
- Please note: **the free of charge rebooking needs to be done within 14 days after the schedule has been effected (UN/TK sent to PNR)** – any rebooking **done** or requested later than 14 days after the schedule change shall be considered as a voluntary rebooking according to fare note.
 - Change of origin/destination is not allowed for standard schedule changes. Exception: geographical close destinations within Germany (e.g. CGN/DUS or HAJ/HAM). In case of e.g. temporary airport closure, etc. specific rules may apply. These cases are to be handled by LH unless otherwise communicated.

2. 1. Alternatives to be offered in travel agency sales

Alternative 1:

Rebooking to an alternate **LH flight/LH flight connection** (LH flight number and LH operated)

- Re-book in the originally ticketed booking class within ticket validity
- If the original booking class is not available, any available booking class (RBD) within the **same compartment** may be used only if the new flight departure date is **within 3-days before or after the original flight date**.
- Please note: Lufthansa booking classes G/E/N must not be used for rebooking of Economy Class passengers since G/E/N are used for Lufthansa Premium Economy and consequently considered a different compartment

Alternative 2:

If no alternate LH operating flight is available:

- Rebooking to an alternate **LH marketing flight number** (non-LH operated):
- Re-book in the originally ticketed booking class within ticket validity – rebooking to other booking classes will result in ADMs

Alternative 3:

If no alternate LH flight (marketing + operating) is available:

- Rebooking to an alternate **flight/flight connection on LH group**: LH/LX/OS/SN/4U/EW flight number and operated by LH/LX/OS/SN, 4U/EW and new: Air Canada (AC) or United Airlines (UA).
- **Re-book in the originally ticketed booking class within ticket validity.**
- If the original booking class is not available, lowest available booking class (RBD) **within the same compartment may be used only if the new flight departure date is within 3-days before or after the original flight date** and rebooking is on alternate **flight/flight connection LH, LX, OS, SN, 4U/EW, AC or UA**. (Please note: Premium Economy compartment is a separate compartment and must not be used for rebooking of Economy Class passengers)

In case of rebooking to an alternate 4U/EW flight, please note that 4U/EW booking classes are not harmonized with LH Group (LH/OS/LX/SN) and AC/UA booking classes

(RBD).

Rebookings to 4U/EW flights are only allowed in a comparable booking class: Compare the fare value of the respective fare component and book in a booking class with same or less fare value. Please contact Lufthansa in case of questions or doubts.

Please note: INVOL rebooking to 4U/EW Best booking classes (J,D,P) is only permitted for customers holding Lufthansa Business Class fares.

If none of the alternatives 1, 2 or 3 is available or accepted by the passenger, please contact Lufthansa. There might be other alternatives e.g. on Star Alliance partner airlines, however these are only to be handled by LH. In case none of the possible alternatives is accepted by the passenger, the ticket needs to be refunded.

3. Reissue

- You may do the reissue yourself as per the rules described above without previous authorization / waiver from Lufthansa.
- It is mandatory to enter the reason of the involuntary reissue into the FE box of the reissued ticket: e.g. INVOL DUE SCHED CHNGE LH XXX/DDMTH or INVOL DUE CANCEL LH XXX/DDMTH
- Failure to enter the FE element or entry of a wrong flight/reason will automatically result in an ADM
- Please note: all rules in this guideline need to be observed even if the involuntary reissue is done by means of the “involuntary” option of the Amadeus Ticket Changer (ATC).
 - If using the “involuntary option of the ATC the FE element is automatically amended by the entry “SKED”. In that case no further entry is needed.

3.1. Involuntary Reissue in case of Light Fares

At the moment it is not possible to transfer issued EMDs to other airlines (exception LH/OS). This could result in problems in case of involuntary reissues of light fares and change to other airlines. Customers being rebooked to other airlines, e.g. to LX or to a LH codeshare flight as per standard INVOL rules might have to pay again for the bag.

To avoid this kind of problems, retroactive refunds of 1st bag EMDs, etc., Lufthansa and Austrian have requested Amadeus to change the ATC:

- When using the involuntary option of the ATC in future the free baggage allowance for Light Fares will be changed from 0 P to 1 PC in the reissued ticket.
- Up to the technical implementation in the ATC (+ respective tools in other GDS if applicable) the free baggage allowance may be changed from 0 PC to 1 PC for all involuntary reissues of Light Fares.

This applies until further notice whenever following prerequisites are fulfilled:

- LH ticket with Light Fare for LH flight/flight connection
- the LH flight/flight connection is affected by an irregularity
- Reissue is done on involuntary basis to an alternate LH flight/LH flight connection or to another airlines as per these standard INVOL rules
- it does not matter if a 1st bag EMD has been issued or not - however an issued EMD may not be refunded in these cases.

4. Refund

a) In case of a schedule change or cancellation of a LH flight (LH flight number) on a LH ticket the passenger is always entitled for refund.

b) In case of a schedule change or cancellation of a flight (flight number) of another airline on a LH ticket please contact Lufthansa. This applies also for flight cancellations of Lufthansa Group Airlines incl. 4U/EW.

You may do a refund on involuntary basis directly in your GDS – however in all cases (a + b) it is absolutely necessary to contact LH for a waiver. A missing waiver will result in an ADM.

Exception: A waiver is not needed if the refund is done due to the cancellation of a LH flight (LH flight number and LH operating). This exception is valid for all countries worldwide.

In case of schedule changes by LH or other airlines and cancellations of other airlines a waiver is mandatory. This includes cancellations of Lufthansa Group Airlines (OS, SN, LX, 4U/EW), i.e. including 4U/EW flights. Any unused ticket may be refunded in full, partly used tickets may be refunded partly, e.g. on ½ return basis. In case of single coupons (e.g. feeder coupons) unused due to an irregularity/schedule change please request the refund via BSP link.

5. Sectors of other airlines contained in a LH ticket

If other airlines than LH group airlines (LH, LX, OS, SN, 4U/EW) or AC, UA are part of the original ticket, the whole ticket may be reissued by you according to following rules:

- In case one or more sectors in the original routing are issued on other airlines, these sectors may be reissued as long as the sectors on these airlines remain unchanged.
- In case LH automatically rebooks one or more sectors of a ticket to LH partner airlines, these sectors may be reissued as long as the sectors on these airlines remain unchanged.
- If one or more sectors of the airlines need to be rebooked or rerouted please contact Lufthansa for handling or authorization (waiver).
- Exception: if a **feeder flight** to a Lufthansa flight needs to be rebooked because of a **schedule change of the Lufthansa flight**, no authorization (waiver) of LH is needed, provided the airline (operating and flight number), booking class and route remains unchanged.
- In case of schedule changes/flight cancellations of 4U/EW flights on a Lufthansa tickets, re-booking is permitted to an alternate LH flight connection. Please contact Lufthansa in case of questions.