

AUSTRIAN Rules for handling of long term schedule changes and short term Austrian Airlines cancellations (re-bookings/ reissues / refunds) in travel agency sales

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1. Prerequisites and general rules

- Passenger holds a **OS ticket and a confirmed booking on a OS flight (OS flight number and OS operating)**
- The schedule change or cancellation occurs on a **OS flight (OS flight number and OS operating)**.
- Following rules apply for Austrian schedule changes and Austrian 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 Austrian.
- Travel agencies are authorized to handle Austrian schedule changes (OS operating + OS flight number) and Austrian flight cancellations ((OS operating + OS flight number) on OS tickets (257) 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 Austrian to handle the case, please contact Austrian.
- 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 Austrian flights (Austrian flight number and Austrian operated) on OS tickets no additional Austrian information is needed. As soon as the flight is cancelled you may process re-bookings/reissues/refunds as per the rules stated below.

If a Austrian goodwill policy (authorizing free of charge re-bookings 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 re-accommodated by OS 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 re-accommodated by OS 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 (e.g. LIN/MXP). In case of e.g. temporary airport closure, etc. specific rules may apply. These cases are to be handled by OS unless otherwise communicated.

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

Alternative 1:

Rebooking to an alternate **OS flight/OS flight connection** (OS flight number and OS 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**.

Alternative 2:

If no alternate OS operating flight is available:

- Rebooking to an alternate **OS marketing flight number** (non-OS 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 OS flight (marketing + operating) is available:

- Rebooking to an alternate **flight/flight connection on LH group**: LH/OS/LX/SN/4U flight number and operated by SN/LX/LH/OS/4U.
- **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, 4U, SN.**

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

Re-bookings to 4U 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 Austrian Airlines in case of questions or doubts.

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

If none of the alternatives 1, 2 or 3 is available or accepted by the passenger, please contact Austrian. There might be other alternatives e.g. on Star Alliance partner airlines, however these are only to be handled by OS. 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 Austrian.
- 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 OS XXX/DDMTH or INVOL DUE CANCEL OS 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.

4. Refund

a) In case of a schedule change causing a delayed departure for more than 2 hours or a cancellation of an OS flight (OS flight number) on a OS 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 OS ticket please contact Austrian. This applies also for flight cancellations of Lufthansa Group Airlines incl. 4U.

You may do a refund on involuntary basis directly in your GDS – however in all cases (a + b) it is absolutely necessary to contact OS 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 OS flight (OS flight number and OS operating). This exception is valid for all markets.

In case of schedule changes by OS or other airlines and cancellations of other airlines a waiver is mandatory. This includes cancellations of LH Group Airlines including 4U 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 OS ticket

If other airlines than LH group airlines (LH, LX, SN, OS, 4U) 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 OS automatically rebooks one or more sectors of a ticket to OS 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 Austrian Airlines for handling or authorization (waiver).
- Exception: if a **feeder flight** to a Austrian flight needs to be rebooked because of a **schedule change of the Austrian flight**, no authorization (waiver) of OS is needed, provided the airline (operating and flight number), booking class and route remains unchanged.
- In case of schedule changes/flight cancellations of 4U flights on Austrian tickets, rebooking is permitted to an alternate OS flight connection. Please contact Austrian in case of questions.