

Condor Guideline for Involuntary Schedule Changes

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1 Validity of this policy

The following rules apply without restriction only for ticket issued after 26 September 2019. For ticket issued before 26 September 2019, the possibility of refund under points 3.3 and 3.4.1.2 does not apply. We recommend using the rebooking option.

After the compulsory liquidation of the Thomas Cook Group plc, our former parent company, Condor Flugdienst GmbH filed for protective shielding proceedings on 25 September 2019 and is now involved in these proceedings. Through this, Condor gains complete independence from Thomas Cook Group plc and is released from joint liability for claims of Thomas Cook Group plc. This is a decisive step towards securing Condor's future.

During the protective shield proceeding, there are strict legal requirements and processes that Condor must comply with. This also includes that refund claims for tickets were issued before the start of the protective shielding procedure on 26 September 2019 have to be register the claim in the "Other" category on www.condor-forderungen.de.

Should a refund nevertheless have been or will be made, Condor is obliged to invoice the ticket price via ADM. This regulation applies retroactively for refunds from 26 September 2019.

In general: As soon as the status of a flight segment is changed by the airline to TK/UN, both, the affected PNR and the associated tickets must be adjusted. The adjustments of the flight segments must be processed within the following periods after receipt of the schedule change info within the PNR:

- more than 3 months prior to departure: 30 day after schedule change
- between 3 months and 14 days prior to departure: 14 days after schedule change
- less than 14 days prior to departure: immediately after the schedule change

Please note: in case of using an automated system solution, such as Amadeus Ticket Changer (ATC), you are requested to follow the specific guidelines published by your GDS.

Definitely no ADM will be raised as long as the flight alternative offered by Condor is being accepted.

Below mentioned rules do apply for 881 tickets as well as potential associated 881 ASR/SSR EMDs.

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2 Definition Involuntary Schedule Change

As involuntary schedule changes are to be considered the following scenarios, affecting a confirmed CONDOR flight booking in which tickets are already issued on 881 ticket stock:

- A flight cancellation by the airline without offering an alternative flight (segment status UN)
- A change of the arrival time of more than 3 hours compared to the initial arrival time of the booked flight (segment status TK or UN/TK)
- Schedule changes of OAL (other airlines) de-/feeder flights issued within a 881 ticket causing a violation of the minimum connecting time (MCT)
- Change to an operating aircraft with less upper compartments than initially offered (Business Class/ Premium Economy) and leading to a downgrade
- Major irregularities that are beyond the control of CONDOR such as strikes, weather-related flight restrictions/cancellations, Airport closures or other extraordinary incidents leading to the impossibility of regular flight operations

Note: In order to avoid ADMs in view of involuntary changes it is strictly required to follow the subsequent instructions. Any deviation from these rules does require a written authorization by a Condor employee. To get an authority, please contact our GDS helpdesk via email: gds-help@condor.com, Amadeus Queue: FRADE098H/0 or alternatively your local GSA.

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3 Changes without required authorization by Condor

3.1 Exchange of Tickets in case of confirmation of alternatives

In any case of an involuntary schedule change all affected tickets must be exchanged. A revalidation is not allowed.

The following remark has strictly to be inserted in the endorsement box:

EXCH DUE TO (SCHED CHNG or CANCEL) DE xxxx/Date und the Indicator S

Under the following circumstances tickets of an affected reservation may be exchanged without approval from CONDOR:

- Customer accepts the offered flight alternative from Condor
- Customer accepts the schedule change of more than 3 hours

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3.2 Rebooking of a PNR and exchange of associated tickets

Flight segments affected by a schedule change (segment status UN, UN/TK) may only be rebooked free of charge to a desired alternative flight or connection once. Any further rebooking must be processed in accordance with the applicable rule of the original issued fare.

Scenarios:

- Customer does not accept the offered flight alternative
- Customer does not accept the schedule change of more than 3 hours

The following mandatory steps have to be taken:

- Rebooking to an alternative DE flight in the originally issued booking class. If the originally issued booking class is no longer available, the next higher available booking class within the same compartment shall be used.
- The alternative flight must depart within 7 days before or after the originally booked flight.
- The destination area of the new flight has to match the original flight's destination (e.g. original flight: FRA-LPA = Canary Islands/ alternative flight: MUC-TFS = Canary Islands).
- In case of a carrier combination (Condor with OAL) the minimum connecting time must be observed and met.

In any case of an involuntary schedule change all affected tickets must be exchanged. A revalidation is not allowed.

The following remark has strictly to be inserted in the endorsement box:

EXCH DUE TO (SCHED CHNG or CANCEL) DE xxxx/Date und the Indicator S

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3.3 Cancellation / Refund

Must be processed by agent through the GDS free of charge without approval from CONDOR if,

- No flight alternative has been offered by Condor
- Customer did not accept the flight alternative offered by Condor
- Schedule/ aircraft change has resulted in an invol downgrade which the customer did not accept (see paragraph 3.4.1).

The following mandatory steps have to be taken:

- PNR must be cancelled within to above mentioned period after UN/TK has been communicated. At the same time affected tickets must be refunded through GDS.
- The refund of an unused ticket can be processed free of charge through the GDS.
- A refund of a partially used ticket (outbound portion used, inbound portion unused) can be processed on a half return basis.

The following remark has strictly to be inserted as Remark in Refund:

RFND DUE TO (SCHED CHNG or CANCEL) DE xxxx/Date

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3.4 Involuntary Downgrade

An aircraft change may result into a shortfall of a higher class of service/compartment. The aircraft change can be a consequence of capacity adjustments or result from an unscheduled or unforeseeable event.

3.4.1 Downgrade before departure (schedule change related):

3.4.1.1 Downgrade - customer does agree

- A new ticket must be issued in the booking class offered by the airline
- Should the applicable lower fare, which corresponds to the new booking class, have changed compared to the original issuing date, a past date pricing based on the original ticketing date can be processed.

The following remark has strictly to be inserted in the endorsement box:

PDP DUE TO INVOL DOWNGRADE DE xxxx/Date

- The originally issued ticket must be refunded immediately through the GDS
- The refund may be processed free of charge

The following remark has strictly to be inserted as Remark in Refund:

RFND DUE TO INVOL DOWNGRADE DE xxxx/Date

3.4.1.2 Downgrade - customer does not agree

- after the UN/TK has been communicated in the PNR, the booking must be cancelled within the above mentioned deadlines and the ticket must be refunded simultaneously with the cancellation through the GDS.
- The refund may be processed free of charge

The following remark has strictly to be inserted as Remark in Refund:

RFND DUE TO INVOL DOWNGRADE DE xxxx/Date

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3.4.2 Downgrade on the day of departure or after departure

If an involuntary downgrade is detected during the stay in the destination area but before the day of the return flight, please contact GDS-Help@condor.com

In the event of an involuntary downgrade on the day of departure the customer will receive a corresponding confirmation letter from the handling agent at the airport. To claim back the fare difference between the booked and offered class of service, the corresponding letter can be submitted by the customer after return to Condor customer service department via link:

<https://www.condor.com/eu/help-contact/contact/customer-relations.jsp>

The customer services department will reimburse the fare difference due to downgrade for seat only bookings which have been generated through www.condor.com GDS, CRS, etc.

For all bookings generated through a Tour Operator the customer will be referred to the relevant Tour Operator. The responsible Tour Operator has to refund the difference between booked and offered class of service to the customer and can claim the reimbursed from Condor. For this purpose the Tour Operator has to forward the invoice in combination with a proof of payment and all relevant passenger/ flight details to email: <https://www.condor.com/eu/help-contact/contact/customer-relations.jsp>

A Reimbursement via BSP-Link (Refund Application) is not possible and will be rejected.

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4 Changes with required approval (Waiver) by Condor

Advanced approvals (waiver) must be obtained by the issuing agent in written form, if:

- OAL de-/feeder flights issued within a through fare on a 881 ticket have been changed by the respective partner airline
- further deviations from the above mentioned rules shall be requested.

Please note that verbal approvals will not be accepted.

5 Major irregularities that are beyond control of Condor

Please refer to the published instructions on www.condor.com

Should rebookings/ cancellations be offered without any fee, the above invol. guidelines do also apply.

6 Contact

Department	E-Mail	Phone	Amadeus Queue
GDS Helpdesk (Mon-Fri 8-22Uhr, Sat-Sun 8-20Uhr)	GDS-Help@condor.com	+49 (0) 6171 69 889 70	FRADE098H/0