Latest Condor Updates.

April 30, 2020

Dear Travel Partner,

We have compiled important information regarding Condor's flight schedule as well as the current rebooking and cancellation conditions. Read more below.

1. Regular flight schedule until May 28

Condor had to severely restrict its regular flight schedule until May 28, 2020 (short- and medium-haul flights) and until June, 25 2020 (long-haul flights) due to the travel warning issued by the German government and because of the entry restrictions of the European Union and to many Condor destinations.

The flights of the restricted alternative flight schedule from Frankfurt can be booked regularly:

• Palma de Mallorca: Thursdays, Sundays

• Tenerife: Mondays, Fridays

• Gran Canaria: Sundays
Travellers are kindly requested to check the entry requirements of Spain before departure.

In addition, please inform yourself about the applicable rules of conduct in connection with Covid-19:
Germany: **Federal Ministry of Health**

Spain: **Ministerio de Sanidad, Consumo y Bienestar Social**

2. Current Rebooking & Cancellation Information due to Covid-19

We are currently offering guests who are unable to travel with Condor due to the valid entry and exit restrictions or in the course of the associated flight schedule adjustments, a free of charge rebooking within the Condor route network for original departures between March 11 and May 28, 2020 for short-and mediumhaul flights, and for original departures between March 11 and June 25, 2020 for longhaul flights, without having to commit to a specific date or destination. Alternatively guests are able to change their flights to an alternative destination within the Condor route network and that of its partner airlines. Possible upsells due to fare differences are to be borne by the customer. How to proceed?

Rebooking to an already newly defined travel date:

Your affected customer can opt for a free rebooking within the entire Condor route network. When reissuing the ticket to the new itinerary, please add the waiver code "corona" in the endorsement box and collect applicable fare and tax differences. Should the new itinerary result in a lower fare, a partial refund cannot be granted. A revalidation is not allowed.

Rebooking to a travel period not yet defined within one year after ticket issue:

Please eliminate all irrelevant flight segments in the existing PNR without any delay and insert a HOLD element* as well as a Remark stating the waiver code "corona".

As soon as a new travel date and flight routes are known, the new flights can be booked in the original PNR and the original ticket shall be reissued without collecting a rebooking fee but charging the applicable fare and tax difference.

When adding new flight segments in the existing PNR, please make sure that you monitor the new ticket time limits generated by the system.

To enable you to proceed with the ticket reissuance, the status of the unused (status U) flight coupons need to be re-opened (status O) in the original ticket. Please request the coupon status change via queue FRADE098H/0 (Amadeus user) or e-mail **GDS-help@condor.com** (Sabre, Galileo, Worldspan user).

When pricing the applicable fare based on the new travel dates, the original booking date of the PNR needs to be suppressed. Please use the

following pricing entry format: FXP/R,DO-ODB (Amadeus).

Should the new itinerary result in a lower fare, a partial refund cannot be granted. In any ticket reissuance case please add the waiver code "corona" in the endorsement box. A revalidation is not allowed.

Ticket refunds resulting from cancelled Condor or de-/feeder flights, issued on 881 ticket stock:

Should a rebooking not be an option for your customer, you may submit a refund application for unused flight coupons within 881 tickets through BSP Link. ARC agencies can still process partial or full refunds through GDS. All inactive or no longer required flight segments have to be eliminated from the PNR.

*HOLD element input formats for relevant GDSs:

GDS: Amadeus (1A)
Entry: RU 1A(=Vendor code - always Amadeus) HK1(=number of pax) FRA(=city code) 22MAR(= valid until)/ FREE TEXT
Example: RU 1A HK1 FRA 22MAR/DUE CORONA

GDS: Sabre (1S)
Entry: 0 (zero) OTH DE GK1 FRA (=city code) 22MAR (=valid until)- FREE TEXT*
Example: 0OTHDEGK1FRA22MAR-DUE CORONA
*The free text is not transmitted to Condor, it is only for the agency

GDS: Galileo (1G)
Entry: 0 (= zero)TURDE BK1(=number of pax) FRA (= issuing office) 22MAR (= valid until)-FREE TEXT
Example: 0TURDEBK1FRA22MAR-DUE CORONA

GDS: Worldspan (1P)
Entry: TNDE MK1 (=number of pax) MIS22MAR (= valid until)/AN-RETENTION LINE DUE CORONA
Example: TNDEMK1MIS22MAR/AN-RETENTION LINE DUE CORONA

GDS: Apollo (1V)
0 (= null)TURDE BK1(=number of pax) FRA(= issuing office) 22MAR(= valid until)-**FREE TEXT**
Example: 0TURDEBK1FRA22MAR-**RETENTION LINE DUE CORONA**

3. New bookings: carefree booking through free rebooking with ticket purchase until May 31, 2020

Condor offers customers who wish to have maximum flexibility in their holiday planning a free rebooking service for all new bookings until May 31, 2020. In the event of a rebooking, a new period and also a different destination in the route network of Condor and its partner airlines can be selected flexibly in all classes. The following conditions apply:

- Valid for all Condor GDS fares, except for TO fares, in all compartments (Economy, Premium Economy, Business)

- A one-time FOC rebooking possibility is valid on all tickets issued on 881 ticket stock between 05th March 2020 until 31st May 2020 with departures as of 05th March 2020

- When rebooking to a higher fare, the fare difference must be paid. When rebooking to a lower fare, a refund the fare difference is not possible. Changes in destination are permitted.

- The FOC rebooking is possible until one day prior to departure. For rebookings on the day of departure the general fare rules apply.

- Cancellation conditions remain unchanged.

Best regards
Your Condor Sales Team