

MORE FLEXIBILITY FOR PASSENGERS WHO DO NOT WANT TO SET THE NEW TRAVEL DATE YET

Recent developments around the spread of the coronavirus have not only led to a weaker demand for air travel, but many countries have also changed their entry regulations. This is why the Lufthansa Group airlines regularly adjust their flight schedules and goodwill rules.

To give our joint customers the opportunity to make their travel plans even more flexible under these exceptional circumstances, the airlines of the Lufthansa Group are now offering a further goodwill rule.

This applies to passengers who wish to postpone their trip to a later date but do not yet know the new travel date:

- Flights already booked must be cancelled, but the tickets remain valid.
- Book the new flights at a later date and reissue the existing tickets for the new travel dates. The new booking/reissue must be made by 1 June 2020 at the latest.
- New travel date: according to the original ticket validity or by 31 December 2020 (whichever is earlier)
- In order to facilitate the processing of the PNR at a later date, we recommend that you keep the PNR active, provided that the reservation system you are using offers this function. In the GDS Amadeus, for example, this is done using a MEMO element.
 - Input: RU1AHK1FRA31DEC/CORONA TWP2008
 - Output: MIS 1A HK1 FRA 31DEC-CORONA TWP2008

Detailed instructions on how to make the new bookings/reissues will be made available in the next few days.

Please note: The new goodwill rule (TWP 2008) applies to all passengers with a booked flight for travel up to and including 30 April 2020 whose OS/LH/LX/SN/EN ticket (257-/720-/724-/082-/101 document) was issued no later than 12 March 2020 – regardless of whether the originally booked flight was cancelled or not.

With this new goodwill policy, the Lufthansa Group airlines are responding to the wish of many customers to help make their travel plans more flexible under the exceptional circumstances caused by the spread of the Coronavirus.

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