

1 TWP 2013: REBOOKING OPTIONS FOR NEW BOOKINGS (TICKETS ISSUED FROM 16 MAY TO 31 AUGUST 2020)

Because we want your customers to book their next trip with peace of mind, the airlines of the Lufthansa Group continue to offer the option of one rebooking to a new travel date until the end of 2021 and/or a new routing free of charge. This applies to **all new bookings between 16 May and 31 August 2020** (date of ticket issue).

We have prepared an **overview of the currently valid rebooking rules (involuntary and voluntary)** in a PDF file for you to download.

» [The rebooking rules \(involuntary and voluntary\) at-a-glance](#)

The goodwill policy (TWP 2013) at-a-glance:

Passengers

- with a booked flight through 30 April 2021, **and**
- with an OS/LH/LX/SN/EN ticket (257/220/724/082/101) **issued between 16 May and 31 August 2020, and**
- with a booked Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Eurowings/Edelweiss/Germanwings/Air Dolomiti flight number (operated by OS/LH/LX/WK/SN/EW/4U/EN) worldwide, **or**
- on a flight operated by another airline (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight number ("codeshare") worldwide

may rebook once free of charge – regardless of whether or not their flight has been cancelled.

Part A – Lufthansa Group rules for rebooking/reissue for cancelled flights:

Option 1: Rebooking/reissue based on the Flight irregularities policy or INVOL rules

In general, you can always **rebook/reissue tickets for passengers with cancelled flights according to the Flight irregularities policies**. These policies have been amended in two sections until further notice.

New: If the original booking class is not available for the new travel dates, you may also

- rebook in the lowest available booking class within the same cabin/compartiment (original transportation class) outside the 3-day period (three days before/after the original flight). This is only applicable to rebookings to Lufthansa Group flight numbers (OS/LH/LX/WK/SN/EW/4U/EN).
- New: Furthermore, rebookings can also be made outside the 14-day period until further notice. Please note that it is still necessary to first delete active and inactive flight segments from the PNR within the 14-day period.
- Change of origin or destination of the journey is not permitted
- In the case of partially used tickets, ticket validity and maximum stay may be ignored – travel completion by 30 April 2021
- For further details please refer to the Flight irregularities policy (OS/LH/LX) or SN INVOL rules which will be updated as soon as possible

Option 2: One Rebooking/reissue free of charge in accordance with the goodwill policy (TWP 2013)

- The rebooking/reissue must be completed on/before 31 January 2021
- New start of travel on/before 31 December 2021
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- Rebooking to an alternative Lufthansa Group flight/connection (flight number and operated by OS/LH/LX/WK/SN/EW/4U/EN) – or as per fare rule of new fare
- Any fare in any compartment/cabin – **the fare must be repriced**. If necessary, a difference needs to be charged, for example for the new route, booking class or season
- In the case of partially used tickets, the maximum fare and ticket validity may be ignored – the journey must be completed by 31 December 2021
- Change of the passenger ("Name Change") is not permitted

- The conditions of the new fare apply
- Please note that it is necessary to delete active and inactive flight segments from the PNR in time
- EMDs that were associated to the original ticket remain valid
- Endorsement entry for reissue: **TWP 2013**
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- **Part B – Goodwill policy for rebookings/reissues of flights which are not cancelled:**
- Passengers can rebook once free of charge
- The rebooking/reissue must be completed before the originally planned start of travel
- New start of travel on/before 31 December 2021
- Change of origin or destination of the journey is not permitted unless permitted by the original fare conditions
- Endorsement entry for reissue: **TWP 2013**

You can complete all rebookings/reissues yourself according to the Flight irregularity policy (OS/LH/LX) or SN INVOL rules as well as the published goodwill policies f without having to request a waiver from your Lufthansa Group Agency Support.

Customers who do not wish to take advantage of any of the rebooking options may still submit tickets for refund via *BSPlink* (Refund Application). In countries without a BSP you can request refunds by e-mail using the standard process. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on an involuntary basis. We ask for your understanding, however, that due to the current situation there will be delays in processing refund requests.

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