

Wednesday 25 March 2020

### Guideline for reissues and information on adjusted refund process.

The spread of the coronavirus these past few days and weeks is affecting the lives of people worldwide and air travel is also affected to an unprecedented extent. In economic terms, the Lufthansa Group has to face new challenges on a daily, even almost hourly basis. In view of current developments, the airlines of the Lufthansa Group are doing everything they can to manage this crisis in the best possible way – together with you and your travel agency. And we can do this, but only with your support.

As previously communicated, the airlines of the Lufthansa Group are now offering **flexible and free of charge rebooking options**, which also apply to passengers who did not take their originally booked flight (no-show).

Why not recommend these enhanced rebooking options to your customers to allow them to flexibly adjust their travel plans until 31 August 2020?

- Customers may keep their ticket for a cancelled or future flight without the need to immediately decide on an alternative date or routing for a new flight.
- The value of the ticket will not expire and customers will also get a discount or credit of EUR 50/USD 50/CHF 50 on their rebooking.
- If you reissue tickets on behalf of passengers, your travel agency will also receive a bonus of EUR 10 for each ticket reissued.

Click [here](#) for a detailed guideline on how to make the new bookings/reissues.

For customers who do not wish to take advantage of any of these flexible rebooking options, you can 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. We ask for your understanding that in the current situation it is not possible to process refund requests within the usual time limits.

The refund process in the reservation systems, on the Lufthansa Group airlines' websites and on lhgroup-agent.com has been temporarily adjusted. Refunds already submitted will be processed with a delay.

In these extraordinary times, the Lufthansa Group airlines are depending on your support as partners and, in particular, your understanding: We are aware that not only our industry is affected by the consequences of the coronavirus, and therefore we are not happy having to carry out such a measure.

On behalf of Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings, we thank you for your understanding and wish you and your families all the best. Stay healthy and take care of yourself.

[www.lufthansaexperts.com](http://www.lufthansaexperts.com)



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