

## More flexible rebooking options with extended travel period

The Lufthansa Group airlines have extended the goodwill policy (TWP 2011) to offer even more flexible rebooking options for which no waiver is required. This also applies to passengers who were not able to cancel their originally booked flight (no-show). This new goodwill policy replaces all previous goodwill rules.

Customers with a booked flight on/before 30 April 2021 who do not yet wish to commit to a new travel date and destination can rebook their flight free of charge until 31 August 2020 for a new start of travel on/before 30 April 2021. For a travel start on/before 31 December 2020, they will receive a discount of EUR 50/USD 50/CHF 50\*. If you do the reissue on behalf of the passengers, your travel agency will also receive a bonus of EUR 10 for each ticket reissued. Please remember to include the SSR OTHS element when reissuing the ticket: SSR OTHS-TWP2011

You can make all rebookings/reissues according to this goodwill rule (TWP 2011) yourself; an approval from your Lufthansa Group Agency Support is not required.

With these enhanced rebooking options, customers can be much more flexible when making their travel plans during this exceptional situation.

The goodwill policy (TWP 2011) for free of charge rebookings and reissues of cancelled and non-cancelled flights at a glance:

### Passengers

- with a booked flight until 30 April 2021, and
- with an OS/LH/LX/SN/EN ticket (257/220/724/082/101) issued on/before 19 April 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.

#### Option 1 for passengers who already know when they want to fly:

- Immediate rebooking/reissue of the existing ticket (complete ticket price) for the new travel dates and the new routing.

#### Option 2 for passengers who do not yet know the new date of travel and/or destination:

- Rebooking/reissue of the existing ticket (complete ticket price) must be completed on/before 31 August 2020 for the new travel dates and the new routing.

The following rules apply for both options:

- The rebooking/reissue must be completed on/before 31 August 2020
- New start of travel on/before 31 December 2020 with a discount of EUR 50/USD 50/CHF 50, or
- New start of travel between 1 January and 30 April 2021 without a discount
- The rebooking fee does not apply
- Start 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 – the fare must be repriced. If necessary, a difference has to be charged, for example for the new route, booking class or season.
- Change of the passenger ("Name Change") is not permitted
- The conditions of the new fare apply
- These rebookings/reissues are also permitted for PNRs/tickets that have already been rebooked/reissued (earlier reissues based on a goodwill rule or due to cancelled flights)

- The goodwill policy also applies to passengers who have been a no-show on their originally booked flight.
- EMDs that were associated to the original ticket remain valid.
- Endorsement entry for reissue: TWP 2011

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

» [For instructions on how to make rebookings/reissues in the web-based booking tool SPRK](#)

Note for users of GDSs other than Amadeus (1A) as well as for Farelogix/SPRK users:

Together with the GDSs and Farelogix, we are currently working at full speed on solutions how the discount (for additional collection) or credit (Residual Value EMD) of 50 EUR/50 USD/50 CHF according to TWP 2011 can be applied in GDSs other than Amadeus (1A) and in Farelogix/SPRK.

For members of the Lufthansa Partner Program or Agent Incentive Program, the bonus is paid out via a Push Action Incentive. Travel agencies without agent agreements will receive the bonus via an Agent Credit Memo (ACM) or a Credit Note. Please note that payment will be made after the rebooking period based on flown tickets. If you have any questions regarding this, please get in touch with your Lufthansa Group contact.

*\* or equivalent to EUR in local currency*

Last update:

30.03.2020 11:51 Hours CET