

Subject: Lufthansa Group airlines publish further flight cancellations through 17 May 2020

eXperts

LUFTHANSA GROUP

Thursday 16 April 2020

Your eXperts Login: UK384050

Lufthansa Group airlines publish adjusted flight schedule for the period of 4 to 17 May 2020.

Dear carla,

The Lufthansa Group airlines are adapting their flight offer to the current situation and will continue to offer less than 5 percent of the originally planned routes in the coming weeks.

- Lufthansa and SWISS are reducing their flight schedules for the period of 4 to 17 May 2020;
- Austrian Airlines and Air Dolomiti are extending the temporary suspension of flight operations until 17 May 2020;

- Brussels Airlines had already announced last week that it would not resume flight operations before 15 May 2020.

Any additional flight offer in the coming weeks and months will depend on both entry restrictions and customer demand.

The flight cancellations will be gradually implemented in the booking systems starting 16 April 2020 and will appear in your queue.

You can rebook passengers who already know their new travel date within 14 days of flight cancellation according to the [Flight irregularities policy \(OS/LH/LX\)](#) or [SN INVOL rules](#).

Alternatively, passengers who do not yet wish to commit to a new travel date or want to change their routing can **rebook free of charge until 31 August 2020**. This allows your customers the flexibility to adjust their travel plans in this exceptional situation, without time pressure and allows you to secure the EUR 50/USD 50/CHF 50 discount for your customers and the EUR 10/USD 10/CHF 10 bonus per reissued ticket for your travel agency.

[Learn more about the flexible rebooking options](#).

As part of a **special flight schedule**, Lufthansa, SWISS and Eurowings continue to offer selected connections within Europe from Frankfurt, Munich, Zurich, Düsseldorf, Hamburg, Cologne and Stuttgart as well as selected long-haul flights from Frankfurt and Zurich to ensure that your customers reach their destination.

To the Lufthansa Group special flight schedule .

In addition to the regular connections, the airlines of the Lufthansa Group have flown more than 90,000 holiday travelers from 104 airports on all five continents back to their homes on around 450 repatriation flights since mid-March.

We would like to thank you very much for your confidence in the Lufthansa Group and for the support of our joint customers.

Stay healthy and take care of yourself.

Yours sincerely,

Your eXperts team

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