



Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines' Information Kit

Our commitment:

Ensuring your safety throughout the journey

We want you to feel **safe** along the whole journey. Your safety on ground, the airport and on board is our **highest priority**.

Travelling in times of coronavirus requires adjustments in the regular procedures. Therefore, we have taken measures in coordination with **national health authorities** and their current regulations to ensure that you can travel with us with **peace of mind**.

Today we would like to present some of the most important measures that have been introduced.

We the Lufthansa Group airlines are taking care of **you**.



Safety first:

Increased hygiene measures



Extended crew hygiene requirements: All flight attendants in direct contact with customers will also wear a **mouth-nose cover** and receive additional disinfectant & gloves



Additional **on-board hygiene services for passengers**
e.g. disinfectants in washrooms



HEPA filter in aircrafts: Air circulation system removes dust, bacterial contamination & viruses



Surfaces in aircraft are always cleaned between flights: If a highly infectious disease is suspected, special aircraft disinfection is mandatory



Creating physical distance:

On the ground



Physical distancing measures at all airport areas

Personnel, floor markings, retractable safety barriers, displays, announcements, and if applicable, sneeze guards



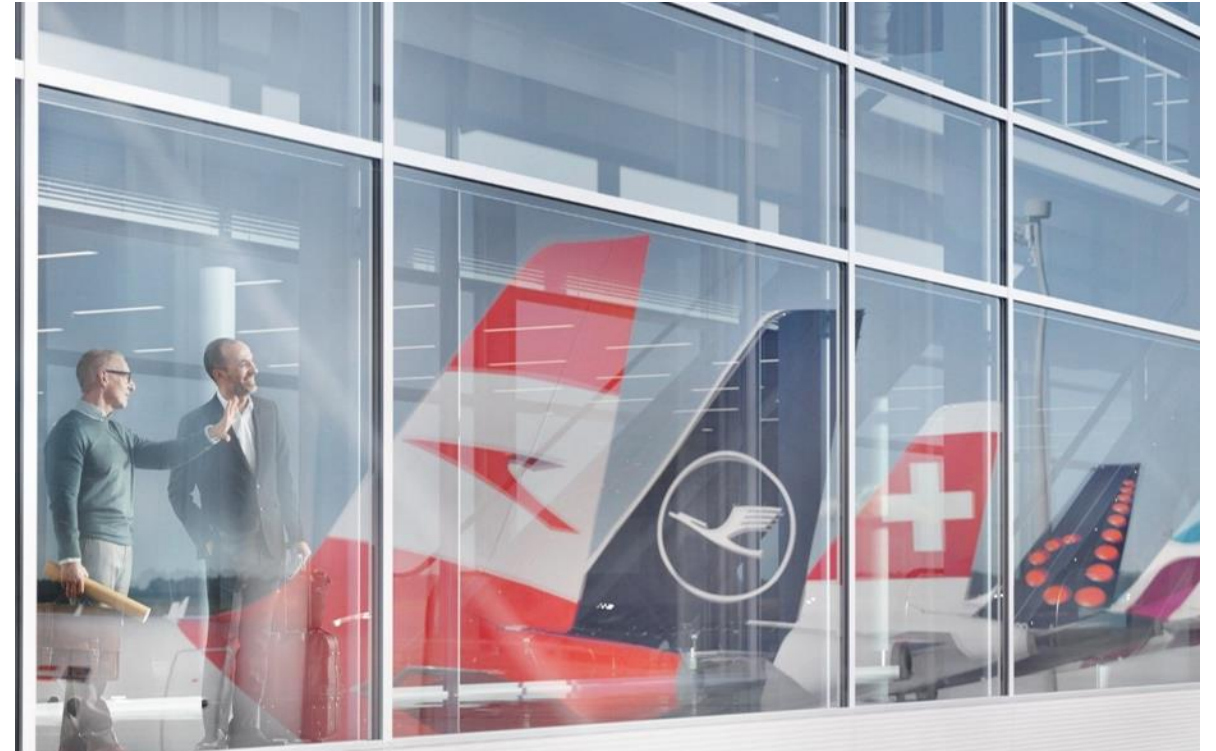
Modified security control process to reduce personal contact through security scanning / post-check



Contactless boarding & by groups: Passengers handle ticket / documents at Quick Boarding Gates and employees guide and manage boarding procedure



No bus boarding



All passengers are asked to wear a **mouth-nose cover throughout their travel journey:** At the airport, on the ground and on board.

Creating physical distance:

On board



Simplified onboard services through consolidation of service touch points:

- No need for pillows/blankets (cont.)
- No need for refreshing towels
- Discontinuation of beverage service, distribution of water bottles (only on Lufthansa flights)
- Disposable headphones are no longer collected (intercont) (only on Lufthansa flights)
- No more à la Carte Dining in Business Class, tray service instead (intercont)



Temporary **suspension of lounge service and inflight sales**



Due to the current low occupancy rate, **seats will be allocated as far apart as possible** throughout the cabin



All passengers are asked to wear a **mouth-nose cover throughout their travel journey**: At the airport, on the ground and on board.

Ongoing customer communication:

Delivering transparent information



Customer information: “**Flying in times of Corona**” via **booking confirmation & check-in email**



Ongoing **information to travel agencies** via our **eXperts program**



Customer information: “**Flying in times of Corona**” (incl. details on physical distance, intensified hygiene and rebooking possibilities) via **social media & LH.com**



We will inform you in advance by SMS or e-mail and on our websites to bring your **own mouth-nose cover**.

Behind the curtain:

Our plan to manage the current situation and lead through the crisis in a 3-step approach

Step 1: Crisis

- Operational ramp-down and grounding (OS/SN/EN)
- High commitment towards safety across entire customer journey
- Adjusted flight schedule for minimum connectivity
- Greater flexibility in booking and rebooking
- Customer centricity as a guiding principle
- Adjusting our offer to our customer's needs

Step 2: Restart

- Structural preparation and ramp-up scenarios

Step 3: Post-Crisis

- New normal



Our flight schedule until 31 May 2020:

Ensuring a minimum connectivity

| | | | | |
|-----|------|-----------------------|-----------------------|-----------------|
| FRA | CONT | Amsterdam (AMS) | Helsinki (HEL) | Rome (FCO) |
| | | Athens (ATH) | Lisbon (LIS) | Stockholm (ARN) |
| | | Barcelona (BCN) | London (LHR) | Tallinn (TLL) |
| | | Berlin (TXL) | Madrid (MAD) | Vilnius (VNO) |
| | | Brussels (BRU) | Milan (MXP) | Vienna (VIE) |
| | | Copenhagen (CPH) | Munich (MUC) | Warsaw (WAW) |
| | | Geneva (GVA) | Oslo (OSL) | Zurich (ZRH) |
| | | Göteborg (GOT) | Paris (CDG) | |
| | | Hamburg (HAM) | Porto (OPO) | |
| | | | | |
| IC | | Bangkok (BKK)* | Sao Paulo (GRU) | |
| | | Chicago (ORD) | Tokyo (HND) | |
| | | New York (EWR) | | |
| MUC | CONT | Berlin (TXL) | Frankfurt (FRA) | |
| | | Bremen (BRE) | Hamburg (HAM) | |
| | | Düsseldorf (DUS) | Hannover (HAJ) | |
| | | | | |

i For planned flights within the next few days, please see below link:
<https://www.lufthansa.com/de/en/flight-information>

* no passengers outbound LH772
 until 31MAY

Green destinations: As of 18 May

| | | | |
|-----|------|-----------------|-----------------|
| ZRH | CONT | Amsterdam (AMS) | London (LHR) |
| | | Athens (ATH) | Porto (OPO) |
| | | Berlin (TXL) | Stockholm (ARN) |
| | | Lisbon (LIS) | |
| | | | |
| IC | | New York (EWR) | |
| | | | |
| GVA | CONT | Athens (ATH) | London (LHR) |
| | | Lisbon (LIS) | Porto (OPO) |
| | | | |

i For planned flights within the next few days, please see below link:
<https://www.swiss.com/ch/en/various/breaking-news>
 and <https://www.flyedelweiss.com/EN/alerts/Pages/corona-planned-flights.aspx>

| | | |
|-----|-----------|------------|
| VIE | suspended | till 31MAY |
| BRU | suspended | till 31MAY |

| | | | | |
|-----|------|------------------|------------------|--------------------|
| DUS | CONT | Barcelona (BCN) | London (LHR) | Rome (FCO) |
| | | Berlin (TXL) | Mallorca (PMI) | Salzburg (SZG) |
| | | Budapest (BUD) | Milan (MXP) | Sylt (GWT) |
| | | Catania (CTA) | Manchester (MAN) | Thessaloniki (SKG) |
| | | Hamburg (HAM) | Neapel (NAP) | Vienna (VIE) |
| | | Heraklion (HER) | Olbia (OLB) | Zurich (ZRH) |
| | | Ibiza (IBZ) | Prague (PRG) | |
| | | | | |
| CGN | CONT | Bastia (BIA) | Hamburg (HAM) | Mallorca (PMI) |
| | | Berlin (TXL) | Kavala (KVA) | Munich (MUC) |
| | | Edinburgh (EDI) | Lisbon (LIS) | Zagreb (ZAG) |
| HAM | CONT | Cologne (CGN) | Mallorca (PMI) | Vienna (VIE) |
| | | Düsseldorf (DUS) | Stuttgart (STR) | |
| MUC | CONT | Cologne (CGN) | Mallorca (PMI) | |
| | | | | |
| STR | CONT | Berlin (TXL) | Hamburg (HAM) | Mallorca (PMI) |
| | | | | |

i For planned flights within the next few days, please see below link:
<https://www.eurowings.com/en/discover/destinations/flight-schedule-may-2020.html>



Lufthansa



brussels airlines



LUFTHANSA GROUP

Greater flexibility for rebooking:

Your guide to Lufthansa Group airlines' goodwill policies

If you hold a ticket for a cancelled or an existing Lufthansa Group flight, you can keep the ticket **without having to commit to a new flight date right away**. You can keep your ticket and rebook for a new travel date starting on or before **30 April 2021 for free**. The rebooking needs to be effected by **31 August 2020** and can also include a change of the itinerary.

If your new journey starts before **31 December 2020**, you will even receive an additional reduction of **50 EUR** for rebooking. You can obtain it in the form of a flight voucher via the airlines' websites.

Refunds are of course **still possible**. However, there might be delays due to the high volume of requests.



Our commitment:

We are contributing to keeping Europe's infrastructure intact



60 additional weekly freight flights to Germany & Europe with medical goods



50,000,000 masks transported to Europe by Lufthansa Group airlines



4,500 meals per day provided to 11 hospitals in Munich region by Lufthansa SkyChefs



25 special flights by Eurowings to bring **harvest workers** to Germany to support 800 farms



90,000 passengers repatriated on 437 flights



Skilled employees freed up as medical volunteers



At your service:

Your most important contacts at Lufthansa Group for corporates and travel agents



Visit one of our airline's websites: lh.com, austrian.com, swiss.com, brusselsairlines.com and eurowings.com



All information at-a-glance for all our corporate business partners via businesspartnercircle.de



Our **Service centers** are working as efficiently as possible to provide you with the support you need

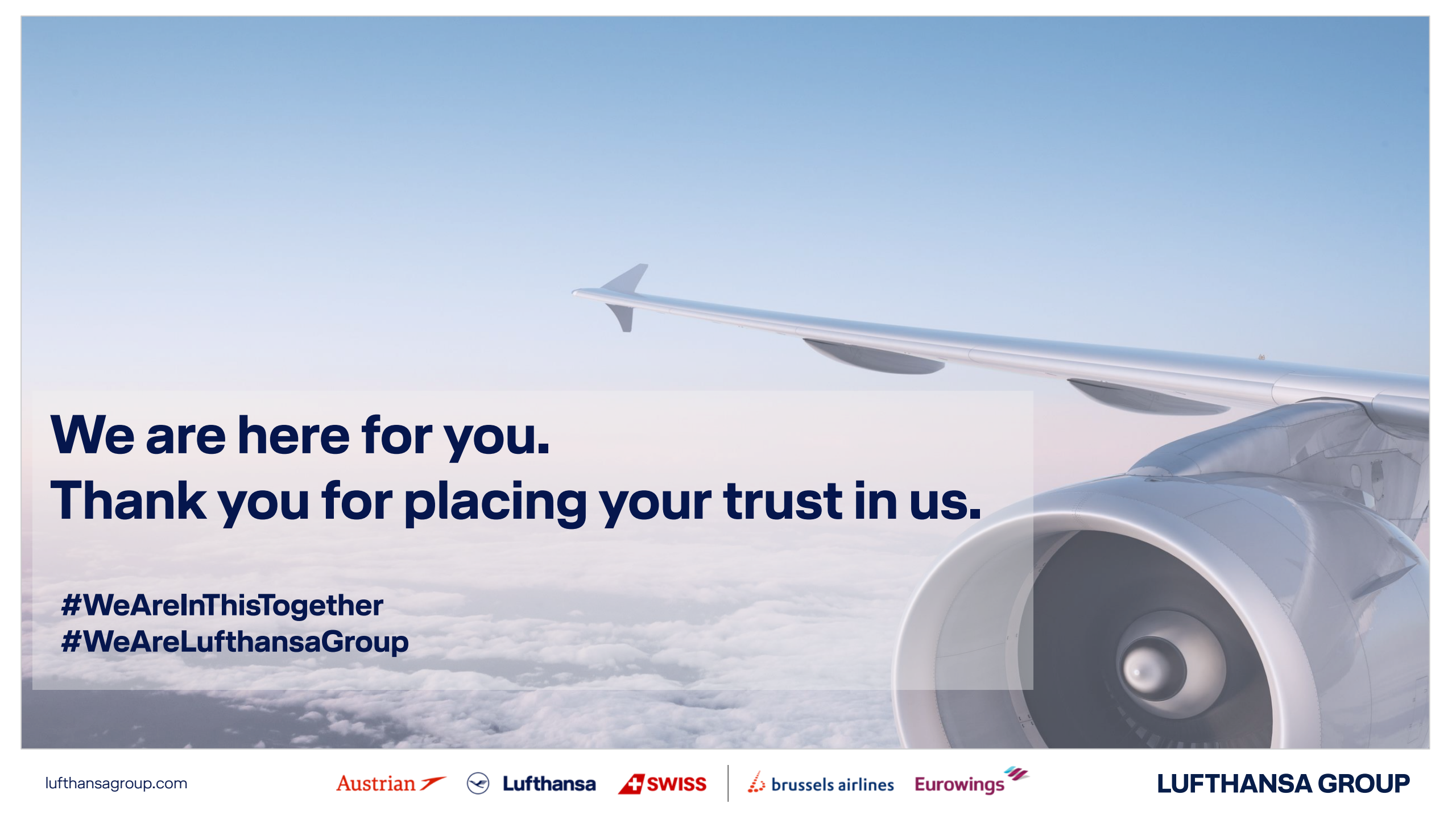


Our **media newsroom** provides regular updates on Lufthansa Group operations



Regular updates for travel agents about flight operations, rebooking options and goodwill policies on lufthansaexperts.com





**We are here for you.
Thank you for placing your trust in us.**

**#WeAreInThisTogether
#WeAreLufthansaGroup**