

TWP 2011: Rebooking options for existing bookings (tickets issued on/before 15 May 2020)

The Lufthansa Group airlines are extending the goodwill rule (TWP 2011) and offering even more flexible rebooking options.

Note: With these adjustments, the validity of the existing goodwill rule TWP 2011 was extended until 15 May 2020 (date of ticket issuance). With immediate effect, the previously published TWP 2012 is no longer valid.

The goodwill policy (TWP 2011) 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 15 May 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 for 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 2011) – with a discount/bonus

- 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
- No rebooking fee
- 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.
- 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

- 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

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. As in the discontinued TWP 2012, this applies to a new start of travel on/before 30 April 2021, provided that the reissue is completed on/before 31 August 2020. Please remember to include the SSR OTHS element when reissuing the ticket: SSR OTHS-TWP2011

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

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.

Option 3: One rebooking/reissue, free of charge in accordance with the goodwill policy (TWP 2011) – without a discount/bonus

- The rebooking/reissue must be completed on/before 31 January 2021
- New start of travel on/before 31 December 2021
- No rebooking fee
- 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.
- 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
- 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

Part B – Goodwill policy for rebookings/reissues of flights which are not cancelled:

Option 1: One rebooking/reissue, free of charge in accordance with the goodwill policy (TWP 2011) – with a discount/bonus

- 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
- No rebooking fee
- 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.

- 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
- 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

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

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

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.

Option 2: One rebooking/reissue, free of charge in accordance with the goodwill policy (TWP 2011) – without a discount/bonus

- The rebooking/reissue must be completed on/before 31 January 2021
- New start of travel on/before 31 December 2021
- No rebooking fee

- 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.
- 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
- 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

Option 3: One rebooking/reissue without any rebooking fee in accordance with the goodwill policy (TWP 2011)

- 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 2011

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.

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 due to the current situation there may be delays in processing refund requests.

** or equivalent to EUR in local currency*