



# Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines' Information Kit

Version 08 June 2020

# 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



Intensified **surface cleaning** in airport areas, e.g. check-in counters, monitors, kiosk, washrooms, handrails, escalators & moving walks



**Surfaces in aircraft are always cleaned between flights in all classes:** especially tables, seat belt buckles/fastenings and armrests of all seats. If a highly infectious disease is suspected, special aircraft disinfection according to German Infection Protection Act is applied



Click on the picture for a video on safe travels with Lufthansa

# Safety first:

We care for you at Lufthansa Group

We want you to be informed about the current **hygiene and safety measures** in place.

Therefore, our websites are updated regularly in order to **prepare** you for your upcoming travels.

Austrian 

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# Safety first:

## Obligation to wear a mouth and nose cover

Your safety and well-being are our **highest priority**.

We kindly ask you to use a face mask on all your travels **during your whole journey**.



We kindly ask you to bring **your own face mask** and, for the sake of sustainability, we recommend a reusable cloth mask. Of course, you may use any type of face covering, such as simple disposable masks or even scarves.

For now, wearing a face mask remains mandatory until **31 August 2020**.

...to wear a face  
**mask** at the airport  
as well as during the  
flight.



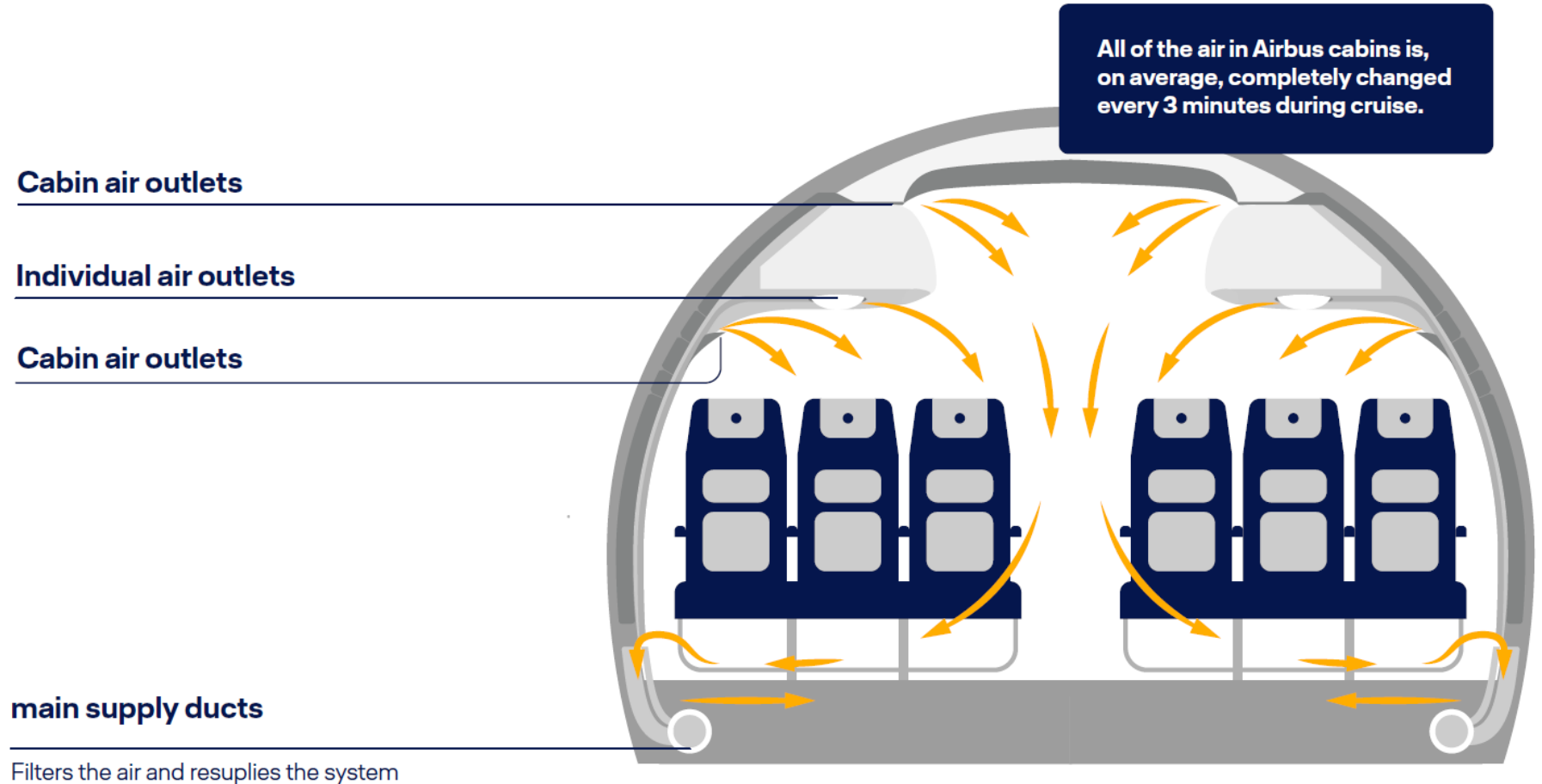
[Click on the picture for more information](#)

# HEPA filter in aircraft:

Air circulation system removes dust, bacterial contamination & viruses

The **high efficiency particular air filter** and the **recirculation fan** play an important role in the provision of cabin air.

Around **20 times** an hour, the filter removes **99%** of the dust and germs in the air.



Click on the picture for more information

# Creating physical distance:

## On the ground



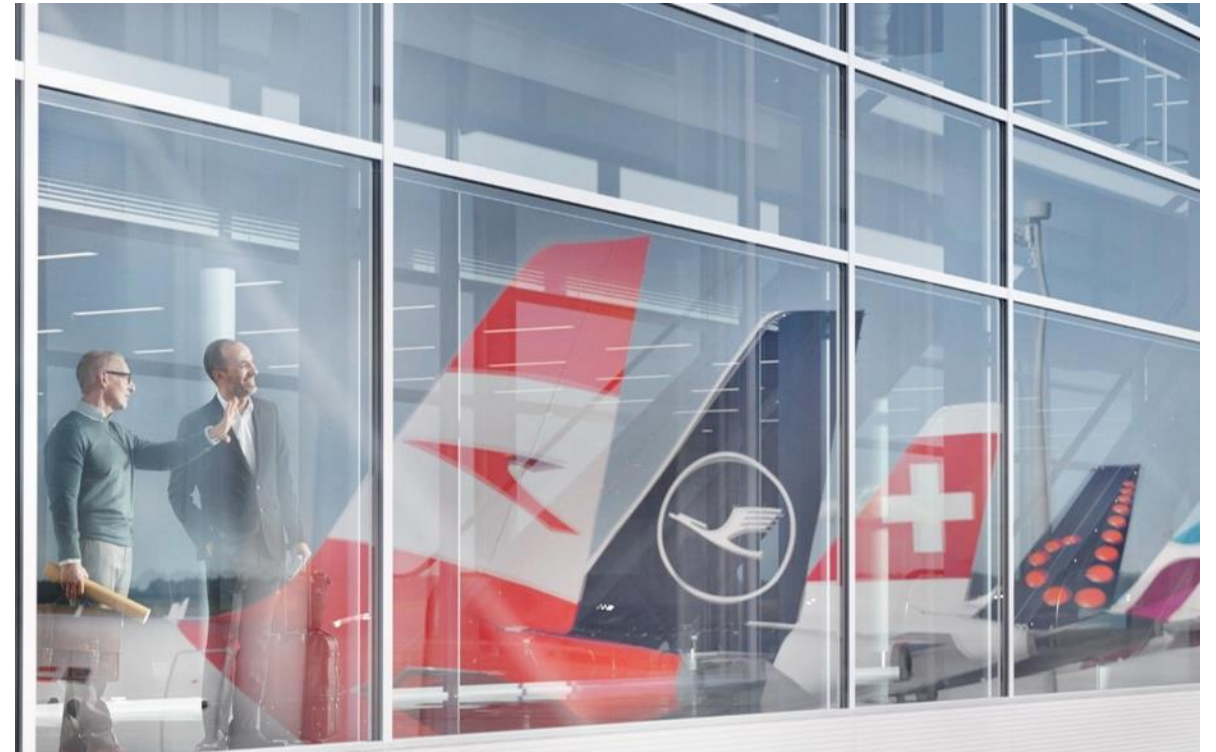
**Physical distancing measures at all airport areas:** Personnel, floor markings, retractable safety barriers, displays, announcements or, if applicable, sneeze guards and temporary closure of lounges



**Modified security control process:** Additional measures to maintain the distance at the security checkpoint to avoid personal checking and scanning



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



**Obligation to wear a mask:** We ask you to wear a mouth and nose cover at the airport and during the flight

# Creating physical distance:

## On the ground



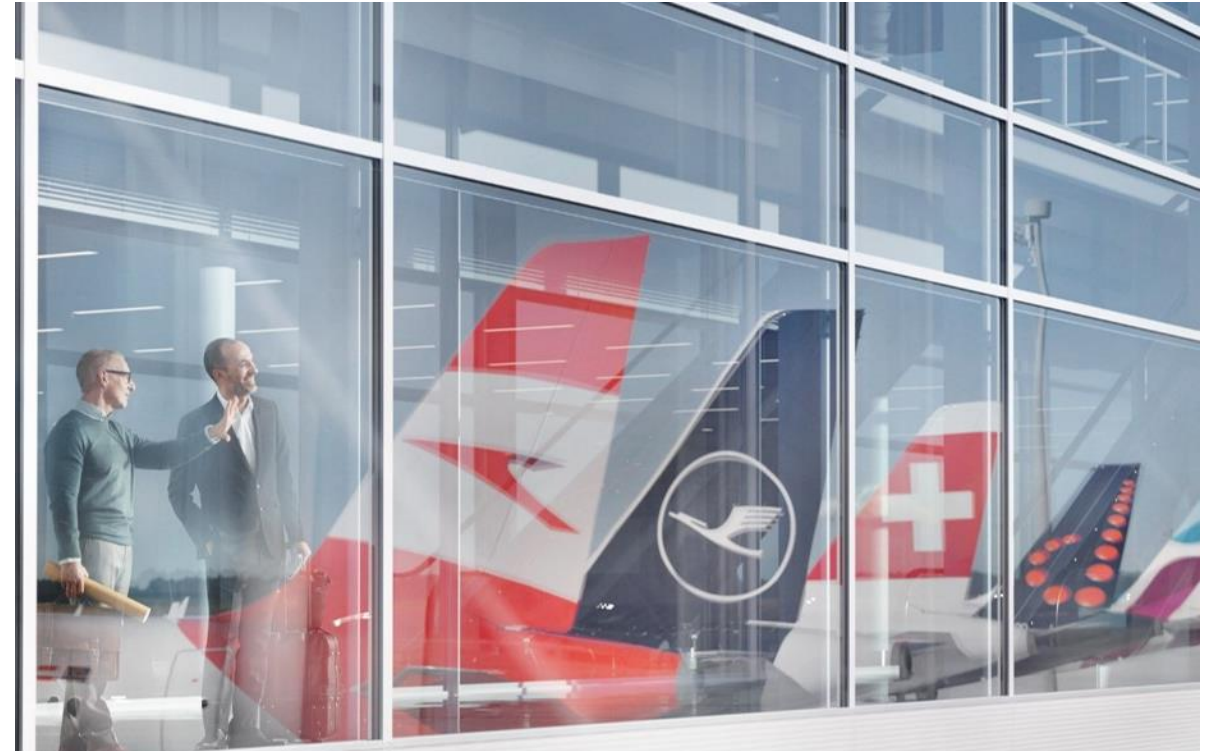
**Avoid bus boarding:** If possible, flights are handled at building positions, or double the number of buses



Passengers can check in **any additional piece of hand luggage** for free – even if they have booked an Economy Light fare



Lounges worldwide are **currently closed**. The Lounges in **Frankfurt** (Senator A Lounge), **Munich** (Business Lounge Schengen) and **Newark** are open with a limited food and beverage service. Our guests in **Zurich** can visit the Aspire Lounge.



**Obligation to wear a mask:** We ask you to wear a mouth and nose cover at the airport and during the flight



# Creating physical distance:

## On board



Cabin crew will hand out **hygienic wipes** (both antibacterial and antiviral) on every flight to each passenger



**Simplified onboard services:** Changed service on board, including elimination of pillows/blankets and refreshing towels, reduced beverage service (Lufthansa only), temporary suspension of à la carte dining in business class and no collection of disposable headphones (Lufthansa only)



Temporary **suspension of in-flight sales**



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



**Obligation to wear a mask:** We ask you to wear a mouth and nose cover at the airport and during the flight

# 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 & .com pages**



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

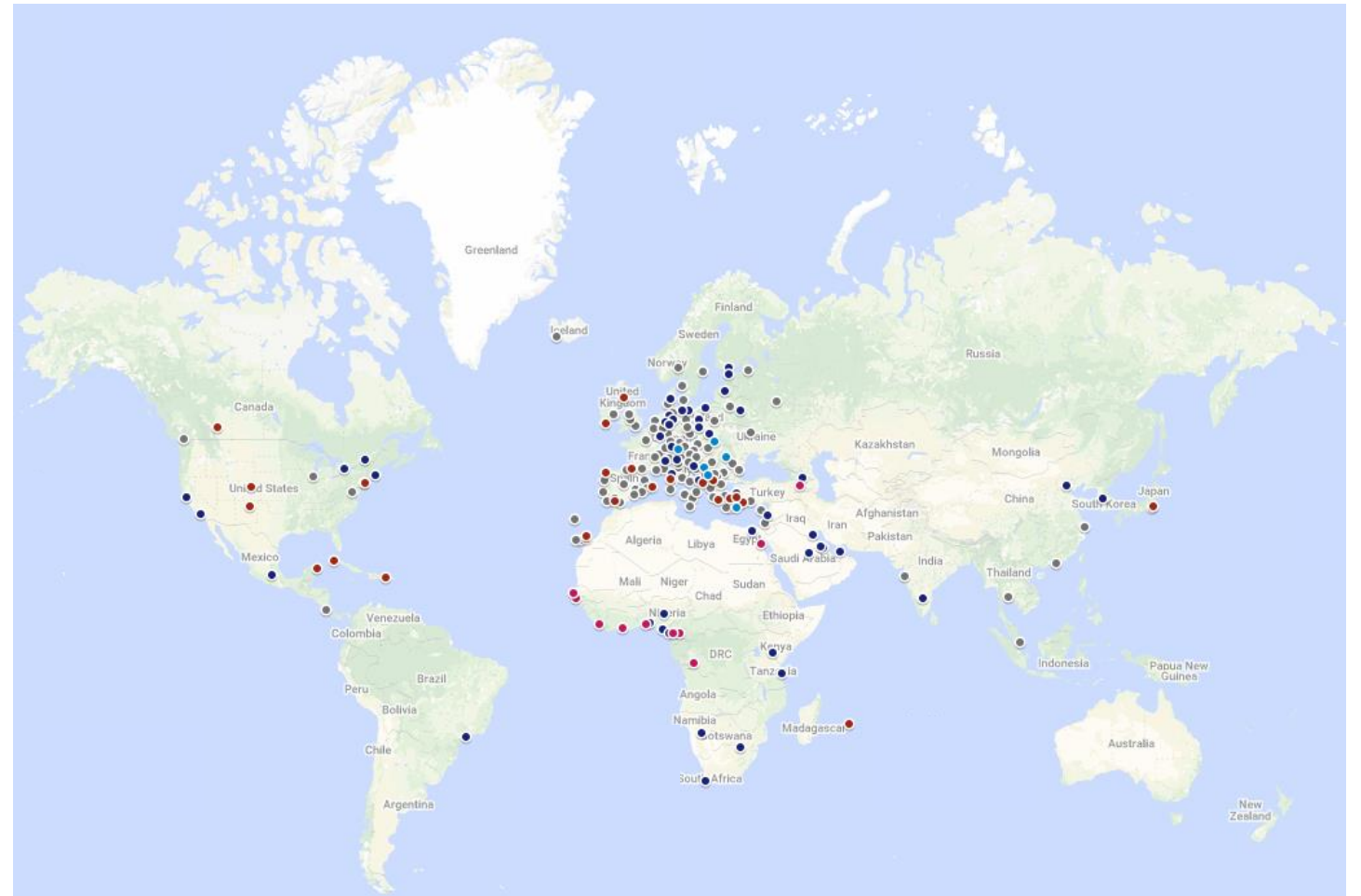


# Bringing the world closer together:

## Our LHG flight schedule

With **travel restrictions lifting** and the resulting **increase in demand**, we will **significantly expand our Lufthansa Group flight schedule** in the coming weeks and months. The aim is to make as many destinations as possible accessible to **holidaymakers and business travelers**.

The interactive map shows the currently offered destinations. Click on the picture to explore our offer.



# Austrian Airlines route network

for June to July 2020\*



## VIENNA

### Continental

- Amsterdam
- Athens
- Basel
- Belgrade
- Berlin
- **Bologna**
- Brussels
- Bucharest
- Copenhagen
- Dubrovnik
- Düsseldorf
- Frankfurt
- **Florence**
- Geneva
- Graz
- Hamburg
- Innsbruck
- Kiev
- Košice

- Larnaca
- London-Heathrow
- Milan
- **Moscow**
- Munich
- Nice
- Paris
- **Podgorica**
- Prague
- Pristina
- **Rome**
- Sarajevo
- **Sibiu**
- Skopje
- Sofia
- Split
- Stockholm
- Stuttgart
- **Thessaloniki**
- Tirana

- Varna
- **Venice**
- Warsaw
- **Zagreb**
- Zurich

### Intercontinental

- **Bangkok**
- **Cairo**
- **Chicago**
- **Newark/New York**
- Tel Aviv
- **Washington, D.C.**

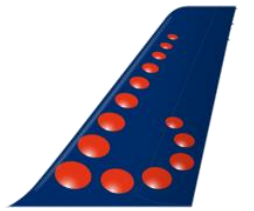
\*Subject to possible travel restrictions / Destinations in **bold** offered as of July



LUFTHANSA GROUP

# Brussels Airlines route network

from June to August 2020\*



## BRUSSELS

### Continental

- Alicante
- Athens
- Barcelona
- Berlin
- **Bilbao**
- Budapest
- Catania
- Copenhagen
- Dubrovnik
- Faro
- **Florence**
- Geneva
- **Hamburg**
- **Heraklion**
- Ibiza
- **Kos**
- Las Palmas
- Lisbon
- **Ljubljana**

- London-Heathrow
- Lyon
- Madrid
- Milan
- Malaga
- **Manchester**
- Marseille
- Naples
- Nice
- **Oslo**
- **Palermo**
- Palma de Mallorca
- Paris
- Porto
- Prague
- **Rhodes**
- Rome
- **Stockholm**
- Tenerife
- **Toulouse**

- Venice
- Vienna
- **Vilnius**
- **Warsaw**
- Yerevan

### Intercontinental

- Abidjan
- **Accra**
- Banjul
- Bujumbura\*\*
- Cotonou
- Douala
- Entebbe
- Hurghada
- **Kigali**
- Kinshasa
- **Lomé**
- Monrovia
- New York (JFK)
- Tel Aviv
- Yaoundé

\* Subject to possible travel restrictions / Destinations in **bold** offered as of July / \*\* from August 2020



Lufthansa



brussels airlines



LUFTHANSA GROUP

# Lufthansa route network

from June to July 2020\*



## FRANKFURT

### Continental

- **Alicante**
- Amsterdam
- **Antalya**
- Athens
- Barcelona
- **Bari**
- Berlin
- **Biarritz**
- Bilbao
- Billund
- Birmingham
- Bologna
- Bremen
- Brussels
- Bucharest
- Budapest
- **Cagliari**
- **Catania**
- Copenhagen
- Dresden

- Dublin
- Dubrovnik
- Faro
- **Florence**
- **Friedrichshafen**
- **Funchal**
- Geneva
- Gothenburg
- **Graz**
- Hamburg
- Hannover
- Helsinki
- **Heraklion**
- Heringsdorf
- Ibiza
- Kiev
- Krakau
- Larnaca
- Lisbon
- Ljubljana
- London-Heathrow

- **Luxembourg**
- Lyon
- Madrid
- Milan
- Málaga
- Malta
- Manchester
- **Marseille**
- **Minsk**
- **Moscow**
- Munich
- **Naples**
- Nice
- **Olbia**
- Oslo
- Palma de Mallorca
- **Palermo**
- Paris
- Porto
- **Poznan**
- Prague

- Pula
- **Reykjavik**
- Riga
- **Rhodes**
- Rome
- **Salzburg**
- **Santorin**
- Sofia
- Split
- Stockholm
- **St. Petersburg**
- **Stuttgart**
- Sylt
- Tallinn
- **Thessaloniki**
- Turin
- **Valencia**
- Venice
- Verona
- Vienna
- Vilnius

- Warsaw
- **Wroclaw**
- **Zadar**
- Zurich

### Intercontinental

- **Abuja**
- Bahrain
- Bangkok\*\*
- **Beirut**
- **Bengaluru**
- **Boston**
- Cairo
- **Capetown**
- Chicago
- Dammam
- **Delhi**
- **Dubai**
- **Hong Kong**
- **Houston**
- **Johannesburg**

- **Kuwait**
- **Lagos**
- **Los Angeles**
- Malabo
- Mexico City
- Mumbai
- **Nairobi**
- Newark/New York
- Peking
- Port Harcourt
- **Riyadh**
- São Paulo
- **San José (Costa Rica)**
- Shanghai
- **Singapore**
- Tel Aviv
- Tokyo-Haneda
- Toronto
- **Vancouver**
- **Windhoek**

\*Subject to possible travel restrictions / Destinations in **bold** offered as of July



Lufthansa



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Eurowings

LUFTHANSA GROUP

# Lufthansa route network

from June to July 2020\*



## MUNICH

### Continental

- **Alicante**
- Amsterdam
- **Antalya**
- Athens
- Barcelona
- **Bari**
- Basel
- Bastia
- Berlin
- Belgrade
- Biarritz
- **Bilbao**
- **Bodrum**
- **Bologna**
- Bremen
- Brussels
- Bucharest
- Budapest
- **Cagliari**
- Catania

- Copenhagen
- **Cologne**
- **Corfu**
- Dresden
- Dublin
- Dubrovnik
- Düsseldorf
- Faro
- Florence
- **Gdansk**
- Geneva
- Hamburg
- Hannover
- Helsinki
- **Heraklion**
- **Ibiza**
- **Izmir**
- **Krakow**
- **Lamezia-Terme**
- Larnaca
- Lisbon

- London-Heathrow
- Luxemburg
- Lyon
- Madrid
- Milan
- Malaga
- **Malta**
- **Manchester**
- Münster-Osnabrück
- **Naples**
- Nice
- **Olbia**
- **Oslo**
- **Paderborn**
- Palermo
- Palma de Mallorca
- Paris
- Porto
- Prague
- **Pula**
- **Reykjavik**

- **Rhodes**
- Rome
- Rostock-Laage
- **Santorin**
- **Seville**
- **Sofia**
- Split
- Stockholm
- Sylt
- **Tbilisi**
- **Tivat**
- Toulouse
- Turin
- **Valencia**
- Venice
- Vienna
- Warsaw
- **Zadar**
- **Zagreb**
- Zurich

### Intercontinental

- Chicago
- Delhi
- Los Angeles
- Montreal
- San Francisco
- Seoul
- Tel Aviv

\*Subject to possible travel restrictions / Destinations in **bold** offered as of July



Lufthansa



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Eurowings

LUFTHANSA GROUP



# SWISS route network

from June to July 2020\*



## ZURICH

### Continental

- **Alicante**
- Amsterdam
- Antalya
- Arrecife
- Athens
- Barcelona
- Belgrade
- Berlin
- **Bilbao**
- **Bodrum**
- Brindisi
- Brussels
- Bucharest
- Budapest
- **Cagliari**
- Catania
- Chania
- Copenhagen
- Corfu

- **Cork**
- **Dalaman**
- Dublin
- **Dubrovnik**
- Düsseldorf
- Edinburgh
- Faro
- Figari
- Florence
- **Frankfurt**
- Fuerteventura
- Funchal
- **Geneva**
- Gothenburg
- Hamburg
- Heraklion
- Ibiza
- **Jerez**
- Kalamata
- Kiev

- Kos
- Lamezia-Terme
- Larnaca
- Las Palmas
- Lisbon
- London-Heathrow
- Madrid
- Mahón
- **Milan**
- Málaga
- **Malta**
- Manchester
- **Moscow**
- Munich
- Mykonos
- Naples
- Nice
- Ohrid
- **Olbia**
- **Oslo**

- Palermo
- Palma de Mallorca
- Paris
- Porto
- Prague
- Pristina
- **Pula**
- Rhodes
- Rome
- Santiago de C.
- Santorin
- Skopje
- Split
- Stockholm
- **St. Petersburg**
- Sylt
- Tenerife
- Thessaloniki
- Tirana
- Valencia

- **Varna**
- **Venice**
- Vienna
- **Warsaw**
- Zakyntos

### Intercontinental

- Bangkok\*\*\*
- Calgary\*\*
- Cancún\*
- Chicago
- Denver\*\*
- Havana\*\*
- Hong Kong
- Johannesburg
- Las Vegas\*\*
- Mauritius\*\*
- Mumbai
- New York (JFK)
- Newark/New York

- Punta Cana\*\*
- **São Paulo**
- Shanghai
- Singapore
- **Tampa\*\***
- Tel Aviv
- Tokyo-Narita
- Vancouver\*\*

\* Subject to possible travel restrictions / Destinations in **bold** offered as of July // \*\* operated by Edelweiss (WK), \*\*\* No passengers on outbound flights



Lufthansa



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Eurowings

LUFTHANSA GROUP

# SWISS route network

from June to July 2020\*



## GENEVA

### Continental

- **Alicante**
- **Antalya**
- Athens
- **Biarritz**
- **Brindisi**
- **Catania**
- **Corfu**
- Dublin
- Heraklion
- Faro
- **Florence**
- Frankfurt
- **Ibiza**
- **Kalamata**
- **Kos**
- **Larnaca**
- Lisbon
- London-Heathrow
- Mahón
- Málaga
- **Moscow**
- Mykonos
- Nice
- **Olbia**
- Palma de Mallorca
- Porto
- Prague
- Pristina
- **Rhodes**
- **Thessaloniki**
- **Valencia**
- **Zakynthos**

Subject to possible travel restrictions / Destinations in **bold** offered as of July



Lufthansa



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Eurowings

LUFTHANSA GROUP

# Eurowings route network

from June to July 2020



## DÜSSELDORF

- Alicante
- Athens
- Barcelona
- Berlin-Tegel
- Bilbao
- Birmingham
- Bucharest
- Budapest
- Catania
- Copenhagen
- Corfu
- Dresden
- Faro
- Fuerteventura
- Gothenburg
- Hamburg
- Heraklion
- Heringsdorf
- Ibiza
- Jerez
- Kos
- Kütahya
- Lamezia Terme
- London-Heathrow
- Milan
- Malaga
- Manchester
- Menorca
- Naples
- Nice
- Olbia
- Palma de Mallorca
- Prague
- Pula
- Rhodes
- Rijeka
- Rome
- Salzburg
- Split
- Stockholm

## FRANKFURT

- **Intercontinental**
- **Windhoek**

- Sylt
- Thessaloniki
- Tivat
- Valencia
- Vienna
- Zurich

## HAMBURG

- Barcelona
- Catania
- Cologne-Bonn
- Düsseldorf
- Faro
- Heraklion
- Ibiza
- London-Heathrow
- Munich
- Olbia
- Palma de Mallorca
- Pristina
- Rhodes
- Rijeka
- Salzburg
- Split
- Stuttgart
- Thessaloniki
- Vienna
- Zurich

## COLOGNE-BONN

- Berlin-Tegel
- Calvi
- Edinburgh
- Hamburg
- Klagenfurt
- Larnaca
- Lisbon
- Munich
- Nador
- Palma de Mallorca
- Santorin
- Sarajevo
- Tirana
- Tunis
- Vienna
- Zadar
- Zagreb
- Zurich

## MUNICH

- Olbia
- Palma de Mallorca
- Pristina

## STUTTGART

- Berlin
- Bremen
- Budapest
- Catania
- Hamburg
- Lisbon
- London-Heathrow
- Naples
- Olbia
- Palma de Mallorca
- Pristina
- Split
- Sylt
- Thessaloniki
- Vienna

\*Subject to possible travel restrictions / Destinations in **bold** offered as of July



# Greater flexibility for rebooking:

## Your guide to Lufthansa Group airlines' goodwill policies

In case you wish to change your travel plans or your flight has been cancelled and your ticket was issued by **15 May 2020**, you can do so by **31 January 2021**. You can rebook **for free** once to a different travel date and even change the routing for a new travel start by **31 December 2021**.

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

For new bookings as of **16 May until 30 June 2020**, you can change your travel date for operating flights. For cancelled flights, you can additionally change the routing. In any case you can start your new travel by the **end of 2021**.

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



# Goodwill policy for our frequent flyer:

## We want you to keep your status

We would like to present you our **unique goodwill arrangements** for our frequent flyers that have come into effect due to the Corona crisis.

We have also **postponed the launch of our new frequent flyer program by one year**. This means that the current rules will continue to apply until 31 December 2021, and the new system will **start on 01 January 2022**.

These are the goodwill arrangements for you:

- We will **extend your status** by one year until **February 2022** if you do not reach your status extension in 2019 or 2020. If you achieve your status extension by the end of 2020, you will of course receive a regular extension until February 2023.
- All **eVouchers** with an expiry date of 2020 and 2021 **will be extended or re-credited** and can be used until 31 December, 2021



# 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](https://lh.com), [austrian.com](https://austrian.com), [swiss.com](https://swiss.com), [brusselsairlines.com](https://brusselsairlines.com) and [eurowings.com](https://eurowings.com)



All information at-a-glance for all our corporate business partners via [businesspartnercircle.de](https://businesspartnercircle.de)



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

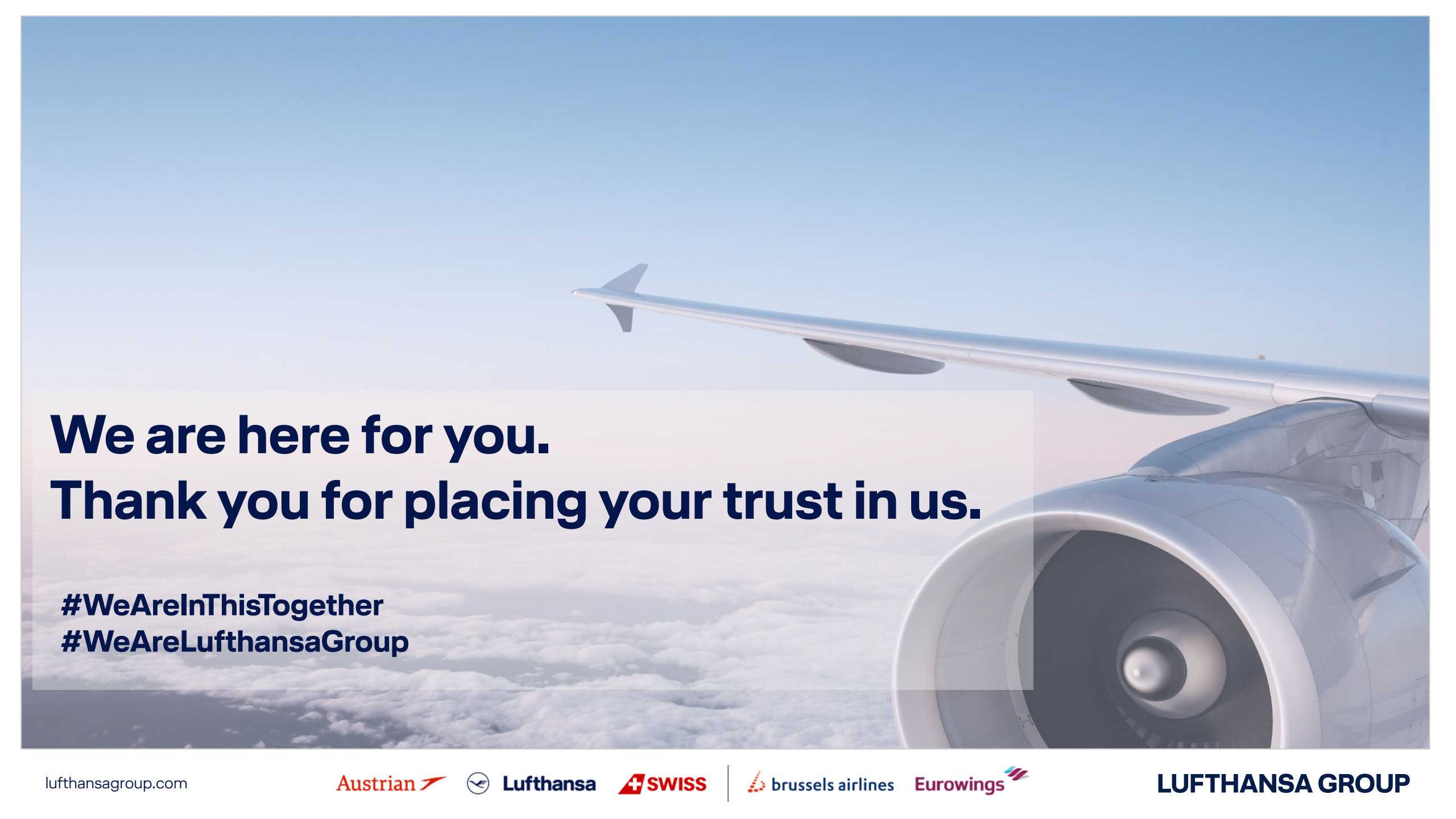


Our **media newsroom** provides regular updates on Lufthansa Group operations



**Regular updates for travel agents** about flight operations, rebooking options and goodwill policies on [lufthansaexperts.com](https://lufthansaexperts.com)





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

**#WeAreInThisTogether  
#WeAreLufthansaGroup**