



Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines' Information Kit

Version 08 July 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



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 

 **brussels airlines**

Eurowings 

 **Lufthansa**

 **SWISS**

Austrian 

 **Lufthansa**

 **SWISS**

 **brussels airlines** 

LUFTHANSA GROUP

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.



Austrian Airlines, Eurowings, Lufthansa, Lufthansa Cityline and SWISS **have adapted their General Conditions of Carriage (GCC)** accordingly. All other Lufthansa Group airlines are currently examining whether their GCC will be adjusted.

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



Safety first:

PCR-test at Frankfurt and Munich Airport



At **Frankfurt** Airport, the company Centogene, in cooperation with Lufthansa and Fraport, has been offering Corona rapid tests since **25 June 2020**. We support this offer to enable travelers to carry out any necessary testing **before arriving in or returning from certain countries**.



In **Munich**, rapid corona tests are already being offered in cooperation with the local airport clinic MediCare.



Once the test has been successfully submitted, a result is available **after about four hours**. We recommend that the test is completed the day before departure.



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.

Cabin air outlets

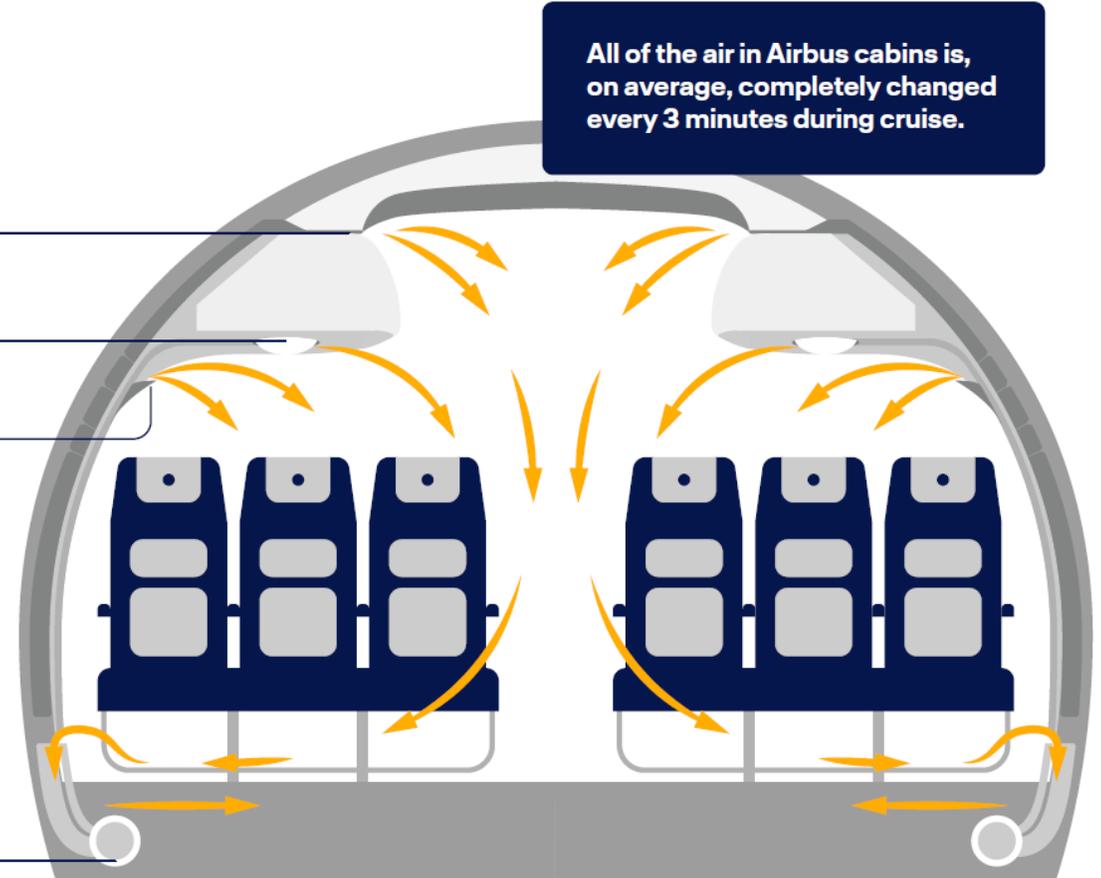
Individual air outlets

Cabin air outlets

main supply ducts

Filters the air and resupplies the system

All of the air in Airbus cabins is, on average, completely changed every 3 minutes during cruise.



Click on the picture for more information

Our commitment with our Joint Venture partners:

Ensuring safety throughout the journey

Measures		Airline Partner					
		LHG	UNITED	AIR CANADA	ANA	AIR CHINA	SINGAPORE AIRLINES
AIRPORT	Physical distancing measures in airport areas	✓	✓	✓	✓	✓	✓
	Cleaning common area surfaces	✓	✓	✓	✓	✓	✓
ONBOARD	HEPA filter in aircraft: Air circulation system removes dust, bacterial contamination & viruses	✓	✓	✓	✓	✓	✓
	Face covering and gloves for all Flight Attendants	✓	✓	✓	✓	✓	✓
	Disinfectant and cleaning products used between flights	✓	✓	✓	✓	✓	✓
HELPING FLIGHTS	Operating cargo flights to transport PPE and supplies to health care workers and patients globally	✓	✓	✓	✓	✓	✓
	Flying healthcare workers to volunteer locations for free	-	✓	-	-	-	-
	Operated special flights to bring respective citizens abroad home as travel restrictions tightened	✓	✓	✓	✓	✓	✓



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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 inflight 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 map is linked to our current LHG flight schedule until October. Further information can be found on austrian.com, brusselsairlines.com, eurowings.com, lufthansa.com and swiss.com



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 one time without a rebooking fee** to a different travel date and even change the routing for a new travel start **by 31 December 2021**. Any applicable fare difference associated with the new flight/routing must be paid accordingly.

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**.

For new bookings as of **16 May until 31 August 2020**, you can change your travel date once without a rebooking fee. For cancelled flights, you can additionally change the routing. In case the new routing is more expensive, any applicable fare difference needs to be paid. Your new travel should commence **by the end of 2021**.

Refunds are of course **still possible** (depending on fare rule). However, there might be delays due to the high volume of requests.



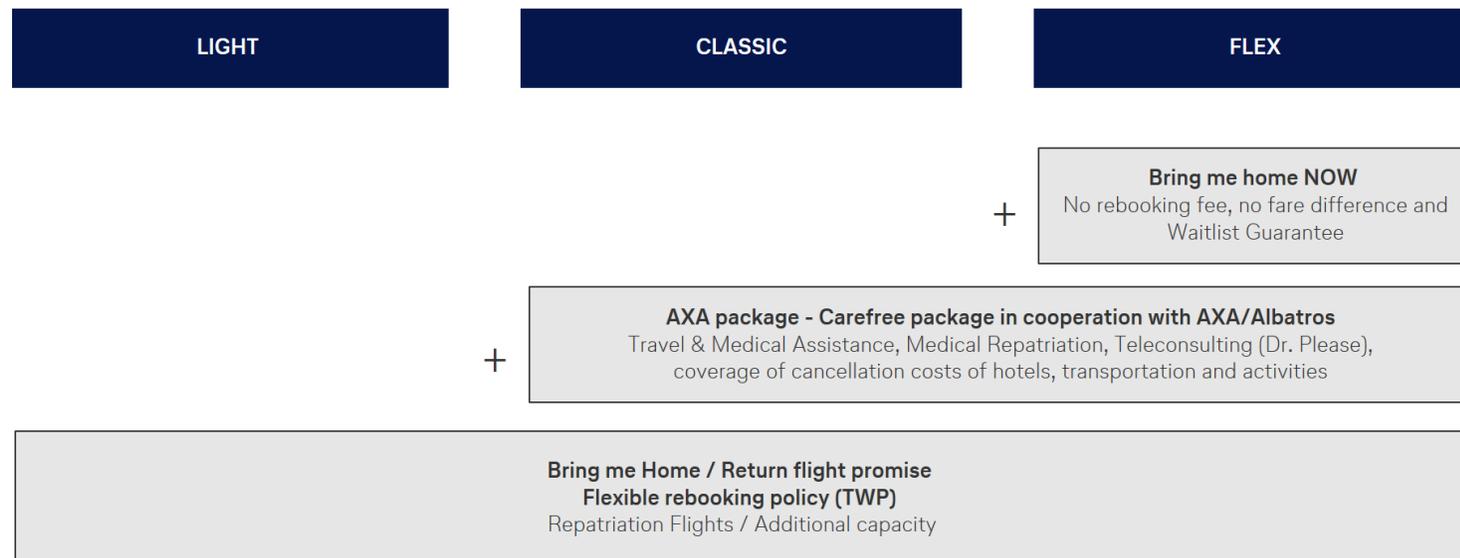
Safe return journey with Lufthansa Group:

Bring me home service included on European routes

The return flight promise applies to **all customers on European routes regardless of the fare booked** and is available for the **home markets**. They will be taken back to Germany, Austria or Switzerland with Lufthansa Group airlines, should there be any Corona related disruptions at their destination.

Furthermore, **additional attractive guarantee components** are offered in cooperation with AXA insurance by booking the Economy Classic and Business Saver fares (for bookings done via direct channels, e.g. .com and NDC).

Finally, the Economy and Business Flex fares are extended with the "**Bring me Home Now**" option including a return flight as soon as possible without rebooking fee or fare difference.



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, 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

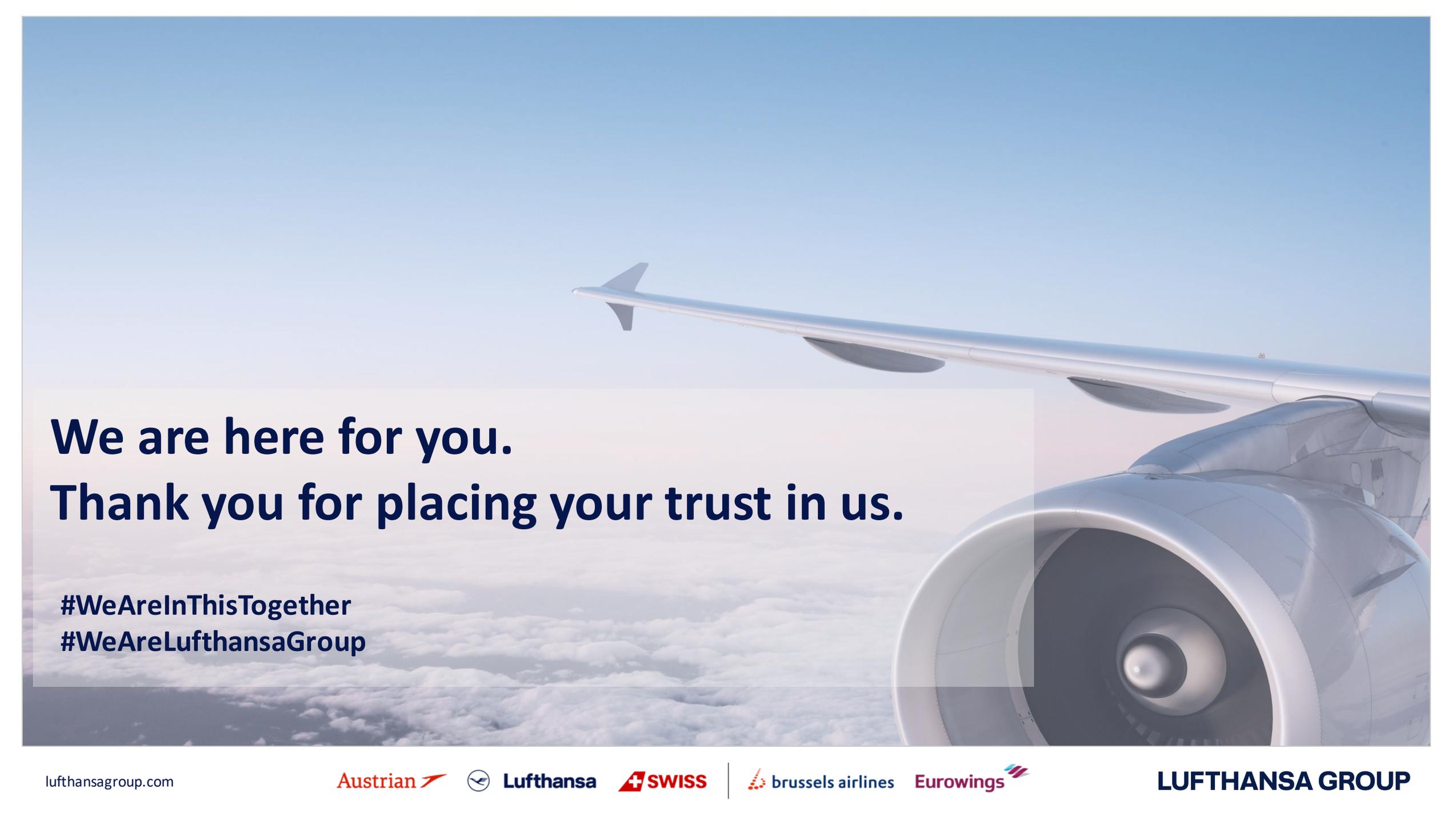


Our **media newsroom** provides regular updates on Lufthansa Group operations



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**