

Lufthansa Group airlines to extend flexible fare conditions through 31 May 2021

In times like these, nothing is more important than feeling at ease. To ensure that your customers can continue to book their travel with confidence and flexibility, all Austrian Airlines, Lufthansa, SWISS, Air Dolomiti, Brussels Airlines and Eurowings fares can be rebooked as often as necessary and without a change fee – through 31 May 2021.* Both the routing (including origin and destination)** and the travel date can be adapted to the new plans.

This rebooking flexibility applies to all tickets issued between 25 August 2020 and 31 May 2021.

Important notes on rebooking flexibility:

- Please note that all fare conditions must be adhered to when rebooking. If necessary, a fare difference has to be charged, for example for the new route, booking class or season
- The rebooking fee is waived for any – even multiple – rebookings that are made through 31 May 2021. In addition, the first rebooking or reissue which takes place after this date is also free of any change fees.
- In the case of rebooking/reissue, the standard rules for fare calculation (current fares/historical fares) apply
- If the reissue is based on the current fare (e.g. when rebooking the first coupon), the fare conditions of the new fare apply after the rebooking. This means that a change fee may be charged for any future travel changes (provided the new fare can only be rebooked against a fee) or an originally fully flexible fare (FF) may no longer be refundable free of charge

These fare conditions apply to all distribution channels as well as to all published and unpublished/private fares. Since the more flexible fare conditions have been included in the fare rules, you can use the automated reissue functionalities of your reservation systems if CAT-31-based reissue tools are being used.

Tickets issued up to and including 31 August 2020 can be rebooked in accordance with the [goodwill rule \(TWP 2101\)](#).

Important notes on rebooking/reissue of cancelled flights:

- For all passengers affected by a flight cancellation, only one (1) free rebooking/reissue is allowed based on the [Flight Irregularities Policy \(OS/LH/LX\)](#), [SN INVOL Rules](#) or [EN INVOL Rules](#). The rebooking/reissue can be done at any time within the validity of the ticket
- Any further rebooking/reissue must be made based on the original fare conditions
- Therefore, we recommend that you do not make the rebooking/reissue until your customer knows for sure when he/she wants to travel

** With the exception of bookings commencing in Japan*

*** Exception: German domestic tickets may not be changed into international tickets and vice-versa*

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