

TWP 2102: Lufthansa Group airlines offer goodwill policy for travelers to Canada

Due to the new entry and quarantine regulations for Canada, the Lufthansa Group airlines are offering travelers who have booked a connecting flight to another location within Canada the opportunity to rebook this domestic connecting flight free of charge.

The goodwill policy (TWP 2102) at-a-glance:

Passengers

- with an OS/LH/LX/SN ticket (257/220/724/082) issued on/before 22 April 2021, and
- a transatlantic flight to Calgary (YYC), Montreal (YUL), Toronto (YYZ) or Vancouver (YVR) operated by Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Air Canada with an OS/LH/LX/SN/AC flight number ("codeshare"), and
- connecting to a domestic Canada AC/LH/LX/OS/SN coded flight from YYZ/YVR/YUL/YYC

may rebook their connecting domestic Canada flight free of charge.

The following rules apply to the rebooking:

- Rebooking on an alternative Air Canada flight/connection (flight number and operated by: AC) – in the original booking class or, alternatively, in the originally ticketed compartment.
- New travel date for the domestic Canada flight: 3 days after arrival in YYC/YUL/YYZ/YVR
- The rebooking fee and any stopover fee/restrictions will be waived
- Endorsement entry for reissue: TWP2102

For the reissue according to the goodwill policy, a waiver by your Lufthansa Group Agency Support is needed.

Last update:

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