

# Coronavirus information hub: Traveling and corona at-a-glance

In the current situation, there are many factors that influence traveling. Therefore, we have clearly summarized all important information and links for you here.

## Flexible rebooking option

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 July 2021.

» [Learn more](#)

## Goodwill policy (Ticket Waiver Policy)

» [TWP 2104: Goodwill policy for travelers to/from Tel Aviv](#)

» [TWP 2103: Free of charge refund option for travelers to Tokyo](#)

» [TWP 2102: Goodwill policy for travelers to Canada](#)

» [TWP 2101: Rebooking options for existing and new bookings \(tickets issued on/before 31 July 2021\)](#)

## Entering contact details (SSR CTC)

Please enter customer contact information in the PNR whenever you make a booking by using the standardized "SSR CTC" format. This way we can inform passengers as early and comprehensively as possible about flight irregularities, new entry regulations, mandatory Covid-19 tests or updated mask requirements.

» [Learn more about SSR CTC](#)

## Online and mobile check-in

We recommend that you always check in via our digital and mobile services via website or app. Please understand that due to the current situation, online and mobile boarding passes are not available on every flight. Travelers will only receive a confirmation when checking in online. The actual boarding pass will be issued at the check-in counter after the traveler's Covid-19 related documents have been checked.

- » [To the Austrian Airlines online check-in](#)
- » [To the Lufthansa online check-in](#)
- » [To the SWISS online check-in](#)
- » [To the Brussels Airlines online check-in](#)
- » [To the Eurowings online check-in](#)

## Entry regulations

In the current situation, the entry regulations for various destinations can change at short notice. To make sure you and your customers are always well informed, you'll find the latest information for all Lufthansa Group destinations here.

- » [To the travel regulations page](#)

### Entry regulations: Austria

- » [To the entry regulations for Austria](#)

### Entry regulations: Germany

Find out about the latest quarantine rules for those arriving from a high-risk area and mandatory or voluntary tests when returning to or arriving in Germany.

- » [To the entry regulations for Germany](#)

You can find out about the current classification of all countries and regions at any time on the website of the Robert Koch Institute.

» [Classification and overview of risk areas \(Robert Koch Institute\)](#)

Entry regulations: Switzerland

» [To the entry regulations for Switzerland](#)

Travel and entry regulations: Belgium

» [Travel regulations for Belgium](#)

Information on Covid-19 testing at airports

You can find information on the test centres at your departure airport here after entering your departure and destination airports.

» [To the entry regulations and test centres](#)

Covid-19 test certificates

Together with IATA, the airlines of the Lufthansa Group strive to digitalise and standardise document checks for certain health documents which are mandatory for entry. The aim is to give all passengers an opportunity to present the necessary documents in electronic form before departure.

» [Digital document check at Austrian Airlines](#)

» [Digital document check at Lufthansa](#)

» [Digital document check at SWISS](#)

Special hygiene measures

We are doing our utmost so that you can travel safely without having to worry. You can find out here about the special measures the Lufthansa Group airlines have put into effect to protect you and your fellow passengers.

- » [Austrian Airlines hygiene measures in detail](#)
- » [Lufthansa hygiene measures in detail](#)
- » [SWISS hygiene measures in detail](#)
- » [Brussels Airlines hygiene measures in detail](#)
- » [Eurowings hygiene measures in detail](#)

#### Mouth-nose cover

A facemask has to be worn during boarding, on board and when leaving the aircraft. The facemask requirement is also valid for fully vaccinated passengers.

- » [Austrian Airlines FAQ on the wearing of face masks](#)
- » [Lufthansa FAQ on the wearing of face masks](#)
- » [SWISS FAQ on the wearing of face masks](#)
- » [Eurowings FAQ on the wearing of face masks](#)

#### Lufthansa Group route network in summer 2021

- » [To the destination overview in summer 2021](#)

#### Lounges

The use of lounges at this time is limited. Please refer here for available open lounges.

- » [To the lounge overview](#)

Safe travels with our joint venture partner airlines

Our joint venture partners have also taken measures for your safety.

» [To our partners' protective measures](#)

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