

TWP 2202: Rebooking options for existing bookings

To offer your customers more flexibility for their travel planning, we have again **extended the rebooking deadline through 31 May 2022** – for existing bookings with a confirmed ticketed date of travel on/after 1 July 2020 and on/before 31 August 2021. **New date of travel: on/before 28 February 2023**. The goodwill policy (TWP 2202) is valid for passengers with an unused or partially used OS/LH/LX/SN/EN ticket issued on/before 31 July 2021.

Note for passengers with a confirmed ticketed date of travel between 1 and 31 May 2020:

The rebooking/reissue is only possible through 15 April 2022. After that date, any unused or partially used tickets may be refunded in accordance with the fare conditions. This applies to tickets which have been placed "on hold" on a voluntary basis.

Note for passengers with a confirmed ticketed date of travel between 1 and 30 June 2020:

The rebooking/reissue is only possible through 18 May 2022. After that date, any unused or partially used tickets may be refunded in accordance with the fare conditions. This applies to tickets which have been placed "on hold" on a voluntary basis.

Background information: For technical reasons, access to tickets is limited to 720 days after the last ticketed coupon travel date.

Please note: The date of ticket issue always refers to the current ticket, i.e.:

- If the ticket has not yet been reissued: date of original ticket issue
- If the ticket has already been reissued: date of the reissue

The goodwill policy (TWP 2202) at-a-glance:

Passengers

- with an unused or partially used OS/LH/LX/SN/EN ticket (257/220/724/082/101) issued on/before 31 July 2021, and
- with a confirmed ticketed date of travel on/after 1 May 2020 and on/before 31 August 2021, and
- with a booked Austrian Airlines/Brussels Airlines/Eurowings/Lufthansa/SWISS/Edelweiss/Germanwings/Air Dolomiti/Eurowings Discover flight number (operated by OS/SN/EW/LH/LX/WK/4U/EN/4Y) worldwide, or
- on a flight operated by another airline (OAL) with OS/SN/EW/LH/LX/WK/4U/EN/4Y flight number ("codeshare") worldwide

may rebook in accordance with the rules stated below.

Travelers with a planned travel start on/after 1 September 2021 may rebook on a voluntary basis according to the fare conditions – regardless of the date of ticket issue.

Part A "INVOLUNTARY" – Lufthansa Group rules for rebooking/reissue for cancelled flights:

Option 1: One rebooking/reissue for same origin & destination based on the SKCHG/INVOL policy

In general, you can always rebook/reissue tickets for passengers with cancelled flights according to the SKCHG/INVOL Policy.

- Change of origin or destination of the journey is not permitted
- The rebooking/reissue may be completed anytime (but before the expiration of the ticket validity). For technical reasons, Lufthansa Group tickets are retrievable for 720 days after the last ticketed coupon travel date. After that, a re-issue is no longer possible
- New start of travel: anytime
- In the case of partially used tickets, ticket validity and maximum stay may be extended once
- For further details please refer to the [OS/SN/LH/LX SKCHG/INVOL Policy](#) or [EN INVOL rules](#)

Option 2: One Rebooking/reissue for new origin and/or destination and/or expired ticket validity in accordance with the goodwill policy (TWP 2202)

- The rebooking/reissue must be completed on/before **31 May 2022**
- New start of travel on/before **28 February 2023**
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- Any fare in any compartment/cabin – the fare must be repriced. If necessary, a difference needs to be charged, for example for the new route, booking class or season
- Validity of (expired) tickets with original travel dates between 1 May 2020 and **31 May 2021** may be extended **within the validity of this goodwill policy (TWP 2202)**
- If a change of origin and/or destination after a cancelled flight results in a cheaper price of the new ticket, the passenger is entitled to a refund of the difference (residual value). In case of questions, please contact your Lufthansa Group Agency Support.
- Change of the passenger ("Name Change") is not permitted
- Please note that it is necessary to cancel existing (future) flight segments in the PNR in order to avoid no-shows
- The conditions of the new fare apply
- EMDs that were associated to the original ticket remain valid
- Endorsement entry for reissue: TWP2202

Part B "VOLUNTARY" – Goodwill policy for rebooking/reissue of flights which are not cancelled:

One rebooking/reissue on/before **31 May 2022** in accordance with the goodwill policy (TWP 2202) – for new start of travel on/before **28 February 2023**

- The rebooking/reissue must be completed on/before **31 May 2022**
- New start of travel on/before **28 February 2023**
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- Any fare in any compartment/cabin – the fare must be repriced. If necessary, a difference needs to be charged, for example for the new route, booking class or season
- In case of re-issue, any non-refundable portion of the original ticket remains non-refundable
- Please note that it is necessary to cancel existing (future) flight segments in the PNR in order to avoid no-shows
- Validity of (expired) tickets with original travel dates between 1 May 2020 and **31 May 2021** may be extended **within the validity of this goodwill policy (TWP 2202)**
- Endorsement entry for reissue: TWP2202

Please take note of the shorter rebooking deadlines mentioned above (highlighted in red) for tickets with a confirmed booked travel date between 1 May and 30 June 2020.

You can complete all rebookings/reissues yourself according to these goodwill policies (TWP 2202) without having to request a waiver from your Lufthansa Group Agency Support.

Ticket refunds:

Customers who do not wish to take advantage of any of the rebooking options may have their ticket refunded. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on the basis of the SKCHG/INVOL Policy (OS/SN/LH/LX) or the EN INVOL rules.

General notes on rebooking flexibility

- Passengers with cancelled flights can have their tickets rebooked/reissued anytime for the same origin and destination according to the OS/SN/LH/LX SKCHG/INVOL Policy or EN INVOL

rules

- The date of ticket issue always refers to the current ticket. If the ticket has not yet been reissued, it refers to the date of original ticket issue. If, however, the ticket has already been reissued, it refers to the date of the reissue
- These goodwill rules (TWP 2202) can be reapplied for tickets which have already been reissued according to the fare conditions, on an involuntary basis or on the basis of a previous goodwill rule up to and including 31 July 2021

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