



SKCHG/INVOL Policy – now also available for group bookings

Dear Carla,

In the event of group bookings affected by schedule changes and flight irregularities, processing rules apply that somewhat differ from single-seat bookings. We have summarized these rules for you in our new **“Lufthansa Group Schedule Change/Irregularity Policy in Group Business for Travel Agents”** (Group Business SKCHG/INVOL Policy). The policy takes effect starting 1 July 2023 for all group bookings issued on Austrian Airlines, Lufthansa, and SWISS ticket stock.

New: obligatory provision of a “Group Emergency Contact”

In order to improve the support we provide, a new (English-speaking) “INVOL Group Assistance Team” will handle manual rebookings of affected group PNRs in the event of short-term flight irregularities (INVOL).

Please note: this means that for each group, a contact (“Group Emergency Contact”) must be provided who is reachable outside office hours and can make decisions on behalf of the respective group. Please enter this “Group Emergency Contact” as an OSI-Element in the PNR.

You can find all the details about this, and additional information in our new Group Business SKCHG/INVOL Policy.

► [To Group Business SKCHG/INVOL Policy](#)



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We hope that this policy will help facilitate your processing of group bookings in the event of schedule changes and flight irregularities. Thank you for your support in looking after our joint customers.

Sincerely,

Yours eXperts Team

Service

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