

Lufthansa Group airlines offer free of charge rebookings for groups

The Lufthansa Group realizes that the current news regarding the impact and spread of the Coronavirus (COVID-19) is cause for uncertainty among your customers.

As our customers' willingness to travel continues to decline, *Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings* have decided to offer a goodwill policy covering group business worldwide.

Please note: The following goodwill policy is applicable for group bookings only. For rebooking options for individual passengers, please refer to the applicable [goodwill policy for individual passengers](#).

The goodwill policy for group travel is applicable if *following prerequisites are fulfilled:*

- *Validity:* The policy is valid from 5 March to 20 March 2020
- *Eligibility:* Booked groups, allotment business and nego space (SN: not applicable for nego space and allotment)
- *Ticketing date:* Ticketed and/or booked (un-ticketed) on/before 5 March 2020
- *Original travel date:* 5 March to 30 June 2020
- *Validating Carrier:* OS/LH/LX/SN/EW

- *Flights*: all flights worldwide

The following rules apply for rebooking:

- *New date of travel*: within booking range
- *Origin and destination*: must be the same (exception: On intercontinental routings, feeder/de-feeder flights within Europe may be changed)
- *Permitted carriers*: Flights operated by OS/LH/LX/SN/EW/WK/EN. Segments operated by any other airline (OAL) may not be rerouted
- *Conditions*: According to original fare rules and contract. No change of contract allowed.
- *Endorsement*: add *GWPOO1* to the endorsement text

For *rebooking*, please use the standard rebooking request process.

Please note that for technical reasons Negospace allotments cannot be transferred.

Cancellation and refund:

Please contact your Groups Service Team in case of cancellations of unticketed groups only.

In case of refunds for already ticketed groups no waiver/authorization by your Groups Service Team is needed anymore.

- *Endorsement*: add *GWPOO1* to the endorsement text

- *Cancellation*: permitted free of charge
- *Refund*: permitted free of charge
- *Partial refund*: for partially used tickets please refund the unused fare component or refund on half round trip basis
- *TSC/OPC/DCC*: remains nonrefundable, unless local legal requirements exist
- *EMD*: EMD for ASR or XBAG issued in connection with an affected ticket fee may be refunded