

针对新型冠状病毒疫情及中国民航总局 发布的改签和退款指令 CORONA VIRUS OUTBREAK & CHINESE GOVERNMENT DIRECTIVE

汉莎航空集团暂停所有前往中国大陆的航班

Lufthansa Group extends flight suspensions to mainland China

乘客以及员工的安全是汉莎航空集团的首要任务。基于对目前现有的冠状病毒疫情信息进行全面细致的评估后，汉莎航空集团决定继续暂停旗下德国汉莎航空公司、瑞士国际航空公司以及奥地利航空往返于中国大陆与德国、瑞士、奥地利的航班至 2020 年 4 月 24 日。

The safety of its passengers and employees is the top priority of the Lufthansa Group. After a thorough assessment of all currently available information on the Coronavirus, Lufthansa Group has decided to continue to extend the suspension of flights between Germany, Switzerland, Austria and mainland China by Lufthansa, SWISS and Austrian Airlines until 24 April.

此外，汉莎航空集团还将减少往来中国香港与欧洲的航班频次。由德国汉莎航空执飞的香港-慕尼黑航班将于 2020 年 3 月 6 日至 2020 年 4 月 24 日暂停；在此期间，乘客将尽可能被改签至汉莎香港-法兰克福以及瑞航香港-苏黎世的航班上。

Additionally, Lufthansa Group airlines are reducing additional frequencies in their route network to and from Hong Kong. Flights between Munich and Hong Kong will be suspended between 6 March and 24 April. Passengers will be rebooked via Frankfurt and Zurich as far as possible during this period.

涉及已取消航班的退改签规定

Cancelled Flights (Involuntary)

- 对于已取消的航班，适用《商业合作伙伴不正常航班规定（OS/LH/LX）》。请参阅相应的处理手册。

Agent can make refunds for cancelled flights on LH/LX/OS tickets in accordance with the Flight irregularities policy for business partners.

- OS/LH/LX 票本，若行程是 LHG 航班号且 LHG 实际承运，遇到航班实际取消，代理人无需授权，可在 **GDS** 中直接退票。若航班实际取消，对于全程未使用的机票，DCC/OPC 亦可退。

For a cancellation of a Lufthansa Group airline's prime flight and/or codeshare flight amongst each other (OS/LH/LX/SN/EW), ticketed on OS/LH/LX stock, NO refund waiver is needed. The Travel Agent can process the refund of the ticket directly through the GDS (refund notice). Refund of DCC and OPC is permitted only on INVOL basis and for completely unused tickets. No refund of DCC and OPC for partially used tickets.

受疫情影响但未取消的航班适用如下规定

Non-cancelled Flights (Voluntary)

1. 以下情况适用特殊授权的退改签规定

Goodwill policy is applicable if following conditions are fulfilled

- 原机票开票日：在2020年 2月 3日（含）之前
Ticket issued: on/before 3 February 2020
- 票证：OS/LH/LX (257-, 220-, 724-)
Ticket stock: OS/LH/LX ticket numbers starting with 257-, 220-, 724-
- 原航班起飞日期在 2020年 1月 24日- 2020年 3月 28日
Travel date: between 24 January and 28 March 2020
- 原机票始发地/目的地/转机地在中国大陆（不包括 HKG 和 MFM）
Itinerary: with origin, destination or transit in Mainland China, excluding Hong Kong (HKG) and Macau (MFM)

2. 符合上述情况的机票可以免费退票。请注意：TSC / OPC / DCC 始终不予退款！

Refund is free of charge if ticket fulfills the above mentioned conditions.

TSC/OPC/DCC always remain non-refundable!

- 对于全程未使用的机票，可通过以下方式退票，无需申请预授权
Refund of completely unused ticket needs NO refund waiver and can be done
 - 代理人可在开票 GDS 系统中自行操作退票，须在退票备注栏内输入特殊授权代码：TWP 2002；或
by agency in own GDS and enter "TWP 2002" in GDS Refund Remark field; or
 - 联系退票中心邮箱，注明特殊授权代码：TWP 2002。
via refund application (e-mail) and enter "TWP 2002" in e-mail.
- 对于部分使用的机票，可通过以下方式退票，需要申请预授权
Refund of partially used tickets needs A refund waiver and can be done
 - 联系退票中心邮箱，注明特殊授权代码：TWP 2002。
via refund application (e-mail) and enter "TWP 2002" in e-mail.
 - 通过代理人网站申请并获取预授权，注明特殊授权代码：TWP 2002
Please contact the local Lufthansa Group Agency Support for a waiver TWP 2002.

3. 符合上述情况的机票可以免费改签

Rebooking is free of charge if ticket fulfills the above mentioned conditions

- 改签需要申请预授权，可通过以下方式操作
Rebooking needs A waiver and can be done
 - 代理人可在开票 GDS 系统中自行操作改签，且
by agency in own GDS.
 - 须通过代理人网站申请并获取预授权，申请时注明特殊授权代码：TWP 2002
Please contact the local Lufthansa Group Agency Support for a waiver TWP 2002.
- 可预订汉莎航空集团的其他适用航班（挂 OS, SN, EW, LH, LX, WK 航班号且实际承运），须使用出票时的订座舱位（RBD）。
Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, LH, LX, WK) – in the original booking class.
- 最晚起飞日期：2020 年 9 月 30 日
New travel date latest on 30 September 2020.
- 票价起始点和终点不可更改。
The change of origin/destination is not permitted.
- 换开时，请在签转栏内输入特殊授权代码：TWP 2002
In the case of reissues the endorsement entry should be: TWP 2002

退票中心邮箱

Refund application (e-mail)

请写英文邮件发送至退票中心。邮件标题格式为：***TWP 2002*** Refund Request Ticket Number 724-0000000000(机票号码)

Please send an e-mail with header “***TWP 2002*** Refund Request Ticket Number 724-0000000000” to

- LH 220-票本-- LH ticket stock: bkk_refund@icat.dlh.de
- LX 724-票本-- LX ticket stock: refundtravelagtCN@swiss.com
- OS 257-票本-- OS ticket stock: austrian.airlines.refund.bsplink@austrian.com

中国大陆 LH BSP 代理退票新途径（推荐）-- 限 LH 220-票本

New LH Refund Application for Mainland China BSP Agency (recommended) -- LH ticket stock only

- 国际航协航空服务平台（简称 ASD）
International Air Transport Association Air Service Desk (ASD)
网址: <https://www.iata-asd.com/>

***LX/OS: 该功能暂未开通! ASD RA (Refund Application) is not available!**