

# 针对意大利北部发生新型冠状病毒疫情的改签政策

## CORONA VIRUS 2019-NCOV IN NORTHERN ITALY

### 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改签规定

**Goodwill policy is applicable if following conditions are fulfilled**

- 原机票开票日：在2020年2月26日（含）之前  
Ticket issued: on/before 26 February 2020
- 票证：OS/LH/LX/SN/EN (257-, 220-, 724-, 082-, 101-)  
Ticket stock: OS/LH/LX/SN ticket numbers starting with 257-, 220-, 724-, 082-, 101-
- 原航班起飞日期在 2020年 2月 24日- 2020年 3月 9日

Tickets issued with original confirmed date of travel: Between 24 February 2020 and **9 March 2020**

- 适用路线：
  - 原机票始发地/目的地为BLQ, MIL, TRN, VRN, VCE, TRS, GOA, 且由 OS/LH/LX/WK/SN/EW/4U/EN实际承运的航班  
OS/LH/LX/WK/SN/EW/4U/EN operated flights from/to BLQ, MIL, TRN, VRN, VCE, TRS, GOA
  - 原机票始发地/目的地为 BLQ, MIL, TRN, VRN, VCE, TRS, GOA, 且挂 OS/LH/LX/WK/SN/EW/4U/EN 航班号的代码共享航班  
OAL operated flights with OS/LH/LX/WK/SN/EW/4U/EN flight numbers (“code share”) from/to BLQ, MIL, TRN, VRN, VCE, TRS, GOA

## 2. 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，并且  
by agency in own GDS, and
  - 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 2005  
Please contact the local Lufthansa Group Agency Support for a waiver TWP 2005.
- 订座舱位（RBD）： LH/LX/OS/WK/SN/4U/EW/EN 首选原订座舱位（RBD），如原订座舱位已满，可以订同服务等级（compartment）内的其他相邻订座舱位；票价规定中适用的其他航空公司仅可使用出票时的订座舱位（RBD）。  
RBD/Booking class: Rebooking in original ticketed booking class/RBD  
Exception: For LH-Group operated flights: (LH/LX/OS/WK/SN/4U/EW/EN) rebooking to same or next available RBD within same compartment is permitted.
- 最晚起飞日期： **2020 年 4 月 30 日**  
New travel date latest on **30 April 2020**.
- 改目的地：  
LH/LX/OS/WK/SN/4U/EN 实际承运： 票价目的地为 BLQ, MIL, TRN, VRN, VCE, TRS, GOA 的机票可免费改路线至欧洲\*境内其它目的地。原票价、燃油附加费、税适用于新机票。  
For LH/LX/OS/WK/SN/4U/EW/EN operated flights: Change of destination BLQ, MIL, TRN, VRN, VCE, TRS, GOA to a destination within EU\* permitted free of charge. Original fare value, YQ and taxes to be carried forward to the new ticket.  
EW 实际承运： 须按换开日当天的价格重新计算票价，新路线及订座舱位如有票价差或税差都需补齐。  
For EW operated flights: Repricing of the fare (at time of exchange) according to new routing/destination and RBD is mandatory.  
(欧洲\*/ EU\* = DE, AT, CH, BE, SK, FR, AL, AM, AZ, BA, BG, BY, CY, CZ, DK, EE, ES, FI, GB, GE, GR, HR, HU, IE, IL, IT, KG, KZ, LT, LU, LV, MD, ME, MK, MT, NL, NO, PL, PT, RO, RS, RU, SE, SI, UA, UZ.)

- 适用航班/航空公司：基于原票价规定。改目的地须使用 OS/LH/LX/WK/SN/EW/4U/EN 实际承运航班！  
Permitted flights/carrier usage – Per original fare rule  
Exception: In case of change of destination OS/LH/LX/WK/SN/EW/4U/EN operated flights only!
- 其他规则按原票价规定执行。  
All other fare rules/conditions – Per original fare rule
- 获取预授权后，请在换开签转栏内输入特殊授权代码： TWP 2005  
In the case of reissues after waiver granted, the endorsement entry should be: TWP 2005

### 3. 退票规则按原票价规定执行 Refund: Per original fare rule