

针对新型冠状病毒疫情的改签政策

CORONA VIRUS 2019-NCOV

已取消和未取消的航班均适用本豁免政策。

This Ticketing Waiver Policy applies for Still-OPERATING AND ALSO for already-CANCELLED FLIGHTS!

请注意：GDS Travelsky (1E) 不支持下文提及的剩余价值 EMD 功能

Please Note that GDS Travelsky (1E) does not support residual value EMD function mentioned below

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3月31日（含）之前
Ticket issued: on/before 31MAR20
- 票证：OS/LH/LX/SN/EN (257-, 220-, 724-, 082-, 101-)
Ticket stock: OS/LH/LX/SN/EN ticket numbers starting with 257-, 220-, 724-, 082-, 101-
- 适用路线：全球路线。机票中含有OS/LH/LX/WK/SN/EW/4U/EN航班号的实际承运或代码共享航班。
Ticketed flights: Ticket includes any OS/LH/LX/WK/SN/EW/4U/EN flight numbers worldwide, operated by OS/LH/LX/WK/SN/EW/4U/EN and/or operated by OAL ("Codeshare")
- 原航班起飞日期：在2020年12月31日（含）之前
Tickets issued with original confirmed date of travel: until 31DEC2020

2. 符合上述情况的机票可以免收一次改签费，同时可在换开时减免 50 EUR 差价

Rebooking with 50 EUR reduction. One free rebooking permitted if ticket fulfills the above mentioned conditions

- 最晚请在2020年8月31日（含）之前预订并换开机票。
Rebooking/reissue must be completed on/before 31AUG20
- 可以免收一次改签费。
Change fee will be waived
- 允许更改票价起始点和终点（任何新的票价起始点和终点）。
以下LH特例不可更改：根据税收相关规定，票价起始点和终点均为德国城市的国内路线和其它国际路线不可相互换开。

Change of Origin and Destination permitted (any new origin/destination permitted)
Exception for LH: due to the tax regulations: Origin/Destination change from entirely domestic (DE) travel to international travel, or international travel to domestic (DE) travel, is not permitted.

- 改签可预定所有LHG实际承运航班或适用新的票价规定。
Valid on any LHG operated flight or as per fare rule of new fare.
- 最晚起飞日期：2020年12月31日或原机票有效期，以较早者为准
Any new travel-start date until 31DEC20 or within ticket validity, whatever is earlier
- 不限运价和舱位
Any fare in any compartment
- 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和税费/费用/附加费差额都需补齐，并享受50欧元的折扣。
如果新票价高于原票价（票价和税费/费用/附加费）：计算需支付的总差额（票价和税费/费用/附加费），并从差额中扣除50欧元。（注：如果新票价和原票价（不包括税费/费用/附加费）= \leq 50欧元，则50欧元折扣不适用）。
Always re-price with current applicable fare (including taxes/fees and surcharges) and apply 50 EUR discount. (Note: If both, new and old base fare (excl. taxes/fees and surcharges) \leq 50 EUR discount does not apply).
If new ticket value is higher than original ticket value (fare and taxes/fees/surcharges): Calculate total difference to be paid (fare and taxes/fees/surcharges) and deduct 50 EUR from the total difference.
- 若新票价低于原票价，差价不退。
特例：如果新票价金额低于“原票价金额+50欧元”，代理人可出具剩余价值EMD并向乘客退款（前提是所使用的GDS提供此功能。GDS Travelsky (1E) 不支持剩余价值EMD功能，故不适用此项特例），上限50欧元。（有关详细信息，请参阅常见问题解答部分）。
Any residual amount will be ignored.
Exception: If new fare amount is lower than “original fare amount + 50 EUR”, issue a residual value EMD on max 50 EUR- and refund to passenger. (Provided that the GDS used provides this function. This exception is not applicable in GDS TravelSky (1E) as Travelsky does not support the residual value EMD function) (see FAQ section for details)
- 不允许更改姓名
No Name change permitted
- 换开后的机票适用新的票价规定
Rules and conditions of the new fares shall apply
- 同样适用于已改签和换开过的机票（基于先前豁免政策的换开或航班实际取消的非自愿换开）
Applicable also for PNRs which have already been previously rebooked and re-issued (either on basis of one of the previous TWP or due to flight cancellation)
- No-show的机票亦可按照本豁免政策进行换开
Applicable also in case of no-show
- 与原始票证关联的EMD仍然有效
EMD associated to the original ticket remains valid
- 换开不需要申请预授权。请在换开签转栏内输入特殊授权代码：TWP 2011

In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**.

3. 不知道新的旅行日期的旅客，可以保留原来的机票价值，用于购买新的旅程。LHG 提供以下解决方案：

Passengers who do not yet know new travel date, can keep the original ticket value and use it towards purchase of a new journey. Please offer the following solution:

- 代理人可先取消所有已经预订的航段（请注意：如果未能在原航班起飞日期前取消航段，该机票仍然有效）
Cancel all flight segments first (Note: in case flight cancellation was not possible prior to departure, the ticket will also remain valid)
- 在确定旅行日期后，乘客可联系代理人更改并换开机票——最晚2020年8月31日
Inform the customer to call back when he/she decided on the travel date – latest on 31AUG2020
- 稍后，当乘客联系代理预定新行程时：
At a later date, when passenger contacts to for a new itinerary:
 - 若原PNR仍然保留：
In case the original PNR is still found:
 - 更新原PNR。按上述规定重新计价并换开相关机票
Update the original PNR. Re-price as above and re-issue the associated tickets.
 - 若原PNR已取消：
In case the original PNR is no longer accessible:
 - 根据乘客的旅行意愿创建一个新的PNR
Create a new PNR according to passenger's travel wishes.
 - 按上述规定重新计价并换开相关机票
Rebook as described above.
- 最晚起飞日期：2020年12月31日或原机票有效期，以较早者为准
New travel will have to start latest until 31DEC2020 or within ticket validity (whichever is earlier)
- 为了便于以后的改票和换开，建议代理人保留原PNR，前提是所使用的GDS提供此功能。添加MEMO项和文字备注将PNR保留至2020年12月31日，文字备注：“CORONA TWP2011”。MEMO项在PNR中显示为MIS 1A HK1 FRA 31DEC- CORONA TWP2011
Enter a MEMO segment to keep the PNR active until 31DEC, and with a free-flow text “CORONA TWP2011” (MIS 1A HK1 FRA 31DEC- CORONA TWP2011)
- （新）预定和换开须在2020年8月31日（含）之前完成
(new) Booking and re-issue must be completed on/before 31AUG20
- 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和税费/费用/附加费差额都需补齐，并享受50欧元的折扣。
如果新票价高于原票价（票价和税费/费用/附加费）：计算需支付的总差额（票价和税费/费用/附加费），并从差额中扣除50欧元。
Always re-price with current applicable fare (including taxes/fees and surcharges) and apply 50 EUR discount.

If new ticket value is higher than original ticket value (fare and taxes/fees/surcharges):
Calculate total difference to be paid (fare and taxes/fees/surcharges) and deduct 50 EUR from the total difference.

- 若新票价低于原票价，差价不退。
特例：如果新票价金额低于“原票价金额+50欧元”，代理人可出具剩余价值EMD并向乘客退款（前提是所使用的GDS提供此功能，GDS TravelSky (1E) 不支持剩余价值EMD功能，故不适用此项特例），上限50欧元。（有关详细信息，请参阅常见问题解答部分）。

（注：如果新票价和原票价（不包括税费/费用/附加费）= \leq 50欧元，则50欧元折扣不适用）。

Any residual amount will be ignored. Exception: If new fare amount is lower than “original fare amount + 50 EUR”, issue a residual value EMD on max 50 EUR- and refund to passenger. (Provided that the GDS used provides this function. This exception is not applicable in GDS TravelSky (1E) as TravelSky does not support the residual value EMD function) (see FAQ section for details)

(Note: If both, new and old base fare (excl. taxes/fees and surcharges) \leq 50 EUR discount does not apply).

- 换开不需要申请预授权。请在换开签转栏内输入特殊授权代码：**TWP 2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**.

4. 为乘客操作上述换开的代理人，LHG 将对每次换开给予奖励金（详情将于近期公布） Travel agents who handle these reissues for their customers will receive an incentive payment for each ticket reissue (details will follow later)

5. 退票规则按原票价规定执行

Refund: Per original fare rule only

在其他任何情况下（包括任何非自愿/非正常情况退票），除非另行通知，机票将不会被立即退票。机票保留其原始价值，可用于以后根据本豁免政策*重新预订或在稍后阶段退票（待定）。（详情请参阅常见问题解答）。

**有关详细信息，请参阅上面的重新预订部分*

Otherwise, no immediate refund until further notice in any other cases (including any involuntary/ Irregularity scenario). Ticket keeps its original value and may either be used for later rebooking under this TWP* or refunded at a later stage (tbd). (Pls see FAQ for further details).

**For details see rebooking section above*

6. 常见问题解答

FAQ:

- 此豁免政策是否仅适用于未取消的航班？
Is this TWP only valid for still operating flights?
不。此豁免政策是个例外，不仅适用于未取消的航班（自愿情况），也同样适用于已取消的航班（非自愿/非正常情况）。
No. This Waiver is exceptional and applicable not only for still-operating flights (voluntary cases) but also for already-cancelled flights (involuntary/ Irregularity cases).

- 50欧元的折扣如果使用？
How does this work with the 50 EUR discount?

举例说明：

Here some examples:

例1：

Example 1:

原机票价值500欧元。（FRA-BCN-FRA）

乘客希望更改机票目的地（FRA-NYC-FRA）。新票价*是800欧元。

票价*差价300欧元（800-500=300）将可以扣除50欧元折扣。**票价差高于50欧元**
向乘客额外收取250欧元（300-50=250）

Original ticket with a value of EUR 500. (FRA-BCN-FRA)

Passenger wishes to change to a new destination (FRA-NYC-FRA). New Fare* is EUR 800.

Fare* difference of EUR 300 (800-500=300) will be discounted by EUR 50. Fare difference is higher than EUR 50

Additional collection amount EUR 250 to the customer (300-50=250)

例2

Example 2:

原机票价值59欧元。（票价20欧元，税费/费用/附加费39欧元）（BRU-FRA）

乘客希望更改机票目的地（BRU - LYS）。新票价*是69欧元。（票价30欧元，税费/费用/附加费39欧元）

新票价和原票价（不包括税费和附加费）均低于50欧元。

此示例不适用50欧元的折扣。（只有当新票价（不包括税费/费用/附加费）高于50欧元，且新票和原票票价差（含税/费及附加费）高于50欧元时，50欧元折扣才适用）。

Original ticket with a value of EUR 59. (Fare 20 EUR, Taxes/Fees/Surcharges 39 EUR) (BRU-FRA)

Passenger wishes to change to a new destination (BRU-LYS). New Fare* is EUR 69. (Fare 30 EUR, Taxes/Fees/Surcharges 39 EUR)

BOTH "base fares" (Fare excl. Taxes/Fees/Surcharges), original and new are below EUR 50.

Discount of EUR 50 does not apply here. (EUR 50 discount applies only if the new fare (excl. Taxes/Fees/Surcharges) is higher than EUR 50 and the difference between new fare and original fare (incl. taxes/fees and surcharges) is higher than EUR 50).

*票价是指：票价（含税/费及附加费）

*Fare means: Fare (incl. taxes/fees and surcharges)

- 如果乘客noshow，这一豁免政策是否适用？
Does this TWP apply if customer was noshow?

是。此豁免政策允许代理人在航班起飞后，以及在noshow的情况下（即原始预订未被及时取消），对机票进行改签和换开。

Yes. As an exception, re-booking and re-issue are permitted after flight departure and also in case of noshow (i.e. original reservation had not been cancelled).

- 如果航班实际取消，《商业合作伙伴不正常航班规定（OS/LH/LX）》是否仍然适用？
Do standard Involuntary Policies still apply in case of cancelled flights?

是，这个豁免政策是向乘客提供的额外选择。但是：任何非自愿/非正常情况退票，除非另行通知，机票将不会被立即退票。机票保留其原始价值，可用于以后根据本豁免政策重新预订或在稍后阶段退票（待定）。只有当原票价规则可退且按票规退票时，才有可能立即退票。

Yes, this TWP is an additional offer to the customer. However: no immediate refund until further notice based on any involuntary/irregularity scenario. Ticket keeps its original value and may either be used for later rebooking under this TWP or refunded at a later stage (tbd). Only if the original fare used is a refundable fare, an immediate refund is possible.

- 如果乘客希望立即退款，LHG代理人将如何回复？

How shall LHG service agents react, if customer wishes to refund now?

退款仍然可行，但在另行通知之前，LHG暂时不能接受和处理任何退款请求。请乘客在稍后阶段再向代理人提交退票申请。

Refund remains possible, but until further notice LHG cannot accept and process any refund requests. Kindly ask customer to call back at a later stage.

- 如果乘客在8月31日前无法完成改签和换开，剩余票面价值将如何处理？
What happens to the ticket value, if customer does not rebook until 31AUG?

在这种情况下，客户可以在稍后阶段退票。

In this case, customer will be able to refund ticket at a later stage.

- 本豁免政策是否也适用于单程机票？
Does this TWP also apply Oneway fares?

是。

Yes.

- 本豁免政策是否也适用于部分使用的机票？
Does this TWP also apply for partially used tickets?

是。本豁免政策同样适用于部分使用的机票，请参阅上面的重新预订部分。

This TWP also applies for partially used tickets. They can be rebooked according to above mentioned instructions.