

## How to reissue tickets based on the Lufthansa Group airlines' Goodwill Policy (TWP2011)

(Version 1, as of 24 March 2020)

### General Information

Applicable for OS/LH/LX/SN/EN (257-, 220-, 724-, 082- or 101-) tickets issued on/before 31 March 2020 with ticketed flights until 31 December 2020.

Apply the total value of the original ticket toward the purchase of a new ticket with current pricing. The original ticket serves as a credit ("voucher").

The total value of the ticket (fares/taxes/fees/surcharges) is referred to as "price" in this context.

It is not possible to use automatic recalculation/reissue tools.

Passengers using the rebooking options of this goodwill policy will receive a discount of EUR50/CHF50/USD50 or the equivalent in local currency (conversion to any other additional currency must be done from EUR).

Exception for all tickets including child/infant tickets:

At least one of the tickets (original or new) must have a base fare (without taxes/fees/surcharges) higher than EUR50/CHF50/USD50. This means: If both tickets (original and new) have a base fare of EUR50/CHF50/USD50 or less, then no discount is applicable.

### Calculation Principles

- The passenger receives a discount of EUR50/CHF50/USD50 either deducted from the additional collection (ADC) or on EMD as residual value/refundable balance, which can be refunded at a later stage
- As per IATA standard, a residual value/refundable balance EMD is available in all reservation systems. In case of questions, e.g. on how to issue this EMD, please contact your reservation system's helpdesk.

	If the new price is	then	and
<b>A</b>	more than EUR50/CHF50/USD50 higher than the original price	deduct EUR50/CHF50/USD50 from the ADC and reissue the ticket with the remaining ADC amount	no EMD is applicable
<b>B</b>	exactly the same as the original price	reissue the ticket with no additional collection	issue a residual value EMD for the EUR50/CHF50/USD50
<b>C</b>	higher than the original price but the difference is less than EUR50/CHF50/USD50	reissue the ticket with no additional collection	issue a residual value EMD for the difference (see calculation example C below)

<b>D</b>	is exactly EUR50/CHF50/USD50 higher than the original price	reissue the ticket with no additional collection	no EMD is applicable
<b>E</b>	lower than the original price	reissue the ticket with no additional collection	issue a residual value EMD for the EUR50/CHF50/USD50

### Examples of Calculation Principles

	New price	Original price	Additional collection (ADC)	Residual value EMD
<b>A</b>	EUR600	EUR500	EUR50 (100-50)	n/a
<b>B</b>	EUR240	EUR240	EUR0	EUR50
<b>C</b>	EUR530	EUR500	EUR0,00 (50-30=20)	EUR20
<b>D</b>	EUR550	EUR500	EUR0 (50-50=0)	n/a
<b>E</b>	EUR350	EUR500	EUR0	EUR50

### Rebooking/Reissue Process

The fare shown in the reissued ticket must always be the current fare for the trip. The discount is deducted from the additional collection where applicable.

**Option 1** for passengers **who already know when they want to fly:**

- **Cancel original flights**
- **Book new flights** on original or different routing, Lufthansa Group airline flight or as per new fare rule
- **Price new flights** with current fares, taxes, fees and surcharges
- **Compare total price** of original ticket and new price

Complete the ticket entries:

- If new price is higher than original price, enter additional amount to be collected (reduced by the discount)
- If new price is lower than original price, set fare and all taxes/fees/surcharges to "paid"
- Enter form of payment (original and new) if applicable
- Enter original issue
- **Endorsement entry: TWP 2011**
- Enter an SSR OTHS element to the PNR which will be used to **identify the ticket** you have reissued for **the Bonus of EUR 10 per ticket. (Further details will be communicated later). SSR OTHS-TWP2011**

- Reissue the ticket and the residual value EMD (if applicable) simultaneously. If passenger purchased an **ancillary service**, the respective EMD may be used again for the same service, e.g. ASR – EMD can be re-associated or reissued. If this is not possible, the EMD is non-refundable and the service must be purchased

### Option 2 for passengers **who do not yet know their new travel date:**

- If possible, cancel original booking. (the ticket remains valid, however, even if the customer is a no-show)
- We recommend that you keep the PNR active, provided that the reservation system you are using offers this function.
- If the reservation system you are using does not offer a function for holding the PNR or if the PNR is expired, create a new PNR at time of the new booking and perform the reissue with the existing ticket. PNRs held based on the previous goodwill rule (TWP 2008) with the entry "CORONA2008" can of course be used. Once passenger does the new booking, please proceed as described under option 1.

### GDS entries for holding the PNR

GDS	Entry
Amadeus (1A)	RU1AHK1FRA31DEC/CORONA/TWP2011
Apollo (1V)	0(=Zero)TURZZ(=airline)BK1(=number of pax)FRA(=issuing office)31DEC(=valid until)-**CORONA/TWP2011**  Example: 0TURLHBK1FRA31DEC-CORONA TWP2011
Galileo (1G)	RT.T/31DEC(=valid until)*CORONA TWP2011  Example: RT.T/31DEC*CORONA TWP2011
Worldspan (1P)	TNZZ(=airline)MK1(=number of pax)MIS31DEC(=valid until)/AN-CORONA TWP2011  Example: TNLHMK1MIS31DEC/AN-CORONA TWP2011
Sabre (1S)	0OTH(=airline)GK1FRA(=city code)31DEC-CORONA TWP2011  0OTH LHGK1FRA31DEC-CORONA TWP2011  The free text is not transmitted to the carrier; it is only for the agency to know the reason for the retention

### Option 3 for passengers with **partially used tickets**

The TWP also applies to partially used tickets. The value of the unused portion can be applied to the reissuance of a new ticket, in addition to receiving the discount.

- Verify the fare and taxes for the unused segments and apply this value towards the new ticket price.
- Deduct the discount from the difference and collect the remaining amount as ADC with reissuance of the new ticket.

**Example:**

Price for original ticket is EUR 1000 (FRA-JFK-FRA).

Passenger was originally booked and already flew FRA-JFK 20FEB20 and return flight is booked JFK-FRA 20APR20, ticket was issued 03JAN20.

Passenger wishes to change return flight to a new date (prior to 31DEC20).

New price is EUR 1300 (repriced with historical fares/past date pricing)

Fare difference of EUR 300 ( $1300 - 1000 = 300$ ) will be discounted by EUR 50. **Fare difference is higher than EUR 50.**

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