

# Lufthansa Group airlines to reduce flight offer until 3 May 2020

Due to the ever-increasing spread of the coronavirus and the resulting drop in bookings as well as numerous entry restrictions, **Lufthansa and SWISS are reducing their flight schedules for the period of 20 April to 3 May 2020.** At the same time, **Austrian Airlines and Air Dolomiti are extending the temporary suspension of flight operations until 3 May 2020.** **Brussels Airlines won't restart its operations before 15 May 2020.**

As part of the adjustment of the route network, the Lufthansa Group airlines are also **cancelling some of the new routes which were planned for summer 2020.** This affects the following intercontinental routes:

## Austrian Airlines:

- Vienna–Boston (BOS)

## Lufthansa:

- Frankfurt–Ottawa (YOW)
- Munich–Detroit (DTW)
- Munich–Seattle (SEA)

## SWISS:

- Zurich–Osaka (KIX)

## Eurowings:

- Frankfurt–Anchorage (ANC)
- Munich–Las Vegas (LAS)
- Munich–Orlando (MCO)

All other new intercontinental routes (Frankfurt–Calgary, Frankfurt–Phoenix, Munich–Bengaluru and Zurich–Washington) are still scheduled for launch at a later date.

The flight cancellations will be gradually implemented in the booking systems from 2 April 2020 and will appear in your queue.

Passengers who postpone their trip to a later date but do not yet wish to commit to a new travel date and destination, can [rebook free of charge until 31 August 2020](#). This allows your customers the flexibility to adjust their travel plans in this exceptional situation without time pressure and allows you to secure the 50 Euro discount for your customers and the 10 Euro bonus per reissued ticket for your travel agency.

Lufthansa Group Airlines are currently developing an automated exchange facility on its websites. Customers can already request a FlightVoucher, which can be redeemed online at a later date. Regardless of this, you can still rebook and reissue your customer's ticket at the travel agency in accordance with the goodwill rule. In this case, the FlightVoucher loses its validity.

For customers who do not wish to take advantage of these flexible rebooking options, you can still submit tickets for refund via *BSPlink* (Refund Application). In countries without a BSP you can request refunds by e-mail using the standard process. We ask for your understanding that due to the current situation there may be delays in processing refund requests.

In order to bring as many people as possible back home quickly, the airlines of the Lufthansa Group are operating numerous repatriation flights all over the world - in close cooperation with the governments of their respective home countries and on behalf of tourism companies. With around 300 extra flights, Austrian Airlines, Lufthansa, SWISS, Brussels Airlines, Edelweiss and Eurowings have so far flown home about 58,000 passengers from around 64 airports on all five continents. Further flights are already being scheduled.

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