

针对新型冠状病毒疫情的改签政策（出票日 2020 年 4 月 20 日-2020 年 5 月 15 日）

CORONA VIRUS COVID-19: TICKETS ISSUED 20APR20-15MAY20

航班已取消的非自愿更改和未取消的自愿更改均适用本豁免政策。

This Ticketing Waiver Policy applies for both for voluntary changes (passengers without any cancelled flights) as well as for involuntary changes (passengers with cancelled flights from a schedule change/operational irregularities).

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

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：2020年 4 月 20 日-2020年 5 月 15 日
Ticket issued: on/between 20APR20 and 15MAY20
- 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/NH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/NH flight numbers worldwide, operated by OS/LH/LX/WK/SN/EW/4U/EN/NH and/or operated by OAL ("Codeshare")
- 原航班起飞日期:在 2021年 4 月 30 日（含）之前
Tickets issued with original confirmed date of travel: on/before 30APR2021

TWP2011 vs. TWP2012

2020年4月19日/ 2020年 4月 20日		
2020年4月19日 (含) 前出票		2020年 4月 20日-2020年 5月 15日出票
TWP 2011 (2020年 3月 19日生效)		TWP 2012 (2020年 4月 17日生效)
非自愿更改 (航班取消)	已取消和未取消的航班均适用	改签政策 预订2020年12月31日 (含) 之前开始的旅行, “机票可先保留”, 同时享有50欧元折扣 (免改签费)
自愿更改 (航班未取消)		预订从2021年1月1日至2021年4月30日开始的旅行, “机票可先保留”, 同时免改签费 情况A: 适用于航班已取消的旅客 1) 选项1: 根据标准非自愿政策重新预订 (票价起始点和终点不可更改) 2) 选项2: 预订2020年12月31日 (含) 之前开始的旅行 (“机票可先保留”, 同时享有50欧元折扣) 3) 选项3: 预订从2021年1月1日至2021年4月30日开始的旅行 (“机票可先保留”)

19/20 APR		
Ticket issued on/before 19APR20		Ticket issued on/between 20APR20-15MAY20
TWP 2011 (eff. 19MAR20)		TWP 2012 (eff. 17APR20)
Involuntary (Flight cancelled)	For both involuntary and voluntary passengers	Section “A” – for passengers with cancelled flights Option 1: Rebooking per standard involuntary policy (same O&D) Option 2: For rebooking travel before 31DEC20 → “Ticket on hold” plus EUR/USD/CHF50 bonus Option 3: “Ticket on hold” for travel start 01JAN21-30APR21
Voluntary (Flight <u>not</u> cancelled)		Section “B” – for passengers without cancelled flights • Change fee waiver for rebooking until 30APR21 travel start

请注意: 在本豁免政策中, 航班未取消的乘客不再享有50欧元的折扣。

Please note: In TWP2012, the EUR50 bonus is no longer offered to passengers, whose flights have not been cancelled.

1. 情况 A: 适用于航班已取消的旅客

Rebooking Section A: Applicable for passengers with cancelled flights

对于航班已取消的旅客, 我们提供以下3种改票选项

For passengers with cancelled flights, we offer the following 3 options for rebooking

选项1: 根据标准非自愿/不正常/计划变更政策重新预订

Option 1: Rebooking per standard involuntary/irregularity/schedule change policy

选择2: 预订2020年12月31日 (含) 之前开始的旅行 (“机票可先保留”, 同时享有50欧元折扣)

Option 2: Rebooking for travel starting on/before 31DEC20 (“Ticket on hold” plus EUR50)

选项3: 预订从2021年1月1日至2021年4月30日开始的旅行 (“机票可先保留”)

Option 3: Rebooking for travel starting 01JAN21-30APR21 (“Ticket on hold”)

1) 选项 1: 根据标准非自愿/不正常/计划变更政策重新预订

Option 1: Rebooking per standard involuntary/irregularity/schedule change policy

- 机票须立即重新预定并换开，且票价起始点和终点不可更改
For immediate rebooking and ticket re-issue on the same O&D only
- 按照标准计划变更/非自愿政策换开：机票无需标注TWP2012
Re-issue as standard schedule change / involuntary: No reference to TWP2012 is required on the ticket
- 详情请参阅标准非自愿政策
Refer to the standard involuntary policy for details
 - 须使用出票时的订座舱位（RBD）（如预定原航班日期+/-3天内的航班，可以订同服务等级（compartment）内的其他相邻订座舱位）
Rebooking in the same RBD required (except for +/-3 days from the original ticketed date)
- 对于部分使用的机票，可忽略原机票有效期和最长停留期限。最晚起飞日期：2021 年4 月30日
In case of partially used tickets, ticket-validity and maximum stay may be waived. Travel completion on/before 30APR21

2) 选项 2: 预订 2020 年 12 月 31 日（含）之前开始的旅行（“机票可先保留”，同时享有 50 欧元折扣）

Option 2: Rebooking for travel starting on/before 31DEC20 (“Ticket on hold” plus EUR50)

符合下列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：

One free rebooking with EUR50 bonus permitted as follows:

- 最晚请在2020年 8月 31日（含）之前预订并换开机票。最晚旅行开始日期：2020年12月31日
Rebooking/reissue required on/before 31AUG20. New travel start date must be on/before 31DEC20
- 可以免收一次改签费
Change fee is 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. New travel may be any new origin/destination
Exception for LH due to German tax regulations: A change of Origin/Destination from entirely domestic (DE) travel to international travel, or international travel to domestic (DE) travel, is not permitted.
- 新的行程可以是任意服务等级内的任意适用运价。适用于LHG实际承运航班且新票价规定允许的路线
New travel may be any fare in any compartment. Valid on LHG-operated flights and per routing of the new fare rule

- “IT/BT” 票（不显示票价/票价项为“IT”或“BT”）须由原出票旅行社操作换开。
“IT/BT” tickets (no fare shown/“IT” or “BT” as fare) must be handled by issuing travel agency only.
- 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。
Re-price with current applicable fare, including taxes/fees/surcharges, and apply the EUR50 bonus discount.

- 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。
If both new and old base fares (excl. taxes/fees and surcharges) are equal to or less than 50 EUR, the discount does not apply
- 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。
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.
- 对于计价货币不是欧元/瑞士法郎/美元的国家，使用欧元金额作为货币转换的基础。
For countries with pricing currencies other than EUR/CHF/USD, use the EUR amount as the basis for currency conversion.
- 50欧元折扣只适用一次。如果机票已按照TWP2011或TWP2012换开且享受过一次50欧元折扣，则后续换开不再享有50欧元折扣。
EUR50 bonus applies only once. If a ticket had been issued with a bonus once under TWP2011 or TWP2012 in the past, then the ticket no longer qualifies for another bonus.

例外情况：对于部分使用的机票，请按原机票出票日适用的运价对新的行程（包含已飞行的航段）重新计价。只要新的旅行日期在本豁免政策允许的旅行期限内，即在2020年12月31日之前旅行，可忽略最长停留期限和原机票有效期。

Exception: For partially used tickets, you may also reprice the new itinerary (including the already-flown segments) using the fare(s) applicable at the time of original ticketing. Maximum stay conditions and original ticket validity may be ignored, as long as the new travel date(s) are within the permitted travel period of this TWP, i.e. travel on/before 31DEC20.

- 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
Name change is not permitted
- 换开后的机票适用新的票价规定
Rules and conditions of the new fares shall apply
- No-show的机票亦可按照本豁免政策进行换开
Rebooking is permitted 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 2012**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2012**.

乘客可以选择在晚些时候（最晚2020年8月31日）决定重新预订。代理人可通过添加MEMO项保留原PNR。

Passengers have an option of deciding for rebooking at a later date (latest 31AUG20). Insert a MEMO segment to keep the PNR active.

- 请代理人取消所有已经预订的航段以避免进一步No-show
Cancel all flight segments in the PNR first to prevent further no-shows
- 在确定旅行日期和路线后，乘客可联系代理人更改并换开机票——最晚2020年8月31日
Advise the customer to call back when new travel date & destination are chosen:
Latest on 31AUG20
- 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 TWP2012”。MEMO项在PNR中显示为MIS 1A HK1 FRA 31DEC-CORONA TWP2012
Enter a MEMO segment to keep the PNR active until 31DEC20, and with a free-flow text “CORONA TWP2012” (i.e. MIS 1A HK1 FRA 31DEC- CORONA TWP2012)
- 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 accessible:
 - 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:
 - 根据乘客新的行程创建一个新的PNR
Create a new PNR according to passenger’s new travel itinerary.
 - 按上述规定重新计价并换开相关机票

Price the itinerary and calculate additional collection based on the original ticket.

- 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 2012**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2012**.

3) 选项 3: 预订从 2021 年 1 月 1 日至 2021 年 4 月 30 日开始的旅行 (“机票可先保留”)

Option 3: Rebooking for travel starting 01JAN21-30APR21 (“Ticket on hold”)

符合下列情况的机票可以免收一次改签费:

One free rebooking permitted as follows:

- 最晚请在2020年 8月 31日 (含) 之前预订并换开机票。新的旅行开始日期: 2021年1月1日至2021年4月30日
Rebooking/reissue required on/before 31AUG20. New travel start date must be on/between 01JAN21-30APR21
- 可以免收一次改签费
Change fee is 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. New travel may be any new origin/destination
Exception for LH due to German tax regulations: A change of Origin/Destination from entirely domestic (DE) travel to international travel, or international travel to domestic (DE) travel, is not permitted.
- 新的行程可以是任意服务等级内的任意适用运价。适用于LHG实际承运航班且新票价规定允许的路线
New travel may be any fare in any compartment. Valid on LHG-operated flights and per routing of the new fare rule
- “IT/BT” 票 (不显示票价/票价项为 “IT” 或 “BT”) 须由原出票旅行社操作换开。
“IT/BT” tickets (no fare shown/“IT” or “BT” as fare) must be handled by issuing travel agency only.
- 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。
Re-price with current applicable fare (including taxes/fees/surcharges).
例外情况: 对于部分使用的机票, 请按原机票出票日适用的运价对新的行程 (包含已飞行的航段) 重新计价。只要新的旅行日期在本豁免政策允许的旅行期限内, 即在2021年4月30日之前旅行, 可忽略最长停留期限和原机票有效期。
Exception: For partially used tickets, you may also reprice the new itinerary (including the already-flown segments) using the fare(s) applicable at the time of

original ticketing. Maximum stay conditions and original ticket validity may be ignored, as long as the new travel date(s) are within the permitted travel period of this TWP, i.e. travel on/before 30APR21.

- 不允许更改姓名
Name change is not permitted
- 换开后的机票适用新的票价规定
Rules and conditions of the new fares shall apply
- No-show的机票亦可按照本豁免政策进行换开
Rebooking is permitted 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 2012**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2012**.

乘客可以选择在晚些时候（最晚2020年8月31日）决定重新预订。代理人可通过添加MEMO项保留原PNR。

Passengers have an option of deciding for rebooking at a later date (latest 31AUG20). Insert a MEMO segment to keep the PNR active.

→ 请参考选项2下的MEMO项细则

Refer to the MEMO segment instruction under Option 2

2. 情况 B: 适用于航班未取消的旅客

Rebooking Section B: Applicable for passengers without cancelled flights

1) 对于原票价规定允许更改的机票:

For changeable fares:

- 允许: 变更行程可免收一次改签费。需要对新行程重新计价
Permitted: One change of itinerary with change penalty waived. Itinerary re-price is required
- 更改票价起始点和终点: 基于原票价规定。
Change of Origin/Destination is per original fare rule only.
- 其他规则按原票价规定执行
All other conditions of the original fare applies

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。

RBD/Booking class: Re-price according to the new itinerary and the RBD used.

最晚起飞日期:

New date of travel:

- 机票全程未使用: 2021年4月30日前开始旅行。
For completely unused tickets: Travel start on/before 30APR21
- 机票部分使用: 自去程旅行之日起, 1年内完成旅行。
For partially used tickets: Travel completion maximum of 1 year from the date of outbound travel.
- 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 2012**

In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2012**.

2) 对于原票价规定不允许更改的机票:

For non-changeable fares:

- 允许: 变更行程可免收一次改签费。需要对新行程重新计价
Permitted: One change of itinerary. No change penalty applies. Itinerary re-price is required
- 票价起始点和终点不可更改
No change of Origin/Destination
- 重新计算票价及换开说明
Re-price/ticketing instruction
 - 若新机票订座舱位没有变动, 新票价可以是低于、等于或高于原票票价。若新票价低于原票价, 差价不退
When original ticketed RBD is kept, the new fare may be lower/equal or higher. Any residual amount will be ignored
 - 若新机票订座舱位改变, 新票价必须高于或等于原票票价, 补齐票差
When RBD is changed the new fare may only be equal or higher.
 - 票价差或税差都需补齐
Charge the difference to the higher fare
 - 若进行再次换开, 原不可退的票价或退票费仍然不退
In case of subsequent re-issue/exchange, the original non-refundable fare or refund penalty amount remains non-refundable
- 其他规则按原票价规定执行
All other conditions of the original fare applies

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。

RBD/Booking class: Re-price according to the new itinerary and the RBD used.

最晚起飞日期:

New date of travel:

- 机票全程未使用: 2021年4月30日前开始旅行。
For completely unused tickets: Travel start on/before 30APR21
- 机票部分使用: 自去程旅行之日起, 1年内完成旅行。
For partially used tickets: Travel completion maximum of 1 year from the date of outbound travel.
- 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 2012**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2012**.

3. 退票规定

Refund

1) 航班已取消的旅客

For passengers with cancelled flights:

→ 参照标准非自愿/不正常/计划变更政策

Per standard involuntary/irregularity/schedule change policy

2) 航班未取消的旅客

For passengers without cancelled flights:

→ 按原票价规定执行

Per original fare rule only

请注意，当前LHG的退款流程有临时调整，可能会延迟处理退款请求。

Please note that there is currently a temporary adjustment in our refund process due to the volume, and may be a delay in processing refund requests.

4. 常见问题解答

FAQ:

- 除了出票日期不同，TWP2012与TWP2011有哪些变化？

What has changed in TWP2012 from TWP2011 aside from different ticketing dates?

对于航班已取消的旅客，没有变化

对于航班未取消的旅客，我们继续提供改签费减免。然而，不再享有TWP2011中的50欧元折扣。

For passengers with cancelled flights, there are no changes

For passengers without cancelled flights, we continue to offer a change fee waiver.

However, there is no EUR50 bonus as it was offered under TWP2011.

- 50欧元的折扣如果使用？

How does this work with the 50 EUR discount?

（注：50欧元折扣仅适用于航班已取消且预定2020年12月31日（含）前起飞的航班）

(Please note: 50 EUR discount only applies for passengers with both A. cancelled flights, and B. new travel-start date on/before 31DEC20)

举例说明（同TWP2011示例）：

Here some examples (Calculation are the same as under TWP2011):

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-PAR)

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?

涉及航班取消的情况，客户可以在稍后阶段退票。

If original flight was cancelled, customer will be able to refund ticket at a later stage.