

# 针对新型冠状病毒疫情的改签政策（出票日 2020 年 5 月 16 日-2020 年 8 月 31 日）

## CORONA VIRUS COVID-19: TICKETS ISSUED ON/BETWEEN 16MAY20 - 31AUG20

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).

### 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 5月 16日-2020年 8月 31日  
Ticket issued: on/between 16MAY20 and 31AUG20
- 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. TWP2013

2020年 5月 15日/ 2020年 5月 16日		
出票日	TWP 2011 (版本4)	TWP 2013
	2020年 5月 15日 (含) 前出票	2020年 5月 16日-2020年 6月 30日出票
非自愿更改 (航班取消)	<p><b>情况A：适用于航班已取消的旅客</b></p> <p>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）</p> <p>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）- 换开截至日期2020年8月31日</p> <p>3)选项3：预订2021年12月31日（含）之前开始的旅行（“机票可先保留”）- 换开截至日期2021年1月31日</p>	<p><b>情况A：适用于航班已取消的旅客</b></p> <p>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）</p> <p>2)选项2：预订2021年12月31日（含）之前开始的旅行（“机票可先保留”）- 换开截至日期2021年1月31日</p>
自愿更改 (航班未取消)	<p><b>情况B：适用于航班未取消的旅客</b></p> <p>1)选项1：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）- 换开截至日期2020年8月31日</p> <p>2)选项2：预订2021年12月31日（含）之前开始的旅行 &gt; “机票可先保留”- 换开截至日期2021年1月31日 &gt; 从2020年8月31日起机票不允许no-show 2020年9月1日起，只有未发生no-show的记录可以进行换开</p> <p>3)选项3：2021年12月31日（含）之前开始的旅行，豁免一次改签费（请在原航班起飞日期前更改，不允许no-show）</p>	<p><b>情况B：适用于航班未取消的旅客</b></p> <p>2021年12月31日（含）之前开始的旅行，豁免一次改签费（请在原航班起飞日期前更改，不允许no-show）</p>

15/16MAY		
Ticket issue date	TWP 2011 version 4	TWP 2013
	All tickets issued on/before 15MAY20	Tickets issued on/between 16MAY20-30JUN20
<b>Involuntary</b> (Flight cancelled)	<p><b>Section A – for passengers with cancelled flights</b></p> <p><b>Option 1:</b> Rebooking per standard involuntary policy (for same O&amp;D)</p> <p><b>Option 2:</b> Changes/rebooking for travel-start until 31DEC20: • “Ticket-on-hold” plus special EUR/USD/CHF 50 bonus - Reissue deadline 31AUG20</p> <p><b>Option 3:</b> Changes/rebooking travel-start until 31DEC21: • “Ticket-on-hold” – Reissue deadline 31JAN21</p>	<p><b>Section A – for passengers with cancelled flights</b></p> <p><b>Option 1:</b> Rebooking per standard involuntary policy (for same O&amp;D)</p> <p><b>Option 2:</b> : Changes/rebooking travel start on/before 31DEC21 • “Ticket-on-hold”: Reissue deadline 31JAN21</p>
<b>Voluntary</b> (Flight not cancelled)	<p><b>Section B – for passengers without cancelled flights</b></p> <p><b>Option 1:</b> Changes/rebooking travel-start before 31DEC20 • “Ticket-on-hold” plus special EUR/USD/CHF 50 bonus: Reissue deadline 31AUG20</p> <p><b>Option 2:</b> Changes/rebooking travel before 31DEC21: • “Ticket-on-hold”: Reissue deadline 31JAN21 • No-shows will not be accepted as of 31AUG20. For ticket re-issues after 01SEP20, all original flight segment must be cancelled first.</p> <p><b>Option 3:</b> Change fee waiver for travel start until 31DEC21 • Changes are required before original travel date (No “no-show”)</p>	<p><b>Section B – for passengers without cancelled flights</b></p> <p><b>Option:</b> Change fee waiver for travel start until 31DEC21. • Changes are required before original travel date (No “no-show”)</p>

原TWP2012（适用于4月20日至15日出票）现已包含在TWP2011中。

**Original TWP2012 (for ticketing 20APR-15MAY) is now covered under TWP2011..**

**1. 情况 A: 适用于航班已取消的旅客 (开票日 2020 年 5 月 16 日-2020 年 8 月 31 日)**  
**Rebooking Section A: Applicable for passengers with cancelled flights (Tickets issued on/between 16MAY20 and 31AUG20)**

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 2 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**

选项2: 预订2021年12月31日(含)之前开始的旅行(“机票可先保留”)

**Option 2: Rebooking/change for travel starting on/before 31DEC21 (“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**

- 机票可进行一次重新预定并换开, 且票价起始点和终点不可更改  
For one 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TWP2013  
Re-issue as standard schedule change / involuntary: No reference to TWP2013 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
- 对于部分使用的机票, 原机票有效期和/或最长停留期限可延一次。如果需要延期, 最晚起飞日期: 2021 年4 月30日  
In case of partially used tickets, ticket-validity and/or maximum stay may be extended once. If such an extension is required, travel completion on/before 30APR21

**2) 选项 2: 预订 2021 年 12 月 31 日 (含) 之前开始的旅行 ( “机票可先保留” )**

**Option 2: Rebooking/change for travel starting on/before 31DEC21 (“Ticket on hold”)**

符合下列情况的机票可以免收一次改签费:

**One free rebooking/change permitted as follows:**

- 最晚请在2021年 1月 31日 (含) 之前预订并换开机票。新的旅行开始日期: 2021年12月31日 (含) 之前  
Rebooking/reissue required on/before 31JAN21. New travel start date must be on/before 31DEC21
- 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。**原则上，使用原票面价值购买新机票。**  
Re-price with current applicable fare (including taxes/fees/surcharges). **In principle, apply the original ticket value towards the purchase of a new ticket.**  
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）重新计价一次。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12月31日（含）之前旅行，可忽略最长停留期限和原机票有效期一次。  
Exception: For partially used tickets, you may also reprice the new itinerary once (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 once only, as long as the new travel date(s) are within the permitted travel period of this TWP, i.e. travel on/before 31DEC21.  
**或按上述条件，将未使用的票联（票价和税费/费用/附加费）总值用于购买新机票。**  
**or Apply the total value of unused coupons (fare and taxes/fees/surcharges) towards the purchase of a new ticket following the above conditions.**
- **剩余价值处理（票价/税费/手续费/附加费）**  
**Handling of residual value (Fare/Tax/Fees/Surcharges)**  
对于航班取消的情况，乘客将获得所有剩余价值。代理人可出具剩余价值EMD并向乘客退款，EMD金额为票差。（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）  
For passengers with cancelled flights, any residual value will be given to passengers. Issue a refundable residual value EMD for the amount. (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)
- 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 2013**，并在记录中标注 **SSR OTHS-TWP2013**  
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2013**, and please include the SSR OTHS element.

乘客可以选择在晚些时候（最晚2021年1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 31JAN21). Insert a MEMO segment to keep the PNR active.**

- 重要：请代理人取消所有已经预订的航段以避免进一步No-show  
IMPORTANT: 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2021年1月31日  
Advise the customer to call back when new travel date & destination are chosen:  
Latest on 31JAN21
- 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2021年1月31日，文字备注：“CORONA TWP2013”。MEMO项在PNR中显示为MIS 1A HK1 FRA 31JAN - CORONA TWP2013  
Enter a MEMO segment to keep the PNR active until 31JAN21, and with a free-flow text “CORONA TWP2013” (i.e. MIS 1A HK1 FRA 31JAN - CORONA TWP2013)
- 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 2013**，并在记录中标注 **SSR OTHS-TWP2013**  
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2013**, and please include the SSR OTHS element.

**2. 情况 B: 适用于航班未取消的旅客 (开票日 2020 年 5 月 16 日-2020 年 8 月 31 日)**  
**Rebooking Section B: Applicable for passengers without cancelled flights (Tickets issued on/between 16MAY20 and 31AUG20)**

对于航班未取消的旅客，我们提供以下改签费豁免：

**For passengers without cancelled flights, we offer the following waiver of change fee as follows:**

**a) 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
- 必须在原航班起飞日期前更改  
Change must be made prior to the ticketed travel date
- 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12月31日前开始旅行。  
For completely unused tickets: Travel start on/before 31DEC21
- 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 2013**，并在记录中标注 **SSR OTHS-TWP2013**  
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2013**, and please include the SSR OTHS element.

**b) 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
- 必须在原航班起飞日期前更改  
Change must be made prior to the ticketed travel date
- 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12月31日前开始旅行。  
For completely unused tickets: Travel start on/before 31DEC21
- 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 2013**，并在记录中标注 **SSR OTHS-TWP2013**  
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2013**, and please include the SSR OTHS element.

### 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:

- TWP2012有哪些变化？为什么TWP2011（第4版）现在出票有效期至2020年5月15日？  
What happened to TWP2012 and why is TWP2011 (revision 4) now valid until 15MAY20 ticketing?  
由于新的TWP2013，我们已经将TWP2012合并到TWP2011中。2020年4月20日至2020年5月15日的出票日期现在包含在TWP2011内。  
Due to the new TWP2013, we have merged TWP2012 into TWP2011. The ticketing period of 20APR-15MAY20 is now included under TWP2011 conditions.
- 除了不同的出票日期，TWP2013与TWP2011有什么变化？  
What has changed in TWP2013 from TWP2011 aside from different ticketing dates?  
航班取消的乘客，不再享有50欧元的折扣。  
航班没有取消的乘客，对于在原航班起飞日期之前的改签，我们将继续豁免一次改签费。但是，不再享有50欧元的折扣，同时也不再保留TWP2011中的“机票保留”的选项。  
For passengers with cancelled flights, we no longer offer EUR 50 bonus.  
For passengers without cancelled flights, we continue to offer a change fee waiver for regular rebooking prior to original ticketed travel dates. However, there is no EUR50 bonus nor “ticket on hold” as offered under TWP2011.
- 如果乘客在2021年1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 31JAN21?  
涉及航班取消的情况，客户可以重新预订相同的O&D，或在稍后阶段退票。  
If original flight was cancelled, customer will be able to rebook for the same O&D, or to refund ticket at a later stage.