

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

CORONA VIRUS COVID-19: TICKETS ISSUED ON/BEFORE 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：在2020年 5月 15日（含）之前
Ticket issued: on/before **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. 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)	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) - 换开截至日期2020年8月31日 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	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
自愿更改 (航班未取消)	情况B: 适用于航班未取消的旅客 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 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 > 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 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)	情况B: 适用于航班未取消的旅客 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)

15/16MAY		
Ticket issue date	TWP 2011 version 4	TWP 2013
	All tickets issued on/before 15MAY20	Tickets issued on/between 16MAY20-30JUN20
Involuntary (Flight cancelled)	Section A – for passengers with cancelled flights Option 1: Rebooking per standard involuntary policy (for same O&D) Option 2: Changes/rebooking for travel-start until 31DEC20: • “Ticket-on-hold” plus special EUR/USD/CHF 50 bonus - Reissue deadline 31AUG20 Option 3: Changes/rebooking travel-start until 31DEC21: • “Ticket-on-hold” – Reissue deadline 31JAN21	Section A – for passengers with cancelled flights Option 1: Rebooking per standard involuntary policy (for same O&D) Option 2: : Changes/rebooking travel start on/before 31DEC21 • “Ticket-on-hold”: Reissue deadline 31JAN21
Voluntary (Flight <u>not</u> cancelled)	Section B – for passengers without cancelled flights Option 1: Changes/rebooking travel-start before 31DEC20 • “Ticket-on-hold” plus special EUR/USD/CHF 50 bonus: Reissue deadline 31AUG20 Option 2: 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. Option 3: Change fee waiver for travel start until 31DEC21 • Changes are required before original travel date (No “no-show”)	Section B – for passengers without cancelled flights Option: Change fee waiver for travel start until 31DEC21. • Changes are required before original travel date (No “no-show”)

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（开票日在 2020 年 5 月 15 日（含）之前）
Rebooking Section A: Applicable for passengers with cancelled flights (Tickets issued on/before 15MAY20)

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2021年12月31日（含）之前开始的旅行（“机票可先保留”）

Option 3: Rebooking 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TWP2011
Re-issue as standard schedule change / involuntary: No reference to TWP2011 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 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） - 请在 2020 年 8 月 31 日（含）之前预订并换开机票

Option 2: Rebooking for travel starting on/before 31DEC20 (“Ticket on hold” plus EUR50) - Re-issue required on/before 31AUG20

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。**原则上，在以下条件，使用原票面价值购买新机票，并获得50欧元折扣。**
 Re-price with current applicable fare, including taxes/fees/surcharges, and apply the EUR50 bonus discount. **In principle, apply the original ticket value towards the purchase of a new ticket with the EUR50 bonus following below conditions.**
 - 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一次。

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 once only, as long as the new travel date(s) are within the permitted travel period of this TWP, i.e. travel on/before 31DEC20.

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.

- 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)

- 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以及50欧元。也就是说，如果新的票价金额低于[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，EMD金额含50欧元和票差，详情请参见常见问题部分。（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, all residual value will be given to passengers as well as the EUR/CHF/USD50. That is, if the new fare amount is lower than [original fare amount + EUR/CHF/USD 50], issue a refundable residual value EMD for the total difference amount including the EUR50 bonus See the FAQ section for details. (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 2011，并在记录中标注 SSR OTHS-TWP2011

In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, and please include the SSR OTHS element.

乘客可以选择在晚些时候（最晚2020年8月31日前可享有50欧元折扣）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 for the EUR50 bonus option). 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2021年1月31日，文字备注：“CORONA TWP2011”。MEMO项在PNR中显示为MIS 1A HK1 FRA 31JAN - CORONA TWP2011
Enter a MEMO segment to keep the PNR active until 31JAN21, and with a free-flow text “CORONA TWP2011” (i.e. MIS 1A HK1 FRA 31JAN - CORONA TWP2011)
- 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 2011**，并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, and please include the SSR OTHS element.

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”）
Option 3: Rebooking 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 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 2011**，并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, 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.

→ 请参考选项2下的MEMO项细则

Refer to the MEMO segment instruction under Option 2 above.

2. 情况 B：适用于航班未取消的旅客（开票日在 2020 年 5 月 15 日（含）之前） Rebooking Section B: Applicable for passengers without cancelled flights (Tickets issued on/before 15MAY20)

对于航班未取消的旅客，我们提供以下3种改票选项

For passengers without cancelled flights, we offer the following 3 options for rebooking

选择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）

Option 1: Rebooking/change for travel starting on/before 31DEC20 (“Ticket on hold” plus EUR50)

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”)

选项3：2021年12月31日（含）之前开始的旅行，豁免改签费（请在原航班起飞日期前更改）

Option 3: Change fee waiver for travel start until 31DEC21 (Changes before ticketed travel dates)

- 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) - 请在 2020 年 8 月 31 日 (含) 之前预订并换开机票
Option 2: Rebooking/change for travel starting on/before 31DEC20 (“Ticket on hold” plus EUR50) - Re-issue required on/before 31AUG20

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/change 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。**原则上, 在以下条件下, 使用原票面价值购买新机票, 并获得50欧元折扣。**
Re-price with current applicable fare, including taxes/fees/surcharges, and apply the EUR50 bonus discount. **In principle, apply the original ticket value towards the purchase of a new ticket with the EUR50 bonus following below conditions.**
 - 如果新票价和原票价 (不包括税费/费用/附加费) =/ < 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一次。

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 once only, as long as the new travel date(s) are within the permitted travel period of this TWP, i.e. travel on/before 31DEC20.

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.

- 若新票价低于原票价，差价不退。除非原票价规则允许

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 unless permitted by original fare rule

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 2011**, 并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, and please include the SSR OTHS element.

乘客可以选择在晚些时候（最晚2020年8月31日前可享有50欧元折扣）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 under this option (latest 31AUG20 for the EUR50 bonus option). 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2021年1月31日, 文字备注: “CORONA TWP2011”。MEMO项在PNR中显示为MIS 1A HK1 FRA 31JAN - CORONA TWP2011
Enter a MEMO segment to keep the PNR active until 31JAN21, and with a free-flow text “CORONA TWP2011” (i.e. MIS 1A HK1 FRA 31JAN - CORONA TWP2011)
- 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 2011**, 并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, and please include the SSR OTHS element.

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 3: 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 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.

- 若新票价低于原票价，差价不退。除非原票价规则允许
Any residual amount will be ignored unless permitted by original fare rule
- 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
- 我们要求尽快取消任何不必要/不需要的航段。
根据已发布的旧版TWP2011规定，仅允许在2020年8月31日前换开no-show的预订。任何在2020年9月1日之后的换开都要求首先立即取消原来的航段，即不允许no-show。
We do ask to cancel any unnecessary/unwanted segments as soon as possible. Rebooking/change of no-show bookings are permitted only until 31AUG20, per original TWP2011 condition that had been already communicated. Any re-issue after 01SEP20 will require that the original flight segments to be cancelled promptly first, i.e. no-show is not permitted.
- 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**，并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, 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 for this option). 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 1 above.

3) 选项 3：2021 年 12 月 31 日（含）之前开始的旅行，豁免改签费（请在原航班起飞日期前更改）

Option 3: Change fee waiver for travel start until 31DEC21 (Changes before ticketed travel dates)

符合下列情况的机票可以豁免一次改签费：

One time 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 2011**，并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, 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 2011**，并在记录中标注 **SSR OTHS-TWP2011**
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2011**, 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.

- 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（同前版TWP2011示例）：

Here some examples (No change to the original 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.

- 如果旅客错过了2020年8月31日换开的截止日期，他/她是否仍然能够预定2020年12月31日前的旅行？

Can a customer still able to re-issue for travel before 31DEC20, even if he/she misses the 31AUG20 deadline for re-issue?

如需获得50欧元折扣，机票须在2020年8月31日之前换开。

即使旅客错过了2020年8月31日的最后期限，他/她仍然可以在2020年12月31日之前根据“机票保留”重新换开机票。虽然在2020年9月1日之后可以换开机票，但是不再享有50欧元折扣。

Re-issue on/before 31AUG20 is required for EUR50 bonus.

The customer is still able to reissue under the “Ticket-on-hold” for travel before 31DEC20 even if he/she missed the 31AUG deadline. Re-issue after 01SEP20 is possible, however, without the EUR50 bonus.

- 情况B部分选项2（“机票保留”）与选项3（豁免改签费）之间的区别是什么？

What is the difference between Section B. Option 2 (“Ticket-on-hold”) vs. Option 3 (Change fee waiver)?

豁免改签费是标准的行程变更和重新计价操作，但可免收一次改签费，并要求在原旅行日期之前进行变更。选项2（“机票保留”）提供了一个可以在2021年的任何时候将票的价值用于购买完全不同行程的机会，换开截止日期是2021年1月31日。

Change fee waiver is the standard itinerary change & re-price but with the change fee waived, and requires a change before the original ticketed travel date(s). Option 2 (“Ticket-on-hold”) offers a chance to apply the value of the ticket toward a purchase of a completely different ticket for travel anytime in 2021, but there is a deadline of 31JAN21.