

# GWP003/GWP004: More flexibility for group bookings with departures until 15 January 2021

We know that the current situation regarding the spread of the Coronavirus still causes uncertainty among your customers.

Therefore, the airlines of the Lufthansa Group offer the possibility to cancel unticketed group bookings up to a fixed date free of charge. The cancellations will have no negative impact on the materialization rate.

The *goodwill policy for groups departing between 1 October and 15 December 2020 (GWP003)* is applicable if following prerequisites are fulfilled:

- *Validity:* from 15 July to 11 September 2020
- *Eligibility:* Booked but unticketed groups, allotment business and nego space (Brussels Airlines: not applicable for nego space and allotment)
- *Booking date:* Booked on/before 14 July 2020
- *Original travel date:* from 1 October to 15 December 2020
- *Validating Carrier:* OS/LH/LX/SN
- *Flights:* all flights worldwide

The *goodwill policy for groups departing between 16 December 2020 and 15 January 2021 (GWPO04)* is applicable if following prerequisites are fulfilled:

- *Validity*: from 15 July to 16 October 2020
- *Eligibility*: Booked but unticketed groups, allotment business and nego space (Brussels Airlines: not applicable for nego space and allotment)
- *Booking date*: Booked on/before 14 July 2020
- *Original travel date*: from 16 December 2020 to 15 January 2021
- *Validating Carrier*: OS/LH/LX/SN
- *Flights*: all flights worldwide

*Cancellation and refund:*

Please contact your Groups Service Team in case of cancellations of unticketed groups only.

- *Cancellation*: for unticketed groups free of charge. For cancellation and refund of ticketed groups please refer to the actual cancellation and refund policy for individual passengers.
- *Refund*: Refunds are of course still possible. However, there might be delays due to the high volume.

*Rebooking:*

The following rules apply for rebooking of unticketed groups. For ticketed groups please refer to the actual rebooking policy for individual passengers.

- *New date of travel*: as per standard voluntary rebooking rules
- *Origin and destination*: as per standard voluntary rebooking rules
- *Permitted carriers*: as per standard voluntary rebooking rules
- *Conditions*: All current booked fare and contract conditions apply as well as the standard voluntary rebooking rules for Lufthansa Group groups (incl. repricing). No change of contract allowed.

For *rebooking* of unticketed Lufthansa Group groups, please use the standard rebooking request process. Please note that for technical reasons Negospace allotments cannot be transferred.

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