

GWP005: More flexibility for group bookings with departures from 16 January to 18 April 2021

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 16 January and 18 April 2021 (GWPO05)* is applicable if following prerequisites are fulfilled:

- *Validity:* from 24 August to 30 November 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 23 August 2020
- *Original travel date:* from 16 January to 18 April 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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