

LHG POLICY

LHG Operational Guidelines for OPC

This document is valid for:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Austrian Airlines | <input checked="" type="checkbox"/> Brussels Airlines |
| <input checked="" type="checkbox"/> Lufthansa | <input type="checkbox"/> Eurowings |
| <input checked="" type="checkbox"/> SWISS | |

Stand: 4. September 2019

Version 1.4

Effective from 04 September 2019

EXTERNAL VERSION FOR TRAVEL AGENCIES

VALIDITY: This Policy is valid as of 04 September 2019 and replaces all former Operational Guidelines for OPC

The LHG Carriers reserve the right to amend and/or adapt and/or delete rules described in this document and to amend and/or adapt and/or partially delete the policy at any time.

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1 Tracking of changes

Version	Datum	Author	Chapter	Description of changes
1.0	18.07.2017	LHG Airlines		Initial document
1.1	27.09.2018	OPC Project team	2 / 3 / 5	Adaption of the chapters to the new OPC logic with a differentiated surcharging approach
			All	Exclusion of BE from OPC figures and metrics as Belgian law prohibits surcharging as of 9th August 2018
1.2	06.02.2019	Discounting project team	Overview of changes/ 2 / 3	Exclusion of POO/POC CH from OPC figures and metrics due to switch-off of OPC for CH.
1.3	15.04.2019	OPC Project team	2/3/5	OPC adaption for payments with American Express
1.4	04.09.2019	OPC Project team	3/5	OPC cap adaptation for PL

Overview of key changes:

- As of **04 September 2019** an adapted **OPC cap of 20 PLN** will apply for **PL**.

2 Introduction and Concept

Ever since 2011, Lufthansa Group Airlines (Austrian Airlines/OS, Brussels Airlines/SN, Lufthansa/LH and SWISS/LX) have been charging a fee (OPC) for credit card payments in all sales channels. Since November 2018 the Lufthansa Group Airlines Brussels Airlines/SN, Lufthansa/LH and SWISS/LX established a differentiated OPC approach. For Austrian Airlines/OS the uniform OPC percentage value for all credit card providers continues to apply until further notice.

Due to the fact, that the differentiated OPC is not a rigid model, the Lufthansa Group is continuously monitoring further developments. The individual OPC values will be adjusted where necessary to reflect changing market conditions. Recent validations lead to an adjustment of the OPC value for American Express. Lufthansa Group Airlines Brussels Airlines/SN, Lufthansa/LH and SWISS/LX will adapt the OPC percentage value for payments in all sales channels made with the American Express to 1,80% as of 21 May 2019 (date of ticket issue).

The OPC is charged for ticket sales (LHG Ticketstock) starting in Denmark/DK, Germany/DE, Finland/FI, Great Britain/GB, Ireland/IE, the Netherlands/NL, Poland/PL and the Czech Republic/CZ regardless of the point of sale (POS).

The OPC will continue to be charged for all payments made with corporate credit cards. The OPC also applies for payments with consumer credit cards issued outside of the European Economic Area (EEA). American Express consumer cards are OPC-free.

The charge is optional because customers always have free payment alternatives (e.g. cash, invoice) at their disposal.

The OPC rules are part of the filing and are automatically implemented in the reservation systems (= Global Distribution Systems, GDS) and direct connections (e.g. Farelogix/SPRK). The fee is charged both in the Lufthansa Group's own sales (online + offline) and in travel agency sales to the same amount.

3 Surcharge Structure/ Amount


The OPC is charged according to the country of departure (Point of Origin/Point of Commencement - POO/POC) and is independent of booking classes and routing. The OPC value depends on the credit card provider. If an OPC occurs, the corresponding credit card provider is identified after entering the credit card number and the corresponding OPC value is used as the basis for calculating the surcharge. The OPC is calculated as a payment method fee (OB-F) on the respective ticket price including all taxes, fees and surcharges and is included in the grand total of the ticket.

The basis for the OPC calculations goes as follows:

$$\begin{aligned} & \text{Fare} \\ + & \text{ Taxes, Fees \& Surcharges, e.g. RA, DE, YQ, YR} \\ = & \text{ Basis for calculating the OPC = Ticket Price} \end{aligned}$$

3.1 OPC value and rules

The following chart gives an overview of the percentage OPC per credit card provider for the Lufthansa Group Airlines LH, LX and SN:

Form of Payment** Point of origin	VISA Corporate cards	MasterCard Corporate cards	AMERICAN EXPRESS Corporate cards	Diners Club INTERNATIONAL Corporate cards	JCB Corporate and consumer cards***	UATP Corporate cards	AirPlus Company account	Capping
	2,65%*	2,25%*	1,80%*	1,45%*	2,55%*	2,20%*	1,40%*	25 EUR 20 GBP 190 DK 20 PLN 680 CZK

*To be applied for the fare incl. all taxes and fees; exceptions for OPC exempt tickets such as for ex. redemption tickets or pax type infant will remain valid

**Consumer credit cards issued within the EEA remain OPC-free. American Express consumer cards are OPC-free

***No OPC on JCB consumer credit cards for point of origin GB

- Until the switch to a differentiated surcharging, Austrian Airlines will continue charging a uniform OPC of 1.65%. Due to technical reasons, the adaptation of the differentiated model will happen at a later stage.
- The OPC is charged for all payments of tickets made with company credit cards and credit cards issued outside the EEA
- The OPC is charged when a ticket is issued on the ticket stock of a Lufthansa Group airline (LH/LX/OS/SN)
- The OPC is charged for these tickets regardless of the fare applied and independent of the fare owning carrier or the participation of other airlines in the routing. If, for example, an LH ticket is issued for a complete routing of another airline (e.g. EW/4U), the OPC is collected
- For all other markets there is now a variable value based on the ticket price (depending on the choice of credit card provider) - i.e. a tariff value including all taxes, fees and surcharges
- The maximum amount (cap limit) remains unchanged at EUR 25 / GBP 20 / DKK 190 / PLN 20 / CZK 680
- The OPC is calculated for the respective country of departure (POO/POC) in the local currency

- The maximum amount (cap limit) is determined according to the POO/POC logic as shown below: For Euro countries with EUR 25, for Great Britain with GBP 20, for Denmark with DKK 190, for Poland with PLN 20, Czech Republic with CZK 680. for all other currencies the OPC is converted into the local currency of the country in which the sale takes place according to the standard ticketing rules - i.e. the conversion is based on the applicable BSR, e.g. into Amadeus via FQC (transaction for currency conversion). The base currency for the conversion is always the currency of the rate filing
- There are no tariff-related discounts for the cap limit, e.g. for One Way or Circle Trip
- There are no discounts on the OPC percentage and the cap limit, e.g. the OPC percentage for a CHD ticket is as high as for an adult ticket (i.e. EUR 25 / GBP 20 / DKK 190 / PLN 20 / CZK 680)
- OPC is only charged on first issues - in case of a reissue no OPC is collected, regardless of the original/new form of payment
- The OPC is only charged on tickets, not on EMDs or other documents
- The OPC is charged for group tickets
- For PEP and AD tickets, the OPC is charged if these tickets are paid by credit card. In addition, airline-specific regulations regarding the permitted method of payment must be observed
- OPC is non-refundable according to IATA standard
- The calculation model of the OPC was audited by an independent auditing firm. The amount of the percentage and the maximum amounts are reviewed regularly so that future adjustments cannot be ruled out

3.2 Exceptions

In principle, the OPC is charged for all tariffs (published and private) and booking classes.

Ticket-specific Exceptions

The following tickets are excluded from the OPC:

- INF, Family Plus
- ID
- For LH only: Rail&Fly and “Pay as you Fly” (PAF) in Germany, Deportee, Lufthansa Private Jet (LPJ), redemption tickets (Miles & More, PartnerPlusBenefit), IDA
- POS US is excluded

- The following country-specific exceptions exist: POS FR / RU / TR / SE / HK for POO/POC in FR / RU / TR / SE / HK (Tickets sold in these countries with **destination in these countries** are not subject to OPC)

Card-specific Exceptions:

OPC-free payment methods available in travel agencies, for example:

- Cash
- Invoice
- AirPlus Debit Account (in selected European markets, as communicated in 2011)
Note: It is the decision of the issuing bank in which markets such corporate debit cards are issued
- Degussa Bank Debit travel department card (only LH) for tickets issued on the ticket stock of Lufthansa. Please note that the decision regarding the countries in which a Corporate Debit Card is issued lies with the issuing bank

In direct sales, alternative as well as local payment methods are offered free of charge.

Free forms of payment in direct sales

POS	 DE	 NL	 GB	 FI	 IE	 DK	 CZ	 PL
Commercial debit card ^{3,4}								
Debit card ¹								
Maestro ^{1,2}								
SOFORT ^{1,6}								
iDeal ¹								
Giropay ¹								
EPS ¹								
PayPal								
SEPA ¹								
Payment by invoice ¹								
Post-finance ¹								
Other ^{1,5}								

1) only on *.coms
 2) on lh.com temporarily deactivated
 3) Only applicable AirPlus Debit Account (BIN 122088 & 192088)
 4) Only applicable for LH and Degussa Bank Debit travel department card (BIN 528159)
 5) Other: Bancontact, Mister Cash, ING homepay, KBC/CBC Online, Belfus Direct Net
 6) LH only for sales in EUR

4 Collection of the OPC – OB Fee

The (differentiated) OPC is collected via the IATA standard product OB-Fee, which was developed by the Airline Tariff Publishing Company (ATPCO). The OB fee is the standardized way to levy ticketing fees (e.g. payment fees) automatically.

OB fees are determined by the Validating (Ticketing) Carrier and charged for initial ticket exhibitions. They are charged for all published and private fares. OB fees are not shown on the ticket together with other taxes and fees. They are part of the Passenger/Itinerary Receipt and are automatically reported to BSP.

The Lufthansa Group uses the OB fee type Generic OB-F fee (OBFCA/OBFDA).

5 Pricing und Ticketing

General

OB fees are stored in the filing and are therefore part of the automatic pricing in all (relevant) GDSs. Due to the fact that the GDSs have individually introduced the IATA standard product OB-Fees, the OB-Fee is named GDS-specific and displayed differently in the pricing and ticketing process depending on the respective GDS. Display and identification of the OB fee (e.g. printout of the OB fee on the ITR/ETKT receipt) are primarily determined by the respective GDS.

The standard rules for rounding taxes, fees and surcharges apply to the rounding of OPC in all currencies.

Manual calculation of the OPC

The determination whether the OPC applies as well as the OPC amount are part of the auto-pricing process in all major GDS. However, in cases where the OPC needs to be calculated manually in case of manual TST creation (i.e. specific group bookings) the following steps are required:

1. First of all, it has to be assessed if an OPC applies based on the characteristics of the card (new step due to the effectiveness of a new EU Regulation since 2018). The assessment if an OPC applies is based on the first 6-digits of the card number (BIN). The BIN includes information about:
 - Credit or debit card
 - Card type: Consumer or corporate card
 - Credit card provider
 - Point of issuance of card

a) Handling in Amadeus (GDS):

Use the pricing transaction add R, FC and the first 6-digit of the card number (=BIN) - to assess the card type and card provider.

FXX/R, FC123456 or FXP/R, FC123456 in the opened PNR - Attention: Only works if the PNR does not contain a form of payment already. If it contains already a form of payment, the following error message occurs: „INVALID FORM OF PAYMENT SELECTION“

FQP/R, FC123456 is an informative pricing request without PNR /booked segments. If an OPC has to be levied based on the card details, it will be shown as OB-Fee- FCA OPC DE

Please note: If the auto-pricing transaction in Amadeus has been started with a TST and changed on manual basis afterwards (change of fare or fare base etc.) it is possible to calculate the correct OPC automatically before ticketing using TTX.

b) Handling in Sabre:

Manual determination of the OB-Fee respectively if an OPC has to be levied (informative transaction):

WPF*VI4005550000000001/1018

W#F*VI4005550000000001/1018

Transaction WP: There is no way to add the fee to true manual pricing, it can only be added at the time of ticketing

The enhanced PQ allows adding of manual fares. The format to use a manual PQ and add or override the OB fee is: W#PQ1#OB/7.00

c) Handling in Galileo:

If the FOP is part of the PNR the OPC can be displayed before the actual ticketing using the TKPVB transaction.

```
OK FOR TICKETING
TTL FARE      EUR      868.13
TTL FEES    EUR     15.00
TTL          EUR      883.13
TAB AND ENTER TO REDISPLAY BF>*KM8PDC ·
TAB AND ENTER TO ISSUE
>TKP*KM8PDC ·
```

Manual Calculation of the OPC:

1. Manual Calculation of the OPC – as before:


Fare

+ all taxes/fees/charges

- o including DCC if ticket to be issued by a travel agent
- o including TSC if ticket to be issued by LHG own sales

= ticket price to calculate the OPC

2. The OPC is charged according to the POO. The OPC value depends on the credit card provider. The OPC percentage value is based on the credit card provider according following chart:

Form of Payment** Point of origin	VISA Corporate cards	MasterCard Corporate cards	AMERICAN EXPRESS Corporate cards	Diners Club INTERNATIONAL Corporate cards	JCB Corporate and consumer cards***	UATP Corporate cards	AirPlus Company account	Capping
	2,65%*	2,25%*	1,80%*	1,45%*	2,55%*	2,20%*	1,40%*	25 EUR 20 GBP 190 DK 20 PLN 680 CZK

*To be applied for the fare incl. all taxes and fees; exceptions for OPC exempt tickets such as for ex. redemption tickets or pax type infant will remain valid
 **Consumer credit cards issued within the EEA remain OPC-free. American Express consumer cards are OPC-free
 ***No OPC on JCB consumer credit cards for point of origin GB

3. If the calculated amount exceeds the maximum capping amount e.g. EUR 30 – only the maximum amount of EUR 25 is to be charged
4. Add the percentage value or capping amount to the ticket price
5. Result: Price to be paid for by the customer

Example with the OPC for Visa:

Fare:	EUR 68.00
+ all taxes/fees/charges	EUR 56.06
= Ticket price = Basis for calculating the OPC	EUR 124.06
+ Calculation of the OPC as 2,65 %:	EUR 3.29
= Result as Total /Grand Total – to be paid by the customer	EUR 127.35

6 VAT

VAT handling of the OPC is identical to the VAT handling of a domestic ticket.

7 Void/ Cancellation

If a ticket is cancelled using the standard void/cancellation process, the OPC is voided/cancelled with the ticket – no monetary transactions are reported.

8 Refunds

As per IATA Standard OB Fees are non-refundable, which is also mentioned in the fare conditions and shown in all fare notes.

Following refund rules apply for the LHG:

- Voluntary Refunds: no refund of the OPC OB Fee permitted
- Involuntary Refunds: refund of the OPC OB Fee is only permitted in cases of fully unused tickets – no refund for partly used tickets

In the GDSs, an OPC can only be reimbursed by airlines. If required, please contact the validating (ticketing) carrier of the corresponding ticket in the INVOL case.

9 Sales Audit - Waiving

In case the OB fee is automatically calculated by the GDS, the ticket is shown as autopriced. If a travel agent manually changes the amount of the OPC or deletes the OPC (technically possible in some GDS) the pricing indicator is changed to “manual” and the ticket is subject to ADM issuance.

Refunded OPC is also checked during standard sales audit and will result in an ADM in case of incorrect refund e.g. if an OPC was refunded on voluntary basis.

Waiving of the OPC is not permitted, neither for LHG direct sales nor for travel agency sales.

10 GDS implementation of the OPC / Mid-office Systems

Since the OB fee is an IATA standard product and is included in the interface records of all relevant GDSs (e.g. in Amadeus since 2008, in Sabre and Travelport since 2009), it can be processed automatically in the mid-office and back-office systems used by travel agencies for invoicing and accounting. For the customer, the OPC is displayed on the Passenger/Itinerary Receipt. If a mid-

office/back office system cannot process the OB fee, the travel agency should contact its respective mid office/back office provider.

10.1 Amadeus (1A)

Amadeus takes a form of payment (FOP) contained in the PNR into account during pricing and always calculates an OPC if the FOP contained in the PNR is subject to payment. If no form of payment is included in the PNR, Amadeus calculates without OPC and points to a possible OPC "CARD PAYMENT FEES UP TO EUR 1.61 MAY APPLY". There is also the option of an extended pricing transaction to add the OPC already during pricing: e.g. FXP/R,FA-OBFCA.

When ticketing, Amadeus carries out the so-called "Pricing Context Check" and checks whether the FOP contained in the PNR at the time of pricing matches the FOP contained at the time of ticketing.

Example: Form of Payment is CASH but an OB fee has been charged, then the ticketing is rejected with an error message. Before ticketing, the OB fee should be revalidated using the new Amadeus function "OB Fee Standalone Calculation Transaction" (TTX).

Note: the "Amadeus Pricing Context Check" only takes effect if the TST was created automatically.

Amadeus Standalone Transaction

To make it easier for travel agencies to deal with OB fees, Amadeus has introduced the product "Amadeus Airline Service Fees [OB Fees]" with the functionality "OB Fee Standalone Calculation Transaction". The OB fee standalone transaction allows the travel agency to calculate or recalculate OB fees without affecting the already priced rate - thus maintaining the trust weighting. The standalone transaction is particularly useful for travel agencies in markets where a TST is valid for more than one day.

Basis Amadeus Transaction: TTX (Details under HE TTX):

Input Examples:

Input	Result
TTX	All TSTs updated with new OB fee value
TTX/T1	TST 1 updated with new OB fee value
TTX/T1-2	Selected TSTs updated with new OB fee value

The standalone transaction (TTX) also works in the case of manually changed TSTs. It does not work in the case of completely manual TSTs. In cases where a ticket cannot be issued on the basis of an autopriced tariff (e.g. group tariffs), the following procedure is recommended for credit card payments:

1. Structure of a TST with an automatic transaction (e.g. FXP)
2. Manual change of the fare (or other TST elements)
3. Use of the standalone transaction TTX
4. The OPC is automatically calculated on the basis of the current fare + taxes/ fees/ surcharges in the TST

10.1.1 Sales Process in Amadeus

There are two options for the travel agency within the pricing and ticketing process:

1. The FOP has already been entered: standard pricing transaction without additional option (e.g. FXP) must be used - an applicable OPC is calculated automatically. If a non OPC payment method is used, no OPC will be charged.
2. The FOP was not yet entered at the time of pricing: The travel agency can choose whether to calculate the OPC during pricing or not - if the pricing transaction is carried out without an additional option (e.g. FXP), no OPC is calculated. If the pricing transaction is executed with the additional option R,FA-OBFCA, the OPC is calculated. Attention: the use of this override function leads to a manual trust weighting of the ticket.

Note:

- *If a FOP does not match the calculated OB fee at the time of ticketing, the ticketing is rejected with an error message TST PRICING CONTEXT MODIFIED : PLS REPRICE AIRLINE FEES WITH TTX*
 - **Note:** *the "Amadeus Pricing Context Check" only takes effect if the TST was created automatically.*
- *In this case, the OB fee can either be recalculated with the Amadeus standalone transaction (only the OB fee is recalculated) or a completely new pricing can be performed (recalculation of the tariff and the taxes/charges/surcharges including the OB fee).*
- *If a debit card excluded from the OPC is entered after the pricing transaction, either the OB fee must be recalculated with the Amadeus standalone transaction or a repricing of the PNR.*

10.2 Sabre

If the Form of Payment is included in the PNR, Sabre already takes it into account during auto pricing and correctly shows a percentage OPC or capping amount. If no form of payment is included in the PNR at the time of pricing, the form of payment is automatically checked at the time of ticketing. In the case of credit card payment, the OPC is then automatically correctly forwarded during ticketing. More information about Sabre Processing:

- The Payment Catalogue OPC is only displayed if no form of payment is contained in the PNR at the time of auto pricing.
- In the case of manually checked rates, the OB fee must be calculated and supplemented manually by the travel agency.
- A manual change or deletion of an OB fee is not possible in the case of autopriced rates in Sabre

10.3 Travelport

If the form of payment is included in the PNR, Galileo (1G) and Worldspan (1P) already take this into account during auto-pricing and correctly display a percentage OPC or cap amount. If no form of payment is included in the PNR at the time of pricing, the OPC in Galileo is shown in the payment catalogue via a subsequent transaction). In Worldspan the OPC is only shown in case of a pricing if an OPC obligatory form of payment is included. Otherwise, an applicable OPC is added during ticketing. Further information about Travelport Processing:

- The Payment Catalogue OPC is only displayed in Galileo if no form of payment is contained in the PNR at the time of pricing (with the subsequent transaction FO).
- In the case of manually checked tickets, it is not necessary in Travelport to calculate the OB fee manually - an OPC is automatically added during ticketing.
- A manual change or deletion of an OB fee is not possible in Travelport.
- Other GDS and Direct Connect solutions (e.g. Farelogix/SPRK) developed individual processes.

11 Contacts in case of Questions/ Problems

In case of questions or problems in connection with OPC handling, please contact the respective airline. Information is available in all relevant markets at www.lufthansaexperts.com

12 Glossary

ADM	Airline Debit Memo
BIN	Bank Identification Number
BSR	Bank Selling Rate
CHD	Child / Kind
ETKT receipt	Electronic Ticket Receipt
EEA	European Economic Area
GDS	Global Distribution System
ID	Employee Tickets
INF	Infant
INV	Invoice
ITR	Itinerary Ticket Receipt
LHG	Lufthansa Group (OS/LH/LX)
LPJ	Lufthansa Private Jet
OAL	Other Airlines
OB	Airline Service Fee
OPC	Fee for Credit Card payment
PAF	Pay as you fly
PNR	Passenger Name Record
POC	Point of Commencement
POO	Point of Origin
POS	Point of Sale
RBD	Reservation Booking Designator
TST	Transitional Stored Ticket
VAT	Value Added Tax

13 Examples*

Amadeus Example:

FXB

01 HANSEN/PETER*
ITINERARY REBOOKED

AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
FRA
HAM LH 2 T *T 19JUN 0700 T29LGT9G 19JUN19JUN 0P

EUR 43.00 19JUN16FRA LH HAM43.00EUR43.00END

XT EUR 10.83DE EUR 0.07RD EUR 31.54RD

EUR 13.00YQ

EUR 8.78OY

EUR 42.44XT

EUR 107.22

EUR 1.77 AIRLINE FEES

EUR 108.99 TOTAL

FARE FAMILIES: (FOR MORE DETAILS: FQFN)

FARE FAMILY:FC1:1:LIGHT

UPSELL: 20.30EUR, CLASSIC, FQF/TS-FXU/TS-FXY

AIRLINE FEES INCLUDED

BG CXR: LH

PRICED WITH VALIDATING CARRIER LH - REPRICE IF DIFFERENT VC

TICKETS ARE NON-REFUNDABLE

ENDOS FARE RESTRICTION APPLY

To display the airline ticketing fee in the PNR enter TQO:

TST00001 AIRLINE FEES

1.HANSEN/PETER MR

S/C COMMERCIAL NAME FEE INC. TAX<EUR> TAX<EUR>

FCA OPC DE 1.77

TOTAL FEES EUR 1.77

GRAND TOTAL EUR 108.99

Sabre Example:

1.1CARLSON/CARL OPC MR

1 LH 400U 10AUG 3 FRAJFK SS1 1100 1335 /DCLH /E

WPNCB«

BASE FARE	TAXES/FEES/CHARGES	TOTAL
1- EUR2810.00	272.23XT	EUR3082.23ADT
XT 9.10DE 16.00YR	141.00YQ	33.50RA
41.49OY 16.18US	5.00YC	6.36XY
3.60XA		
2810.00	272.23	3082.23TTL

ADT-01 Y77OW

FRA LH NYC3059.65NUC3059.65END ROE0.918404

CHG BA FOC/CNX BA FOC

VALIDATING CARRIER - LH

CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES

BAG ALLOWANCE -FRAJFK-01P/LH/EACH PIECE UP TO 50 POUNDS/23

KILOGRAMS AND UP TO 62 LINEAR INCHES/158 LINEAR CENTIMETERS

2NDCHECKED BAG FEE-FRAJFK-EUR75.00/LH/UP TO 50 POUNDS/23 KILOGR

AMS AND UP TO 62 LINEAR INCHES/158 LINEAR CENTIMETERS**

**BAG FEES APPLY AT EACH CHECK IN LOCATION

CARRY ON ALLOWANCE

FRAJFK-01P/LH

01/UP TO 18 POUNDS/8 KILOGRAMS AND UP TO 46 LINEAR INCHES/118 L‡

MD«

INEAR CENTIMETERS ‡

CARRY ON CHARGES

FRAJFK-LH

UP TO 18 POUNDS/8 KILOGRAMS AND UP TO 46 LINEAR INCHES/118 LINE

AR CENTIMETERS-NOT PERMITTED

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY

FORM OF PAYMENT FEES PER TICKET MAY APPLY

ADT	DESCRIPTION	FEE	TKT TOTAL
	OBFCA - ANY CC	25.00	3107.23

Galileo Example:

1. LH 92 Y 20SEP FRAMUC HS1 0615 0710 O E TU
OPERATED BY DEUTSCHE LUFTHANSA AG
2. LH 105 Y 30SEP MUCFRA HS1 1200 1300 O E FR
>

PSGR	FARE	TAXES	TOTAL PSG DES
FQG 1	GBP 490.00	133.70	623.70 ADT

GUARANTEED

GRAND TOTAL INCLUDING TAXES **** GBP 623.70

ADDITIONAL FEES MAY APPLYSEE >FO.

CARRIER MAY OFFER ADDITIONAL SERVICESSEE >FQ/DASO.

ADT RATE USED IN EQU TOTAL IS BSR 1EUR - 0.77627GBP
ADT LAST DATE TO PURCHASE TICKET: 20SEP16
ADT E-TKT REQUIRED

TKT FEES - LH	DESCRIPTION	BASE GBP	TX GBP	TTL GBP
ADT				

CC FEES - LH

OBFCA	OPC DE	6.20	0.00	6.20
OBFDA	OPC DE	6.20	0.00	6.20

Worldspan Example:

1*LH92Y 20SEP TU FRAMUC SS1 0615 0710 /O \$ E
2 LH105Y 30SEP FR MUCFRA SS1 1200 1300 /O \$ E

PNR PRICED ON 29APR FOR TKTG ON 29APR

* FARE RESTRICTIONS APPLY

* PRICING RULES VALIDATING CARRIER DEFAULT LH

LHG Operational Guideline for Travel Agencies

** 20SEP DEPARTURE DATE/ 20SEP IS LAST DATE TO TICKET

* FARE MAY CHANGE UNLESS TICKETED *

1EUR/0.77627GBP

GRAND TTL				629.90 GBP
ADT01 TTL				629.90 GBP
TICKET	BASE EUR	EV GBP	TX/FEE GBP	TKT TTL GBP
ADT01	631.00	490.00	133.70	623.70
*TTL	631.00	490.00	133.70	623.70
TKT FEE	BASE GBP		TX GBP	FEE TTL GBP
ADT01	6.20		0.00	6.20
*TTL	6.20		0.00	6.20

Apollo Example:

1.1TEST/APOLLO
1 LH92Y 20SEP FRAMUC HK1 615A 710A * TU E
OPERATED BY DEUTSCHE LUFTHANSA AG
2 LH105Y 30SEP MUCFRA HK1 1200A 1300A * FR E
FONE-DENB/
FOP:-AXXXXXXXXXXXXX0028/D1216
TKTG-T/
*** LINEAR FARE DATA EXISTS *** >*LF.
ATFQ-OK/\$B/-*2GK5/Z0/ET/TA2GK5/CLH
FQ-EUR 631.00/CAD 13.00DE/CAD 10.50OY/CAD 233.40XT/CAD 1156.90
- 29APR YCLS0D.YLGT0D
GFAX-SSROTHS1V PLS ADV TKT NBR FOR ITIN BY 06SEP16/0440Z OR LH O
PTG
2 SSROTHS1V ////MKTG FLTS WILL BE CNLD // 29APR161439
ACKN-1A 5K7YJO 29APR 1439
2 1A 5K7YJO 29APR 1439

>\$B/-*2GK5/Z0/ET
FARE GUARANTEED AT TICKET ISSUANCE

E-TKT REQUIRED
PENALTY APPLIES

LHG Operational Guideline for Travel Agencies

LAST DATE TO PURCHASE TICKET: 20SEP16

\$B-1 C29APR16

FRA LH MUC 356.41YCLS0D LH FRA 334.52YLGT0D NUC690.93END

ROE0.913258

FARE EUR 631.00 EQU CAD 900.00 TAX 13.00DE TAX 10.50OY TAX

37.80RA TAX 47.20CH TAX 11.40OB TAX 114.20YQ TAX 22.80YR TOT CAD

1156.90

S1 NVB20SEP/NVA20SEP

S2 NVB30SEP/NVA30SEP

E FARE RESTRICTIONS APPLY

TICKETING AGENCY 2GK5

DEFAULT PLATING CARRIER LH

RATE USED IN EQU TOTAL IS BSR 1EUR - 1.42647CAD

*all examples are based on an assumed OPC of 1,65%