

针对飞往中国的航班登机前必须进行检测的退改签政策

REQUIRED TESTING PRIOR TO BOARDING OF CHINA-BOUND FLIGHTS

涉及已取消航班的退改签规定 Cancelled Flights (Involuntary)

- 对于已取消的航班，适用《商业合作伙伴不正常航班规定（OS/LH/LX）》。请参阅相应的处理手册。

以下未取消的情况适用特殊授权的退改签规定

Goodwill policy is applicable if following conditions are fulfilled

- 原机票开票日：2020年11月3日（含）之前
Ticket issued: on/before 03 NOV 2020
- 票证：OS/LH/LX/SN (257-, 220-, 724-, 082-)
Ticket stock: OS/LH/LX/SN ticket numbers starting with 257-, 220-, 724-, 082-
- 适用路线：OS/LH/LX实际承运，且从FRA/VIE/ZRH飞往中国大陆的航班。
Ticketed flights: OS/LH/LX operated flights from FRA/VIE/ZRH to China Mainland
- 原航班起飞日期：在2020年11月5日-2020年11月30日，且从FRA/VIE/ZRH飞往中国大陆的航班
On/after 05 NOV 2020 and on/before 30 NOV 2020 for the flight sector from FRA/VIE/ZRH to China Mainland

1. 符合上述情况的机票可以免费改签一次（无需重新计价/额外收取差价）
One rebooking permitted free of charge (no reprice/additional collection required)
 - 可通过以下方式改签，需要申请预授权
Rebooking of tickets needs A waiver and can be done

- 代理人可在开票 GDS 系统中自行操作改签，且
by agency in own GDS.
- 须通过代理人网站申请并获取预授权，申请时注明特殊授权代码： TWP2014
Please contact the local Lufthansa Group Agency Support for a waiver TWP2014.
- 订座舱位（RBD）： LHG（LH/LX/OS/WK/SN/4U/EW）实际承运的航班首选原
订座舱位（RBD），如原订座舱位已满，可以订同服务等级（compartment）内
的其他相邻订座舱位；票价规定中适用的其他航空公司仅可使用出票时的订座
舱位（RBD）。
Rebooking in original ticketed booking class/RBD
Exception for LH-Group operated flights (LH/LX/OS/WK/SN/4U/EW): Rebooking
to same or next available RBD within the same compartment is permitted
- 最晚起飞日期： 2020 年 12 月 31 日（含）之前
New date of travel: on/before 31 DEC 2020
- 票价起始点和终点不可更改。
Change of origin/destination: Not permitted.
允许更改转机点： 允许改签至任意 LHG 实际承运且经过 LHG 任意欧洲中转点
转机的航班。
Change of routing (connection point) permitted to allow rebooking on any LHG
operated flight via any LHG transfer point in Europe.
例外情况： 起始点非 FRA/ZRH/VIE 且通过欧洲境内段飞往 FRA/ZRH/VIE 中转
的乘客，可更改行程为从 FRA/ZRH/VIE 始发至中国大陆，无需重新计价，也无
需额外收取差价（无部分退款）。
Exception: Passengers, who are originating in locations other than FRA/ZRH/VIE
with a connecting European flight into FRA/ZRH/VIE, may change their travel to
originate the journey in FRA/ZRH/VIE at no re-price and no additional collection
(no partial refund).
这是为了使乘客能够灵活安排新型冠状病毒检测，并在前往中国的航班登机之
前获得必要的中国领事馆批准。如选择此项更改，进入 FRA/ZRH/VIE 的交通将
由乘客自行负责。
This is intended to allow flexibility for the passengers to schedule their Corona
testing and to obtain necessary Chinese Consulate approvals prior to boarding of
China-bound flights. If this option is chosen, the transportation into FRA/ZRH/VIE
will become entirely at passenger's own responsibility.
- 适用航班/航空公司： 基于原票价规定。
Permitted flights/carrier usage – Per original fare rule
- 其他规则按原票价规定执行。
All other fare rules/conditions – Per original fare rule
- 换开时，请在签转栏内输入特殊授权代码： TWP2014
In the case of reissues the endorsement entry should be: TWP2014

2. 退票

Refund

- 可通过以下方式退票，需要申请预授权

Refund of tickets needs A waiver and can be done

- 须通过代理人网站申请并获取预授权，申请时注明特殊授权代码： TWP2014
Please contact the local Lufthansa Group Agency Support for a waiver TWP2014.
- 代理人获得预授权后可在开票 GDS 系统中自行操作退票
by agency in own GDS after waiver granted.
- 退票无需收取手续费
Permitted free of charge
- TSC/OPC/DCC 不可退款！
TSC/OPC/DCC remain non-refundable