LUFTHANSA GROUP

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/VIF/7RH 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

Date: 4NOV2020







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- 代理人可在开票 GDS 系统中自行操作改签,且 by agency in own GDS.
- o 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 <u>Lufthansa Group Agency Support</u> 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

- o 最晚起飞日期: 2020 年 12 月 31 日 (含) 之前 New date of travel: on/before 31 DEC 2020
- o 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。

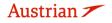
This is intended to allow flexibility for the passengers to schedule their Corona testing and to obtain necessary Chinese Consulate approvals prior to boarding of China-bound flights. If this option is chosen, the transportation into FRA/ZRH/VIE will become entirely at passenger's own responsibility.

- o 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

o 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

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2. 退票

Refund

- 可通过以下方式退票, 需要申请预授权 Refund of tickets needs \underline{A} waiver and can be done
 - o 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 <u>Lufthansa Group Agency Support</u> 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
 - o TSC/OPC/DCC 不可退款! TSC/OPC/DCC remain non-refundable







