

GWP006: More flexibility for group bookings with departures from 19 April to 15 June 2021

As travel options remain limited and customers' booking behavior is difficult to predict, the airlines of the Lufthansa Group are offering group passengers for whom tickets have not yet been issued the option of free cancellation for departures between 19 April and 15 June 2021.

The *goodwill policy for groups departing between 19 April and 15 June 2021 (GWPO06)* is applicable if following prerequisites are fulfilled:

- *Validity:* from 8 December 2020 to 12 March 2021
- *Eligibility:* Booked but unticketed groups, allotment business and nego space (Brussels Airlines: not applicable for nego space and allotment)
- *Booking date:* Booked on/before 8 December 2020
- *Original travel date:* from 19 April to 15 June 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.

Last update:

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