

TWP 2101: Rebooking options for existing bookings (tickets issued on/before 31 August 2020)

Unfortunately, the pandemic continues to have a firm grip on our lives. In the current situation, many of your customers may want to postpone their booked trips without time pressure. Therefore, the airlines of the Lufthansa Group are offering a new, simplified *goodwill policy (TWP 2101)*. The rebooking/reissue of *tickets issued up to and including 31 August 2020* is now possible through *31 May 2021*.

Note: As of 21 January 2021, the previously published goodwill rules TWP 2011 and TWP 2013 will no longer be valid.

The fare conditions for *tickets issued on/after 25 August 2020* offer flexible rebooking options. As these fares can be rebooked as often as necessary and without a change fee, no goodwill policy is required for this period.

Please note: The *date of ticket issue* always refers to the present ticket, i.e.:

- If the ticket has not yet been reissued: date of original ticket issue
- If the ticket has already been reissued: date of the reissue

The goodwill policy (TWP 2101) at-a-glance:

Passengers

- with an OS/LH/LX/SN/EN ticket (257/220/724/082/101) *issued on/before 31 August 2020, and*
- with a booked Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Eurowings/ Edelweiss/Germanwings/Air Dolomiti flight number (operated by OS/LH/LX/WK/SN/EW/4U/EN) worldwide, *or*
- on a flight operated by another airline (OAL) with OS/LH/LX/WK/SN/EW/4U/EN flight number ("codeshare") worldwide

may rebook once free of charge – regardless of whether or not their flight has been cancelled.

Part A "INVOL" – Lufthansa Group rules for rebooking/reissue for cancelled flights:

Option 1: One rebooking/reissue for same origin & destination based on the Flight irregularities policy or INVOL rules

In general, you can always rebook/reissue tickets for passengers with cancelled flights according to the Flight irregularities policy or INVOL rules.

- Change of origin or destination of the journey is not permitted
- The rebooking/reissue may be completed anytime (but before the expiration of the ticket validity)
- New start of travel: anytime

- In the case of partially used tickets, ticket validity and maximum stay may be ignored – travel completion by 31 December 2021
- For further details please refer to the [Flight irregularities Policy \(OS/LH/LX\)](#), [SN INVOL rules](#) or [EN INVOL rules](#)

Option 2: One Rebooking/reissue for new origin and/or destination and/or expired ticket validity in accordance with the goodwill policy (TWP 2101)

- The rebooking/reissue must be completed on/before 31 May 2021
- New start of travel on/before 31 December 2021
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- Any fare in any compartment/cabin – *the fare must be repriced*. If necessary, a difference needs to be charged, for example for the new route, booking class or season
- Validity of (expired) tickets with original travel dates between 1 February and 31 May 2020 may be extended through 31 May 2021
- If the new ticket price is lower than the original ticket price, please contact your Lufthansa Group Sales & Service Team
- Change of the passenger ("Name Change") is not permitted
- The conditions of the new fare apply
- EMDs that were associated to the original ticket remain valid
- Endorsement entry for reissue: *TWP 2101*

Part B "VOLUNTARY" – Goodwill policy for rebooking/reissue of flights which are not cancelled:

Option 1: One rebooking/reissue before the originally planned start of travel in accordance with the goodwill policy (TWP 2101) – for new start of travel on/before 31 December 2021

- The rebooking/reissue must be completed before the originally planned start of travel
- New start of travel on/before 31 December 2021
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- *The fare must be repriced.* If necessary, a difference needs to be charged, for example for the new route, booking class or season
- In case of subsequent re-issue/exchange, the original non-refundable fare or refund penalty amount remains non-refundable
- The conditions of the new fare apply
- Endorsement entry for reissue: TWP 2101

Option 2: One rebooking/reissue on/before 31 May 2021 in accordance with the goodwill policy (TWP 2101) – for new start of travel on/before 31 December 2021

- The rebooking/reissue must be completed on/before 31 May 2021
- New start of travel on/before 31 December 2021
- The rebooking fee does not apply
- Origin and destination of the journey can be changed (exception: German domestic tickets may not be changed into international tickets and vice-versa)
- Any fare in any compartment/cabin – the fare must be repriced. If necessary, a difference needs to be charged, for example for the new route, booking class or season
- Validity of (expired) tickets with original travel dates between 1 February and 31 May 2020 may be extended through 31 May 2021
- Endorsement entry for reissue: *TWP 2101*

You can complete *all rebookings/reissues* yourself according to this goodwill policy *without having to request a waiver* from your Lufthansa Group Agency Support.

Ticket refunds:

Customers who do not wish to take advantage of any of the rebooking options may have their ticket refunded. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on the basis of the [Flight Irregularities Policy \(OS/LH/LX\)](#), the [SN INVOL rules](#) or the [EN INVOL rules](#).

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