

# Lufthansa Group airlines offer a goodwill refund to passengers booked on flights to Tokyo (TWP 2103)

As no spectators from abroad will be admitted to the 2021 Olympic Games and Paralympics in Tokyo, the Lufthansa Group airlines are now offering passengers the possibility of having their tickets refunded free of charge, in addition to the familiar rebooking options.

*The goodwill policy (TWP 2103) at-a-glance:*

Passengers booked on a flight to Tokyo

- with an outbound flight between 15 July and 3 September 2021, *and*
- with an OS/SN/LH/LX ticket (257/082/220/724) issued up to 23 March 2021, *and*
- with round-trip travel originating in Europe/Middle East/Africa/North & South America and final destination Tokyo, *and*
- with a booked OS/LH/LX/NH flight number between Europe and Japan

*may have their ticket refunded free of charge.*

The following rules apply to the *refund*:

- The ticket can be refunded on a voluntary basis (provided all prerequisites as described above are fulfilled) – any cancellation/refund penalty is waived. This is also valid for non-refundable tickets. OPC and DCC (YR) remain non-refundable.

- The refund has to be done between 26 April and 4 June 2021
- Please enter the waiver code “TWP2103” in the refund transaction
  - *Amadeus*: TRFU/WA TWP2103
  - *Sabre*: After direct refund “WFR” entry, enter “TWP2103” in the waiver box
  - *Galileo/Travelport*: Start direct refund via TRNE entry. Enter “TWP2103” in the waiver box (A/L authority)
  - *Infini*: Enter “TWP2103” under Refunds “Reason Code”
  - *Axess*: Enter “TWP2103” under “A/L Authority” in the refund template
  - *Farelogix/SPRK*: Enter “TWP2103” in the Refund window “Waiver code box”
- You can do the refund in accordance with the published goodwill policy (TWP 2103) without having to request a waiver from your Lufthansa Group Agency Support
- For refunds which are done on/after 5 June 2021, the fare conditions apply

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