

# 针对新型冠状病毒疫情的改签政策（出票日 2021 年 7 月 31 日（含）之前）

## CORONA VIRUS COVID-19: FOR TICKETS ISSUED ON/BEFORE 31JUL2021

本豁免政策将取代 TWP2101 版本 1 和版本 2  
This replaces TWP2101 Version 1 and 2

航班已取消的非自愿更改和未取消的自愿更改均适用本豁免政策。  
This Ticketing Waiver Policy applies for both for voluntary changes (passengers without any cancelled flights) as well as for involuntary changes (passengers with cancelled flights from a schedule change/operational irregularities).

此项豁免适用于目前持有完全未使用或部分使用的机票的乘客  
This waiver applies to passengers, who are currently holding **entirely-unused or partially-used tickets** with following parameters

### 以下情况适用特殊授权的改签规定

Goodwill policy is applicable if following conditions are fulfilled

- 原机票开票日：在2021年7月31日（含）之前  
Ticket issued: on/before 31JUL2021
- 票证：OS/LH/LX/SN/EN (257-, 220-, 724-, 082-, 101-)  
Ticket stock: OS/LH/LX/SN/EN ticket numbers starting with 257-, 220-, 724-, 082-, 101-

- 适用路线：全球路线。机票中含有OS/LH/LX/WK/SN/EW/4U/EN/NH航班号的实际承运或代码共享航班。  
Ticketed flights: Ticket includes any OS/LH/LX/WK/SN/EW/4U/EN/NH flight numbers worldwide, operated by OS/LH/LX/WK/SN/EW/4U/EN/NH and/or operated by OAL (“Codeshare”)
- 原航班起飞日期: 2020年2月1日-2021年8月31日  
Tickets issued with original confirmed date of travel: on/after 01FEB2020 and on/before 31AUG2021

TWP2101

	<b>TWP 2101 (版本2)</b>
<b>出票日</b>	2021年7月31日(含)前出票的且原航班起飞日期为2020年2月1日-2021年8月31日
<b>非自愿更改 (航班取消)</b>	<p><b>情况A: 适用于航班已取消的旅客 (即已出票航班被航空公司取消)</b></p> <p>1)选项1: 根据标准非自愿政策重新预订 (票价起始点和终点不可更改) 2)选项2: 预订2022年7月31日(含)之前开始的旅行 &gt; 机票可先保留- 换开截至日期2021年8月31日</p>
<b>自愿更改 (航班未取消)</b>	<p><b>情况B: 适用于航班未取消的旅客 (即已出票航班未被航空公司取消)</b></p> <p>1)选项1: 预定2021年12月31日(含)之前开始的旅行, 豁免一次改签费 &gt;请在原航班起飞日期前更改 2)选项2: 预订2022年7月31日(含)之前开始的旅行 &gt; 机票可先保留- 换开截至日期2021年8月31日</p>

	<b>TWP 2101 version 2</b>
<b>Ticket issue date</b>	Tickets issued on/before 31JUL21 for travel 01FEB20-31AUG21
<b>Involuntary (Flight cancelled)</b>	<p><b>Section A – for passengers with cancelled flights (i.e. flights cancelled by the airline)</b></p> <p><b>Option 1:</b> Rebooking per standard involuntary policy (for same O&amp;D)</p> <p><b>Option 2:</b> Re-issue/Exchange for a new travel -- travel-start date <b>until 31JUL22:</b></p> <ul style="list-style-type: none"> <li>• “Ticket-on-hold” – Re-issue deadline <b>31AUG21</b></li> </ul>
<b>Voluntary (Flight <u>not</u> cancelled)</b>	<p><b>Section B – for passengers without cancelled flights (i.e. flights <u>not</u> cancelled by the airline)</b></p> <p><b>Option 1: Change fee waiver – Discontinued</b></p> <ul style="list-style-type: none"> <li>• No longer applicable due to extension → Use Option 2 below</li> </ul> <p><b>Option 2:</b> Re-issue/Exchange for a new travel -- travel-start date <b>until 31JUL22:</b></p> <ul style="list-style-type: none"> <li>• “Ticket-on-hold” – Re-issue deadline <b>31AUG21</b></li> </ul>

## 1. 情况 A: 适用于航班已取消的旅客

Rebooking/Change Section A: Applicable for passengers with cancelled flights

对于航班已取消的旅客（即已出票航班被航空公司取消），我们提供以下2种改票选项  
For passengers with cancelled flights (i.e. ticketed flight schedule/operation was cancelled by the airline), we offer the following 2 options for rebooking/Change

选项1: 根据标准非自愿/不正常/计划变更政策重新预订相同起始点和终点

Option 1: Rebooking for same O&D per standard involuntary/irregularity/schedule change policy

选项2: 预订**2022年7月31日**（含）之前开始的旅行（“机票可先保留”）

Option 2: Change/re-issue/exchange to a new travel starting on/before **31JUL2022** (“Ticket on hold”)

### 1) 选项 1: 根据标准非自愿/不正常/计划变更政策重新预订相同起始点和终点

Option 1: Rebooking for same O&D per standard involuntary/schedule change/irregularity policy

- 机票可进行一次重新预定并换开，且票价起始点和终点不可更改  
For one rebooking and ticket re-issue on the same O&D only
- 重新计算票价/额外收费：不需要  
Re-price/additional collection: Not required
- 按照标准计划变更/非自愿政策换开：机票无需标注TWP2101  
Re-issue as standard schedule change / involuntary: No reference to TWP2101 is required on the ticket
- 详情请参阅标准非自愿政策  
Refer to the standard involuntary policy for details  
预订截止日期：此选项下没有重新预订的截止日期。  
Booking deadline: No deadline for rebooking under this option.
- 对于部分使用的机票，原机票有效期和/或最长停留期限可延一次。如果需要延期，最晚起飞截止日期：**2022年7月31日**  
Partially used tickets, ticket-validity and/or maximum stay may be extended once.  
If such an extension is required, travel completion on/before **31JUL2022**

### 2) 选项 2: 预订 **2022 年 7 月 31 日**（含）之前开始的旅行（“机票可先保留”）

Option 2: Re-issue/exchange for a new travel starting on/before **31JUL2022** (“Ticket on hold”)

符合下列情况的机票可以免收一次改签费:

One free change/re-issue/exchange permitted as follows:

- 最晚请在**2021年 8月 31日**（含）之前预订并换开机票。  
Booking of new travel and ticket re-issue/exchange: Required on/before **31AUG2021**.

- 新的旅行开始日期：2022年7月31日（含）之前  
New travel start date: must be on/before 31JUL2022
- 可以免收一次改签费  
Change fee: Waived
- 允许更改票价起始点和终点（任何新的票价起始点和终点）。  
以下LH特例不可更改：根据税收相关规定，票价起始点和终点均为德国城市的国内路线和其它国际路线不可相互换开。  
Change of Origin and Destination: permitted. New travel may be any new origin/destination  
Exception for LH due to German tax regulations: A change of Origin/Destination from entirely domestic (DE) travel to international travel, or international travel to domestic (DE) travel, is not permitted.
- 新的行程可以是任意服务等级内的任意适用运价。  
New travel may be any fare in any compartment.
- “IT/BT”票（不显示票价/票价项为“IT”或“BT”）须由原出票旅行社操作换开。  
“IT/BT” tickets (no fare shown/“IT” or “BT” as fare) must be handled by issuing travel agency only.
- 按换开日当天的价格重新计算票价，新路线及订座舱位如有票价和税费/费用/附加费差额都需补齐。原则上，使用原票面价值购买新机票。  
Pricing: Price the new itinerary with current applicable fare (including taxes/fees and surcharges). In principle, apply the original ticket value towards the purchase of a new ticket.  
对于部分使用的机票：按上述条件，将未使用的机票票联（票价和税费/费用/附加费）总价值用于购买全新的机票。  
For partially used tickets: Apply the total value of unused coupons (fare and taxes/fees/surcharges) towards the purchase of a completely new travel following the above conditions.
- 剩余价值处理（票价/税费/手续费/附加费）  
Handling of residual value (Fare/Tax/Fees/Surcharges)  
对于航班取消的情况，乘客将获得所有剩余价值。代理人可出具剩余价值EMD并向乘客退款，EMD金额为票差。（前提是所使用的GDS提供此功能）  
For passengers with cancelled flights, any residual value will be given to passengers. Issue a refundable residual value EMD for the amount. (Provided that the GDS used provides this function.)
- 不允许更改姓名  
Name change is not permitted
- 换开后的机票适用新的票价规定  
Rules and conditions of the new fares shall apply
- 与原始票证关联的EMD仍然有效  
EMDs associated to the original ticket remain valid.
- 取消PNR中现有的[将来的]航段，以避免no-shows  
Cancel existing [future] flight segments in the PNR in order to avoid no-shows
- 机票有效期的延长：原旅行日期为2020年2月1日至2020年8月31日的[过期]机票的有效期可延长至2021年8月31日，以便根据TWP2101进行换开。

Extension of ticket validity: Validity of [expired] tickets with original travel dates 01FEB20-31AUG20 may be extended until 31AUG2021 to allow this Re-issue/Exchange transaction under TWP2101.

- 换开不需要申请预授权。请在换开签转栏内输入特殊授权代码：**TWP2101**，并在记录中标注 **SSR OTHS-TWP2101**

In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP2101**, and please include the SSR OTHS element.

## 2. 情况 B: 适用于航班未取消的旅客

**Rebooking/ Change Section B: Applicable for passengers without cancelled flights**

对于航班未取消的旅客（即已出票航班未被航空公司取消），我们提供以下2种改票选项

For passengers without cancelled flights (i.e. ticketed flight schedule/operation was not cancelled by the airline), we offer the following 2 options for booking changes

~~选项1: 预定2021年12月31日（含）之前开始的旅行，豁免一次改签费（请在原航班起飞日期前更改）~~

~~Option 1: Change fee waiver for travel start until 31DEC21 (Changes before ticketed travel dates)~~

选项2: 预订**2022年7月31日**（含）之前开始的旅行（“机票可先保留”）

Option 2: Change/re-issue/exchange to a new travel starting on/before **31JUL2022** (“Ticket on hold”)

~~1) 选项 1: 2021 年 12 月 31 日（含）之前开始的旅行，豁免一次改签费（请在原航班起飞日期前更改）~~

~~Option 1: Change fee waiver for travel start until 31DEC21 (Changes before ticketed travel dates)~~

~~a) 对于原票价规定允许更改的机票:~~

~~For changeable fares:~~

- ~~允许: 变更行程可免收一次改签费。需要对新行程重新计价~~  
Permitted: One change of itinerary with change penalty waived. Itinerary re-price is required
- ~~必须在原航班起飞日期前更改~~  
Change must be made prior to the ticketed travel date
- ~~允许改路线、更改票价起始点和终点。~~  
Rerouting and change of origin/destination are permitted.
- ~~其他规则按原票价规定执行~~  
All other conditions of the original fare applies
- ~~后续更改请按照重新计价中使用的新票价规则~~  
Subsequent changes are according to the rule of the new fare used in reprice

须按换开日当天的价格重新计算票价，新路线及订座舱位如有票价差或税差都需补齐。

RBD/Booking class: Re-price according to the new itinerary and the RBD used.

最晚起飞日期:

New date of travel:

- 机票全程未使用：2021年12月31日前开始旅行。  
For completely unused tickets: Travel start on/before 31DEC21
- 机票部分使用：自去程旅行之日起，1年内完成旅行。  
For partially used tickets: Travel completion maximum of 1 year from the date of outbound travel.
- 换开不需要申请预授权。请在换开签转栏内输入特殊授权代码：**TWP2101**，并在记录中标注**SSR OTHS TWP2101**  
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP 2101**, and please include the SSR OTHS element.

#### **b) 对于原票价规定不允许更改的机票:**

##### **For non-changeable fares:**

- 允许：变更行程可免收一次改签费。需要对新行程重新计价  
Permitted: One change of itinerary. No change penalty applies. Itinerary re-price is required
- 必须在原航班起飞日期前更改  
Change must be made prior to the ticketed travel date
- 允许改路线、更改票价起始点和终点。  
Rerouting and change of origin/destination are permitted.
- 重新计算票价及换开说明  
Re-price/ticketing instruction
  - 若新机票订座舱位没有变动，新票价可以是低于、等于或高于原票票价。若新票价低于原票价，差价不退  
When original ticketed RBD is kept, the new fare may be lower/equal or higher. Any residual amount will be ignored
  - 若新机票订座舱位改变，新票价必须高于或等于原票票价，补齐票差  
When RBD is changed the new fare may only be equal or higher.
  - 票价差或税差都需补齐  
Charge the difference to the higher fare
  - 若进行再次换开，原不可退的票价或退票费仍然不退  
In case of subsequent re-issue/exchange, the original non-refundable fare or refund penalty amount remains non-refundable
- 其他规则按原票价规定执行  
All other conditions of the original fare applies
- 后续更改请按照重新计价中使用的新票价规则  
Subsequent changes are according to the rule of the new fare used in reprice

须按换开日当天的价格重新计算票价，新路线及订座舱位如有票价差或税差都需补齐。

RBD/Booking class: Re-price according to the new itinerary and the RBD used.

最晚起飞日期:

## New date of travel:

- ~~机票全程未使用：2021年12月31日前开始旅行。~~  
For completely unused tickets: Travel start on/before ~~31DEC21~~
- ~~机票部分使用：自去程旅行之日起，1年内完成旅行。~~  
For partially used tickets: Travel completion maximum of 1 year from the date of outbound travel.
- ~~换开不需要申请预授权。请在换开签转栏内输入特殊授权代码：TWP2101，并在记录中标注SSR OTHS TWP2101~~  
In the case of reissues, NO pre waiver is required. The endorsement entry of reissues should be: **TWP2101**, and please include the SSR OTHS element.

2) **选项 2：预订 2022 年 7 月 31 日（含）之前开始的旅行（“机票可先保留”）**

**Option 2: Change/ re-issue/exchange for a new travel starting on/before 31JUL2022 (“Ticket on hold”)**

**符合下列情况的机票可以免改签费：****Free change/re-issue/exchange permitted as follows:**

- 最晚请在**2021年 8月 31日**（含）之前预订并换开机票。  
Reissue/exchange: Required on/before **31AUG2021**.
- 新的旅行开始日期：**2022年7月31日**（含）之前  
New travel start date: must be on/before **31JUL2022**
- 可以免收一次改签费  
Change fee: Waived
- 允许更改票价起始点和终点（任何新的票价起始点和终点）。  
以下LH特例不可更改：根据税收相关规定，票价起始点和终点均为德国城市的国内路线和其它国际路线不可相互换开。  
Change of Origin and Destination: permitted. New travel may be any new origin/destination  
Exception for LH due to German tax regulations: A change of Origin/Destination from entirely domestic (DE) travel to international travel, or international travel to domestic (DE) travel, is not permitted.
- 新的行程可以是任意服务等级内的任意适用运价。适用于LHG实际承运航班和新票价规定允许的航空公司路线。  
New travel may be any fare in any compartment. Valid on LHG-operated flights and OAL's per routing of the new fare rule.
- **本豁免政策也适用于已按照TWP2101换开的机票，只要当前机票满足本豁免政策的适用条件**  
**This TWP is applicable also for a ticket that has been re-issued/exchanged already under TWP2101, as long as the current ticket fulfils the Eligibility condition of this TWP**
- “IT/BT”票（不显示票价/票价项为“IT”或“BT”）须由原出票旅行社操作换开。  
“IT/BT” tickets (no fare shown/“IT” or “BT” as fare) must be handled by issuing travel agency only.

- 按换开日当天的价格重新计算票价，新路线及订座舱位如有票价和税费/费用/附加费差额都需补齐。原则上，使用原票面价值购买新机票。  
Pricing: Price the new itinerary with current applicable fare (including taxes/fees and surcharges). In principle, apply the original ticket value towards the purchase of a new ticket.  
例外情况：对于部分使用的机票，请按原机票出票日适用的运价对新的行程（包含已飞行的航段）重新计价一次。只要新的旅行日期在本豁免政策允许的旅行期限内，即在**2022年7月31日**（含）之前旅行，可忽略最长停留期限和原机票有效期一次。  
Exception: For partially used tickets, you may also reprice the new itinerary once (including the already-flown segments) using the fare(s) applicable at the time of original ticketing. Maximum stay conditions and original ticket validity may be ignored once only, as long as the new travel date(s) are within the permitted travel period of this TWP, i.e. travel on/before **31JUL2022**.  
或按上述条件，将未使用的机票票联（票价和税费/费用/附加费）总价值用于购买新的机票。  
  
or Apply the total value of unused coupons (fare and taxes/fees/surcharges) towards the purchase of a new ticket following the above conditions.
- 剩余价值：不退，除非原票价规则注明可退  
Any residual amount: ignored unless permitted by original fare rule
- 不允许更改姓名  
Name change is not permitted
- 换开后的机票适用新的票价规定  
Rules and conditions of the new fares shall apply
- 与原始票证关联的EMD仍然有效  
EMDs associated to the original ticket remain valid.
- 取消PNR中现有的[将来的]航段，以避免no-shows  
Cancel existing [future] flight segments in the PNR in order to avoid no-shows
- 机票有效期的延长：原旅行日期为2020年2月1日至**2020年8月31日**的[过期]机票的有效期可延长至**2021年8月31日**，以便根据TWP2101进行换开。  
Extension of ticket validity: Validity of [expired] tickets with original travel dates 01FEB20-**31AUG20** may be extended until **31AUG2021** to allow this Re-issue/Exchange transaction under TWP2101.
- 换开不需要申请预授权。请在换开签转栏内输入特殊授权代码：**TWP2101**，并在记录中标注**SSR OTHS-TWP2101**  
In the case of reissues, NO pre-waiver is required. The endorsement entry of reissues should be: **TWP2101**, and please include the SSR OTHS element.

### 3. 退票规定

#### Refund

#### 1) 航班已取消的旅客

**For passengers with cancelled flights:**

→ 参照标准非自愿/不正常/计划变更政策



Per standard involuntary/irregularity/schedule change policy

## 2) 航班未取消的旅客

**For passengers without cancelled flights:**

→ 按原票价规定执行

Per original fare rule only