

TWP 2104: Lufthansa Group airlines offer goodwill policy for travelers to/from Tel Aviv

Due to the current situation in Israel, the Lufthansa Group airlines are offering travelers to/from Tel Aviv the opportunity to rebook their flight free of charge.

Part 1 – Lufthansa Group rules for rebooking/reissue/refund for cancelled flights

Customers affected by a flight cancellation can rebook once free of charge or have their ticket refunded. You are welcome to make rebookings/reissues/refunds for cancelled flights on Austrian Airlines/Lufthansa/SWISS tickets yourself in accordance with the [Flight irregularities policy for business partners \(OS/LH/LX\)](#).

Brussels Airlines INVOL rules apply to Brussels Airlines tickets.

Please note: The Flight irregularities policy and the INVOL rules only apply to flights which have already been cancelled.

Part 2 – Goodwill policy (TWP 2104) for rebooking/reissue of flights which are not cancelled – no refund permitted

Passengers

- whose OS/LH/LX/SN/EN ticket (257/220/724/082/101) has been issued on/before 17 May 2021, *and*
- with an original confirmed ticketed date of travel on/after 13 May 2021 and on/before 26 May 2021, *and*

- with a booked Austrian Airlines/Lufthansa/SWISS/Brussels Airlines/Eurowings/Germanwings flight to/from Tel Aviv (operated by OS/LH/LX/SN/EW/4U), *or*
- with a booked flight operated by other airlines (OAL) with OS/LH/LX/SN/EW/4U flight numbers (“code share”) to/from Tel Aviv

may rebook once free of charge.

The following rules apply to these rebookings:

- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX) – in the original booking class or, alternatively, in the originally ticketed compartment.
- New travel date on/before 15 June 2021
- The change of origin/destination is not permitted.
- In the case of reissues the endorsement entry should read: *TWP2104*
- For refunds of tickets that are not affected by flight cancellations, the fare conditions apply.

For a *rebooking/reissue* according to the goodwill policy (TWP 2104)

mentioned above, a *waiver* by your Lufthansa Group Agency

Support is needed.

Alternatively, you can also rebook/reissue the ticket in accordance with the [goodwill rule TWP 2101 \(version 2\)](#) which offers a "ticket on hold" option.

Last update:

17.05.2021 16:00 Hours CET