

TWP 2101: Rebooking options for existing and new bookings (tickets issued on/before 31 July 2021)

We are aware that, despite relaxed travel regulations, some of your customers may want to postpone their booked trips. Therefore, the airlines of the Lufthansa Group *are extending the rebooking deadline for existing bookings*: The rebooking/reissue (including the “ticket-on-hold” option) must now be made *by 31 October 2021 at the latest*.

Please note: The *date of ticket issue* always refers to the current 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 Version 4) at-a-glance:

Passengers

- with an unused or partially used OS/LH/LX/SN/EN ticket (257/220/724/082/101) *issued on/before 31 July 2021, and*
- with an *original confirmed ticketed date of travel on/after 1 February 2020 and on/before 31 August 2021, 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 free of charge – regardless of whether or not their flight has been cancelled.

Travelers with an originally planned travel start on/after 1 September 2021 may rebook on a voluntary basis according to the fare conditions only – regardless of the date of ticket issue.

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 July 2022
- 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 Version 4)

- The rebooking/reissue must be completed on/before **31 October 2021**
- New start of travel on/before 31 July 2022
- 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 **October** 2020 may be extended through 31 **October**2021
- If a change of origin and/or destination after a cancelled flight results in a cheaper price of the new ticket, the passenger is entitled to a refund of the difference (residual value). In case of questions, please contact your Lufthansa Group Agency Support
- Change of the passenger ("Name Change") is not permitted
- Please note that it is necessary to cancel existing (future) flight segments in the PNR in order to avoid no-shows
- The conditions of the new fare apply

- EMDs that were associated to the original ticket remain valid
- Endorsement entry for reissue: TWP2101

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 Version 4)

+++ Due to the extension of the goodwill policy, Option 1 is no longer applicable. Please process voluntary rebookings/reissues according to Option 2 +++

Option 2: Rebooking/reissue on/before 31 October 2021 in accordance with the goodwill policy (TWP 2101 Version 4) – for new start of travel on/before 31 July 2022

- The rebooking/reissue must be completed on/before **31 October 2021**
- New start of travel on/before 31 July 2022
- 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
- In case of re-issue, any non-refundable portion of the original ticket remains non-refundable

- Please note that it is necessary to cancel existing (future) flight segments in the PNR in order to avoid no-shows
- Validity of (expired) tickets with original travel dates between 1 February and 31 **October** 2020 may be extended through 31 **October** 2021
- Endorsement entry for reissue: *TWP2101*

You can complete *all rebookings/reissues* yourself according to this goodwill policy (TWP 2101 Version 4) *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](#).

General notes on rebooking flexibility

- Passengers with cancelled flights can have their tickets rebooked/reissued anytime for the same origin and destination according to the Flight irregularities policy (OS/LH/LX), SN INVOL rules or EN INVOL rules
- The date of ticket issue always refers to the current ticket. If the ticket has not yet been reissued, it refers to the date of original ticket issue. If, however, the ticket has already been reissued, it refers to the date of the reissue
- This goodwill rule (TWP 2101 Version 4) can be reapplied for tickets which have already been reissued in the past – according to the fare conditions, on an involuntary basis or on the basis of a previous goodwill rule

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