

TWP 2107 / TWP 2202: Rebooking options for existing bookings

To offer your customers more flexibility for their travel planning, we have again *extended the rebooking deadline for existing bookings (TWP 2202: through 30 April 2022)*. This way your customers can take advantage of the "ticket on hold" option for even longer – and do not yet have to commit to a new travel date and destination.

The goodwill policies (TWP 2107 / **TWP 2202**) are valid for passengers with an unused or partially used OS/LH/LX/SN/EN ticket issued on/before 31 July 2021, and with *a confirmed ticketed date of travel on/after 1 April 2020 / 1 May 2020 and on/before 31 August 2021*. For technical reasons, Lufthansa Group tickets are retrievable for 720 days after the last ticketed coupon travel date. After that, a re-issue is no longer possible.

The 720-days limitation is taken into account in the goodwill policy timelines, i.e. the goodwill rules only include tickets that are still available in the database and can therefore be reissued.

Note for passengers with a confirmed ticketed date of travel between 1 and 31 May 2020:

The rebooking/reissue is only possible through 15 April 2022. After that date, any unused or partially used tickets may be refunded in accordance with the fare conditions. This applies to tickets which have been placed "on hold" on a voluntary basis.

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 2107 / TWP 2202) 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 a confirmed ticketed date of travel on/after 1 April 2020 / 1 May 2020 and on/before 31 August 2021, and
- with a booked Austrian Airlines/Brussels Airlines/Eurowings/Lufthansa/SWISS/Edelweiss/Germanwings/Air Dolomiti/Eurowings Discover flight number (operated by OS/SN/EW/LH/LX/WK/4U/EN/4Y) worldwide, or
- on a flight operated by another airline (OAL) with OS/SN/EW/LH/LX/WK/4U/EN/4Y flight number ("codeshare") worldwide

may rebook in accordance with the rules stated below.

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

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

Option 1: One rebooking/reissue for same origin & destination based on the SKCHG/INVOL policy

In general, you can always rebook/reissue tickets for passengers with cancelled flights according to the SKCHG/INVOL Policy.

- 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). For technical reasons, Lufthansa Group tickets are retrievable for 720 days after the last ticketed coupon travel date. After that, a re-issue is no longer possible
- New start of travel: anytime
- In the case of partially used tickets, ticket validity and maximum stay may be extended once
- For further details please refer to the [OS/SN/LH/LX SKCHG/INVOL Policy](#) 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 2107 / TWP 2202)

- The rebooking/reissue must be completed on/before 15 March 2022 / 30 April 2022
- New start of travel on/before 31 December 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 April 2020 / **1 May 2020** and 15 March 2021 / **30 April 2021** may be extended through 15 March 2022 / **30 April 2022**
- 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: TWP2107 / **TWP2202**

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

*One rebooking/reissue on/before 15 March 2022 / **30 April 2022** in accordance with the goodwill policy (TWP 2107 / **TWP 2202**) – for new start of travel on/before 31 December 2022*

- The rebooking/reissue must be completed on/before 15 March 2022 / **30 April 2022**
- New start of travel on/before 31 December 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 April 2020 / 1 May 2020 and 15 March 2021 / 30 April 2021 may be extended through 15 March 2022 / 30 April 2022
- Endorsement entry for reissue: TWP2107 / TWP 2202

You can *complete all rebookings/reissues* yourself according to these goodwill policies (TWP 2107 / TWP 2202) *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 SKCHG/INVOL Policy (OS/SN/LH/LX) 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 OS/SN/LH/LX SKCHG/INVOL Policy 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 2107 / **TWP 2202**) can be reapplied for tickets which have already been reissued according to the fare conditions, on an involuntary basis or on the basis of a previous goodwill rule up to and including 31 July 2021

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