

GWP011: Ukraine/Russia – flexibility for group bookings with departures through 28 February 2023

The current situation in Ukraine and Russia causes uncertainty among your customers.

The travel possibilities are very limited and the further development cannot be foreseen at the moment. The airlines of the Lufthansa Group offer the possibility to cancel unticketed group bookings free of charge for departures between 16 March 2022 and 28 February 2023. Of course, the cancellations will have no negative impact on the materialization rate.

The *goodwill policy for groups (GWPO11)* is applicable if following prerequisites are fulfilled:

- *Validity:* from 16 March to 31 March 2022
- *Eligibility:* Booked but unticketed groups, allotment business and nego space (Brussels Airlines: not applicable for nego space and allotment)
- *Booking date:* on/before 15 March 2022
- *Original travel date:* from 16 March 2022 to 28 February 2023
- *Validating Carrier:* OS/LH/LX/SN
- *Flights:* all flights to/from Ukraine and to/from Russia

Cancellation and refund:

Please contact your Groups Service Team in case of cancellations of unticketed groups only.

- *Cancellation:* for unticketed groups free of charge. For cancellation and refund of ticketed groups please refer to the actual cancellation and refund policy for individual passengers.
- *Refund:* Refunds are of course still possible. However, there might be delays due to the high volume.

Rebooking:

The following rules apply for rebooking of unticketed groups. For ticketed groups please refer to the actual rebooking policy for individual passengers.

- *New date of travel:* as per standard voluntary rebooking rules
- *Origin and destination:* as per standard voluntary rebooking rules
- *Permitted carriers:* as per standard voluntary rebooking rules
- *Conditions:* All current booked fare and contract conditions apply as well as the standard voluntary rebooking rules for Lufthansa Group groups (incl. repricing). No change of contract allowed.

For *rebooking* of unticketed Lufthansa Group groups, please use the standard rebooking request process. Please note that for technical reasons Negospace allotments cannot be transferred.

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