

Strike actions of Brussels Airlines cockpit and cabin crews from 23 to 25 June 2022

Union representatives have called on Brussels Airlines cockpit and cabin crews for social actions from Thursday, 23 June to Saturday, 25 June 2022.

On these three days, 533 flights (charters included) were originally scheduled with almost 70,000 passengers. As Brussels Airlines' priority is to provide passengers with clarity about their travel plans as early as possible, the airline has already cancelled around 315 flights (including 38 long-haul flights) - and, thus, plans to keep around 40% of the original flight program.

Brussels Airlines will proactively inform passengers for whom it has contact information on the status of their flight via e-mail. In order to enable the Lufthansa Group airlines to inform your customers in case of irregularities as early as possible by e-mail, *please always enter the customer contact details using the "SSR CTC" format in the PNR.*

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/Brussels Airlines/Lufthansa/SWISS tickets yourself in accordance with the [Schedule Change/Irregularity Policy for Travel Agents \(OS/SN/LH/LX\)](#).

Please note: The Schedule Change/Irregularity Policy only applies to

flights which have already been cancelled.

Brussels Airlines sincerely regrets the impact these actions have on our mutual customers, and thank everyone for their understanding.