

**Lufthansa description and handling advice regarding the introduction of additional advanced seat reservation options in Economy Class**

**Travel Agent Information**

**17 June 2014 – Version 6** (Updates marked in yellow)

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## 1. Introduction

From **28th April 2014** on, Lufthansa will harmonise the ASR product between continental and intercontinental flights. Passengers travelling in booking classes W, S, T, L and K will have the option of reserving a seat on an intercontinental flight at a price of 25 € per segment.

The process and conditions for generic type seats as well as for leg room seats on continental and intercontinental flights remain unchanged.

The chargeable advanced seat reservation offers passengers the option of purchasing a certain seat characteristic (e. g. window or aisle) but the passenger has no right to claim a specific seat number (e. g. 10A). When paying for a chargeable seat it is possible to reserve a specific seat number. Nevertheless, due to operational reasons seat numbers can change. But the purchased seat characteristic- window, middle, or aisle is always guaranteed.

Seat reservations for HON Circle Members and Senators and their companions are free of charge.

The sale of these seats is still exclusively possible through Amadeus. Other GDS are in preparation and will be introduced in 2014.

The booking of chargeable seats on intercontinental flights starting 9th April 2014 will be possible in W, S, T, L, and K class against a charge of 25 €. Seat reservations made before 9th April 2014 are free of charge as long as the flight and/ or seat segment remain unchanged. If a rebooking transaction is handled, the applicable fee applies and an EMD need to be issued.

With introduction of chargeable seats on intercontinental flights it will be possible to reserve and pay for seats on LH.com. Only the booking reference is necessary to book and pay for the seat wanted after the flight ticket is issued.

The following information will give an overview of operational processing and Lufthansa rules for the new product.

## 2. Operational Information

Lufthansa's rules for chargeable advanced seat reservations are explained in the chapters Rebooking's and Refunds. Regarding technical standard processes Lufthansa largely follows industry standards but offers also simplified processes in certain areas, e. g. automated association and disassociation. Please contact your GDS for questions regarding transactions. Your Lufthansa Sales & Service Team is happy to assist you with any Lufthansa specific questions.

## 2.1. Prices

An overview of the price categories for advanced seat reservations starting 28th April 2014 including the update of 13th June 2014 can be found in the table below. The price is applicable per segment.

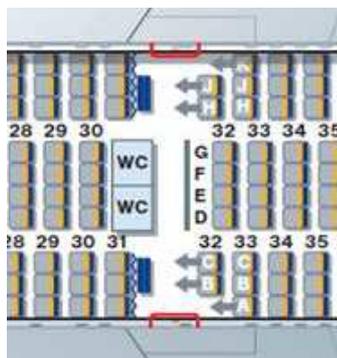
	Seat	Booking Class / Tier Level	ASR booking enabled	Price
Continental flights incl. domestic	Aisle, Middle, Window (except leg room seat)	Y,B,M,U,H,Q,V,X	Yes	Free of charge
		W,S,T,L,K	Yes	<b>10 € / 15 \$</b>
		HON/SEN and companions	Yes	Free of charge
	Exit row (standard leg room)	Y,B,M,U,H,Q,V,W,S,T,L,K,X (=all Economy booking classes)	No	-
		HON/SEN only (as per today without companion)	Yes	Free of charge
Leg room seat	Y,B,M,U,H,Q,V,W,S,T,L,K,X (=all Economy booking classes)	Yes	<b>20 € / 30 \$</b>	
Intercontinental flights	Aisle, Middle, Window (except leg room seat)	Y,B,M,U,H,Q,V,X	Yes	Free of charge
		W,S,T,L,K	Yes	<b>25 € / 35 \$</b>
		HON/SEN and companions	Yes	Free of charge
	Aisle, Middle, Window IK tag legs (e.g. GYD-ASB v.v.)	Y,B,M,U,H,Q,V,X	Yes	Free of charge
		W,S,T,L,K	Yes	<b>10 € / 15 \$</b>
		HON/SEN and companions	Yes	Free of charge
	Exit row (standard leg room)	Y,B,M,U,H,G,Q,V,W,S,T,E,L,K,X (=all Economy booking classes)	No	-
		HON/SEN only (as per today without companion)	Yes	Free of charge
	Leg room seat	Y,B,M,U,H,Q,V,W,S,T,L,K,X (=all Economy booking classes)	Yes	<b>70 € / 100 \$</b>
		HON/SEN and companions	Yes	Free of charge
Leg room seat IK tag legs (e.g. GYD-ASB v.v.)	Y,B,M,U,H,Q,V,W,S,T,L,K,X (=all Economy booking classes)	Yes	<b>20 € / 30 \$</b>	
	HON/SEN and companions	Yes	Free of charge	

The differentiation of continental / intercontinental is based on aircraft type.

- Continental: All flights operated with B733, B737, A319, A320, A321 or the regional aircraft of Lufthansa franchise partners operated as wet leases (EN, EW, CL, VO). Additionally continental legs on intercontinental flights, e.g. GYD-ASB vv and BKK-KUL/SGN vv will be considered such as continental flights, in case of chargeable seat reservations.
- Intercontinental: All flights operated with B744, B748, A330, A343, A346, A388 as well as PrivatAir B738.

An overview of which seats are sold as leg room seats can be found per aircraft type on lufthansa.com: <http://www.lufthansa.com/de/en/Seat-maps>

Leg room seats are marked with an arrow.



### **2.1.1. Status customers and special customer groups**

All seat reservations remain free of charge for HON Circle Members and Senators. That also applies to their companions if booked in one PNR and the seat reservation is made in one transaction. The number of companions is limited to a maximum three persons.

- Seats in an exit row with standard leg room remain available exclusively to HON / SEN customers but not for their companions, as has been the case previously.
- For Frequent Travellers and status customers of other airlines (e. g. Star Alliance Gold) the standard rules apply, which means seat reservations may be chargeable.
- For preferred zone/quiet zone seat bookings today's rules continue to apply.

Seat reservations for unaccompanied minors (UNMR) and passengers with reduced mobility (WCHC, WCHS, BLND, DEAF) are possible free of charge.

### **2.1.2. Seats in the emergency exit row**

Due to legal requirements and safety regulations seats at the emergency exit may not be reserved by the following persons:

- Infants and children under the age of 16
- Passengers travelling with children under the age of 16 years, infants or pets in cabin
- Expectant mothers
- Passengers with reduced mobility or mental disabilities
- Passengers with reduced mobility due to body dimensions, illness or age

Furthermore, any passenger sitting at the emergency exit must be prepared to assist the cabin crew in case of flight-related emergencies. This requires the passenger to be able to follow instructions in German and / or English.

In case staff determines that a passenger does not meet the requirements mentioned above, they are obligated to reseat the passenger. The price for any paid ASR is non-refundable in this case.

According to our standard definition, a guest may be seated at the exit row starting at the age of 16, provided he or she is able to follow commands in English or German. Since safety is our highest priority, individual decisions may be made based on individual judgment, in order to avoid the passenger having to be re-seated on the day of his or her journey.

Seats with more leg room depend on the particular aircraft type. Generally, these seats are located in an exit row. However not all seats in an exit row offer more leg room. Such seats will not be offered as seats with more leg room and will remain bookable free of charge only for HON Circle Members and Senators. It remains unchanged that these seats cannot be booked for their companions.

## **2.2. Sales Process**

### **2.2.1. Travel Agency via GDS**

The sale of these seats is still exclusively possible through Amadeus. Other GDS are in preparation and will be introduced in 2014.

Sale and processing is completed based on the IATA standard Electronic Miscellaneous Document (EMD) with which you are already familiar. Booking and clearance in Amadeus take place using the standard

ancillary services process for the booking of additional services. Prices can be found in the ancillary services catalogue.

To display prices and for pricing of the EMD Amadeus standard transaction codes (FXK, FXG, etc.) are used. Booking and clearance processes in other GDS will follow their standard processes.

Please note that ASR can only be sold on EMD, no other document type may be used!

If you cannot issue EMDs, please ask the passenger to contact a Lufthansa Service Centre or process the booking directly on Lufthansa.com.

### **2.2.2. Via lufthansa.com or Lufthansa Service Center**

It is now also possible to reserve and pay for a chargeable seat reservation on "Lufthansa.com" ("my bookings"). Precondition is an issued Lufthansa ticket. To book the seat reservation on-line, only the name of the passenger (as written on the ticket) and the booking reference are necessary. That can either be the original booking reference of the GDS or an Amadeus PNR. Payment for chargeable seat reservation is immediately due after reservation of the respective seat.

If the reservation should not be processed on "Lufthansa.com", the reservation can take place via a Lufthansa Service Centre. The ticket needs to be issued for that. That also applies if the chargeable seat reservation is processed by your local Lufthansa Sales & Service Team or Lufthansa Travel Agent support. Please observe that a seat reservation via a Lufthansa Service Centre is subject to cancellation, if the EMD is not issued within 72 hours. A prolongation of that time limit is not possible.

### **2.3. Interlining**

At present the EMD is **not interline able**. Therefore, chargeable advanced seat reservations are only possible on pure Lufthansa flights and in conjunction with a ticket issued on Lufthansa stock.

Pure Lufthansa flights means flights that are Lufthansa operated and marketed with a Lufthansa flight number, including Lufthansa wet lease flights operated by Air Dolomiti (EN), Augsburg Airways (IQ), Eurowings (EW), Lufthansa CityLine (CL), PrivatAir and Tyrolean Airways (VO) (to be identified in Amadeus by "\*" in AN, e. g. CL\*LH131).

Bookings on codeshare flights or in combination with other airlines are not possible at present.

### **2.4. Booking process**

The booking of a chargeable advanced seat reservation is possible at any time after booking of the segment up to 48 hours before departure. As usual, after reserving the seat, the slash in front of the SSR element indicates that this is a chargeable seat.

The EMD must be issued within 72 hours after seat reservation (48 hours before departure for short-term bookings); otherwise the seat reservation will be cancelled automatically by Amadeus.

As per the standard process, a valid TST or ticket must be contained in the PNR in order to automatically price a chargeable seat reservation. The EMD can be issued simultaneously with the ticket or after issuing the ticket. As usual the EMD will be associated to the corresponding ticket coupons upon issuance.

As part of the standard „Amadeus Automated Issuance Limit“ process the corresponding warning messages will be shown for the issue of the EMD with the OPW and OPC elements after completion of the booking. The PNR will be sent to your queue automatically before cancellation.

## 2.4.1. Existing bookings

Passengers holding a seat reservation booked prior 28 April 2014 are still entitled to their free seat reservation after that date.

Product conditions for chargeable ASR on continental flights as well as legroom seats will remain unchanged and, therefore, the rule described does not apply to those seats.

The following rule applies:

- a) Passengers on all intercontinental flights except flights to/ from the USA:
  - Passengers with seat reservations in booking classes, W, S, T, L and K made before 28 April 2014 are exempt from payment for standard seats.
  - This applies even if the ticket was not issued before 28 April 2014.
  - This applies independently in case the passenger has a single or a group PNR.
  - Also a change of reservation for a standard seat will be free of charge for the passenger.
  - For passengers, who have booked a flight without seat reservation before 28 April 2014, the applicable charge for advanced seat reservation applies.
  
- b) Passengers on all intercontinental flights to/ from the USA:
  - Passengers holding a flight reservation in booking classes W, S, T, L and K created before 28 April 2014 are exempt from payment for advanced seat reservation on standard seats.
  - This applies to passengers from/ to the USA irrespective of having an existing seat reservation made before 28 April 2014.
  - Also in cases of rebooking of a standard seat reservation the new seat reservation remains free of charge for the passengers.
  - Precondition for a free of charge seat reservation or rebooking for passengers to/ from the USA is a ticket issued before 28 April 2014.
  - That is independently of where the booking was created, the point of sale and/or origin and destination.

All reservations exempt from payment according to those rules will be marked automatically by Lufthansa and are identified by „SK Restricted“.

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TICKET RECONCILIATION NEEDED
--- RLR ---
RP/FRALH0412/FRALH0412          ER/SU   7APR14/1238Z   3WK3FF
 1.HANSEN/PETER MR
 2 LH 100 W 20MAR 5 FRAMUC HK1      1 1000 1105   *1A/E*
 3 AP FRA TEST NUMBER - DEUTSCHE LUFTHANSA AG - A
 4 TK OK07APR/FRALH0412
 5 SK RESTRICTED
```

Seat reservation for standard seats in booking classes W, S, T, L, and K will then be possible as of today. The seat map will display non-chargeable seats only. Legroom seats are chargeable as indicated. Those seats will remain chargeable.

Should in single cases a seat reservation not be possible please due to technical reasons please contact your local Lufthansa Sales & Service Team.

## 2.5. Group booking

As of now all passengers with a group booking in a group PNR including split PNRs can book their seat reservation in all booking classes free of charge on all short-haul and long-haul Lufthansa operating flights. Please note the group booking requires the inserted names for the seat reservation.

Passengers with a booking via an Amadeus Nego Space (Allotments) will be except from this rule and will be charged according to the standard rules.

All offered legroom seat remains chargeable according to the standard rules also for passengers with a group booking (group PNR including split PNRs).

Handling and issuing of ASR EMD is according to the standard rules and means that after ticket issuance an EMD needs to be issued for each passenger.

Please note that the "STNG" transaction for group bookings will change. It is still possible to process a group block. However, seven days before departure the STNG element in the PNR will be changed to UN and the "group block" will be cancelled prior to the departure of the flight. Please use the known process for individual passengers and issue the EMD accordingly.

It is not possible to reserve and pay a seat for group passengers via Lufthansa.com. If you do not want to handle the seat request and EMD issuance please contact your local Lufthansa Sales & Service Team.

## 2.6. Rebookings (voluntary)

Generally speaking, if a flight is rebooked, the associated SSR element of the chargeable seat should also be rebooked.

- Rebooking to a different seat characteristic on the new flight with the same or less value (e. g. window instead of aisle) is possible free of charge. The EMD is automatically re-associated.
- Please note: Is the desired seat characteristic not available on the new flight (e. g. no window seat available), an aisle seat can be booked instead. If no alternative seat characteristic is chosen the seat reservation expires and the EMD is not refundable. That also applies if a leg space seat was booked on the original flight and no leg space seat is available on the rebooked flight. In this case a window or aisle seat can be booked instead and the existing EMD can be used.
- In case of rebooking to a seat with higher value (e. g. leg space seat instead of window seat) the new seat characteristic must be purchased (issue of a new EMD) – the original EMD is not refundable in this case.
- If one or more segments have been rebooked the new seat can be reserved immediately. After issuing the EMD for the rebooking fee the automatic revalidation of the ticket takes place as usual. At the same time the existing EMD for the seat is automatically re-associated to the ticket. A manual association is not required.
- In general rebooking of a chargeable seat reservation is only possible if the routing remains unchanged. Any change in the routing involves a new chargeable seat reservation (sale of a new EMD). The original EMD is non-refundable. This applies also when the transfer point is changed and the ticket reissued (e. g. rebooking HAM-FRA-ATH to HAM-MUC-ATH).
- If a ticket requires a reissue after it has been rebooked (original routing) the EMD also requires a reissue. Please note: This only applies to reissues without change of routing. If the routing changes (e. g. new transfer point) the original EMD becomes invalid and non-refundable. The ASR needs charging again if advanced seat reservation is requested for the new flight and a new EMD must be issued.
- **Generally voluntary reissues of LH ASR EMDs are only allowed if the routing remains unchanged.** There is only one exception: In case of rebooking to an airport within the same city (LHR instead of LCY, or JFK instead of EWR) it is technically not possible to associate the EMD after revalidation. In that case the EMD can be voluntarily reissued.

- When upgrading to a **higher economy booking class** in which advanced **seat reservation** is still **chargeable** (e. g. T class to W class) the existing ASR EMD can be used for a seat characteristic with the same or less value on the new flight.
- When upgrading to a **higher economy booking class** in which advanced **seat reservation** is **free of charge** (e. g. from W to V), the original paid ASR EMD becomes **non-refundable**.
- When upgrading into a **higher compartment** (e. g. economy class to business class) the ASR EMD becomes **refundable**.
- When rebooking to another airline (as well codeshare) the original paid ASR EMD cannot be used and becomes non-refundable.

No charges apply for rebooking of ASR.

## 2.7. Refunds (voluntary)

The refund of a chargeable ASR is only permitted if the ticket it is associated to is also refunded.

- Is the **ticket non-refundable** (NONREF fare), the associated **EMD is also non-refundable**.
- In case of refund of a refundable fare the associated EMD can be refunded as well. A refund fee does not apply. That applies also for part and full refunds.
- A standalone refund of an EMD (refund of the EMD without refunding the ticket) is only possible in the following cases:
  - Upgrade to a higher compartment
  - INVOL refund (please refer to chapter 2.8)
- When **rebooking voluntarily** to new flights, routings and / or airlines the **EMD is non-refundable**, if on the new flight no or not the originally paid seat characteristic (e. g. window) is available.
- A cancellation of the EMD on the date of issue in the GDS is possible.
- In the case of a refund of a ticket within Lufthansa's 24 hour grace period an associated EMD can also be refunded.
- ASR EMDs may not be re-used for a later trip / with another ticket.

## 2.8. Rebookings and refunds in INVOL cases

In case of involuntary re-bookings or refunds due to irregularities or schedule changes, chargeable advanced seat reservations can be changed and refunded free of charge.

- When a passenger is involuntarily rebooked onto an alternative flight / routing the original paid seat characteristic (e. g. window) is booked again (if possible) on the new flight / routing and the ASR EMD is re-associated automatically or must be re-issued on an involuntary basis. Is a seating on the original seat characteristic not possible, the ASR EMD can be refunded.
- Regarding handling of involuntary re-bookings and refunds of ASR EMD in travel agencies, the following applies:  
Travel agents can always rebook or refund ASR EMD involuntarily, when also the corresponding ticket is revalidated / reissued or refunded according to Lufthansa standard INVOL rules. For any questions please contact your local Lufthansa Sales & Service Team.

## 2.9. Additional information

- Passengers booked in separate PNRs still have no guarantee of being seated together.
- Seat reservations on Lufthansa Air Rail segments remain free of charge in all booking classes.
- Within the Check-In process all passengers are able to select any available seats free of charge (exceptions for seats in exit rows apply please refer to chapter 2.1.2.).
- Discounts for CHD, INF (with own seat), are not applicable for chargeable seat reservations.
- Seat reservations for UMNR remain free of charge.
- For WCHC / WCHS passengers and their companions advanced seat reservation is free of charge, as long as all passengers are booked in one PNR and the seats are requested in one transaction.

- For WCHR passengers and their companions seat reservation is chargeable according to the Lufthansa standard rules.
- Seat reservations in Business and First Class remain free of charge for all seats within these compartments.

Your local Lufthansa Sales & Service Team will assist you in any questions regarding chargeable advanced seat reservation!