

## Frequently Asked Questions

# PREFERRED SEATING ZONE

### This document is valid for:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Austrian Airlines | <input type="checkbox"/> Brussels Airlines |
| <input checked="" type="checkbox"/> Lufthansa         | <input type="checkbox"/> Eurowings         |
| <input type="checkbox"/> SWISS                        |  |

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# 1 FAQ

## 1. What is a preferred seating zone reservation? What are the advantages of it?

A preferred seating zone is another attractive ancillary service product – being offered on Austrian Airlines, Lufthansa and SWISS operated flights in Economy Class. While the preferred seating zone has been available at SWISS for a few years already, Lufthansa and Austrian Airlines have introduced the preferred seating zone on intercontinental routes in March 2018 and are now extending it to continental flights as another step towards alignment within the Lufthansa Group. The preferred seating zone on continental routes will be available on Austrian Airlines and Lufthansa flights as of 12 June 2018 (sales date) for flights as of 20 June 2018.

The preferred seating zones are located in the front section of Economy Class, directly behind Business or Premium Economy Class.

Booking these seats customers will be among those passengers who disembark first\*.

(\*Applies only in the event of the aircraft parking at a gate. If it parks on the apron, all passengers will be transferred to the terminal by bus).

Seats in the preferred zone can be reserved in advance for a fee and are subject to availability. HON Circle Members and Senators can reserve these seats free of charge if they are available at time of booking. Frequent Traveller and Star Alliance Gold Members may reserve seats in the preferred zone against fee. Passenger holding a FLEX-Ticket or a corporate fare for a pure continental journey can also reserve these seats free of charge.

## 2. Which seats in the cabin are defined as preferred seating zones?

The preferred seating zones are the seats in the front rows of the Economy Class cabin. Their number varies by aircraft type and cabin configuration. On short- and medium-haul aircraft with movable cabin divider, the front rows (the preferred seating zones) move with the position of the cabin divider in case demand changes and requires a different cabin configuration. Legroom seats remain a separate seat characteristic, seat rows with legroom seats are not considered as part of the preferred zone.

## 3. What is the fee for a preferred seating zone reservation?

The price for a preferred seating zone depends on the flight (zone concept):\*

- Cont Zone: 17 EUR / 25 CHF / 25 USD / 30 CAD / 15 GBP for continental flights

- Cont Zone 1a: 20 EUR / 28 CHF / 28 USD / 33 CAD / 18 GBP for short intercontinental (short- and medium-haul aircraft), e.g. Egypt and Jordan
- Intercont Zone 1b: 30 EUR / 35 CHF / 35 USD\* / 45 CAD / 25 GBP for short intercontinental (long-haul aircraft), e.g. Saudi Arabia and United Arab Emirates
- Intercont Zone 2: 40 EUR / 45 CHF / 45 USD / 55 CAD / 35 GBP for standard intercontinental, e.g. East Coast USA and India
- Intercont Zone 3: 50 EUR / 55 CHF / 55 USD / 65 CAD / 45 GBP for long intercontinental, e.g. West Coast USA, South America and South Africa

The fee applies per flight segment. Child/infant discounts do not apply.

When booking via Direct Connect, [austrian.com](http://austrian.com), [brusselsairlines.com](http://brusselsairlines.com), [lufthansa.com](http://lufthansa.com), [swiss.com](http://swiss.com) and [lhgroup-agent.com](http://lhgroup-agent.com). When booking in GDS the charge increases by 5 EUR (5 USD / 5 CHF / 4 GBP / 7 CAD).

(\*Subject to change without notice. For up-to-date prices, please consult your booking tool.)

An overview of which seats are sold can be found online (as of 12 June 2018):

➤ <http://www.lufthansa.com/de/en/Seat-maps>

➤ [https://www.austrian.com/Info/Flightinformation/OurFleet.aspx?sc\\_lang=en&cc=AT](https://www.austrian.com/Info/Flightinformation/OurFleet.aspx?sc_lang=en&cc=AT)

#### **4. How can I book a preferred seating zone?**

These seats can be booked like any other chargeable seat reservation through the usual channels, such as travel agencies (incl. [lhgroup-agent.com](http://lhgroup-agent.com)), [austrian.com](http://austrian.com), [lufthansa.com](http://lufthansa.com) and the Lufthansa Group Service Center.

#### **5. What is the booking process for a preferred seating zone in your GDS?**

The procedures for selling seats in the preferred seating zone correspond to the standard procedures for seat reservation. When booking seats free of charge in the preferred seating zone, for example in the Economy Flex fare, for technical reasons an EMD with the value 0 for OS and LH must be issued after the usual ancillary pricing with the value 0 in Amadeus as well (as in other GDS). Details on the handling of zero value EMDs in Amadeus [can be found here](#).

#### **6. When can a preferred seating zone be booked? How long prior to departure?**

The preferred seating zone reservation can be done at the time of flight booking or any time after flight booking up until 52 hours (LH) / 48 hours (OS) prior to departure. As for any chargeable seat product, the issuance of an EMD requires the simultaneous issuance of an ETKT (with flight booking) or an existing ETKT (when the preferred seating zone is added after flight booking).

**7. Can a customer purchase the preferred seating zone via [austrian.com](https://austrian.com)/[lufthansa.com](https://lufthansa.com), although the ticket was created/bought in a travel agency via a GDS (e.g. Amadeus, Travelport, Sabre)?**

Yes, as long as the ticket has been issued, a passenger can purchase a preferred seating zone – like any other ancillary service – via [austrian.com](https://austrian.com) (currently only possible for Amadeus bookings on Austrian Airlines ticket stock) or [lufthansa.com](https://lufthansa.com).

**8. Can a customer switch from one seat reservation to another, e.g. from a chargeable standard seat to a preferred seating zone?**

At LH, a reseating is allowed to any seat of same or less value by using the existing ASR EMD. In case of reseating to a seat with lower amount, the charge difference is non-refundable. In case of reseating to a seat with higher amount a new EMD needs to be issued, the existing EMD is forfeited.

At OS, reseatings are not allowed.

**9. Can the preferred seating zones also be booked on codeshare flights?**

In general, seat reservation on codeshare flights will only be possible with the implementation of EMD interlining. Currently, EMD interlining for seat reservation only exists between Lufthansa and Austrian Airlines via [austrian.com](https://austrian.com), [lufthansa.com](https://lufthansa.com) and Amadeus as well as Sabre and Travelport.

Therefore, seat reservation on codeshare flights will only be possible between Lufthansa and Austrian Airlines (LH/OS flight numbers and operated by LH/OS).

**10. Will there be any changes for other chargeable seats, e.g. legroom seats or the First Row seats of Austrian Airlines?**

No, there won't be any changes for other chargeable seats. Exception: in case of free of charge extra legroom seat bookings for HON/SEN on continental flights a zero value EMD needs to be issued. Details on the handling of zero value EMDs in Amadeus ↗ [can be found here](#).

**11. What if the customer travels as part of a group?**

Passengers travelling in a group may request seat reservations individually.

**12. What happens to the seat reservation if the customer cancels his flight?**

The seat reservation is no longer valid. For LH flights, the seat reservation is refundable if the corresponding ETKT is submitted for refund and the ticketed fare is refundable. For OS flights, the seat reservation is non-refundable.

**13. What happens in case of an involuntary flight cancellation?**

Should an involuntary flight cancellation occur, the EMD of the seat in the preferred seating zone is refundable.

**14. What happens in case Lufthansa Group changes a passenger's flight booking?**

In the case of an involuntary rebooking, Lufthansa Group will do its best to reserve an equivalent seat. If it is not possible, a refund may be requested.

**15. What happens if the customer has to change his flight and had reserved a preferred seating zone for his original flight?**

The same processing as for existing ASR products applies:

For LH operated flights: In case the routing does not change, the seat in the preferred seating zone (or any other seat with same or less value) may be rerequested and the existing ASR EMD reassociated (automatically during ETKT revalidation, manually for ETKT reissue). In case no seat is rerequested, the existing ASR EMD is lost. It is not refundable (no standalone refunds).

For OS operated flights: For EU itineraries, in case the routing does not change, the seat in the preferred seating zone (or any other seat with same or less value) may be rerequested and the existing ASR EMD reassociated manually. In case no seat is rerequested, the existing ASR EMD is lost. It is not refundable (no standalone refunds). For intercontinental itineraries, this processing does not apply, i.e. the ASR is not "transferrable" onto the rebooked flight.

For LH and OS operated flights: In case the routing changes, a seat can be requested again, but the existing ASR EMD is "lost" (i.e. remains disassociated with open status). It is not refundable (no standalone refunds). A new EMD must be issued in case the new seat is chargeable.

**16. Will HON Circle members and Senators have to pay for a preferred seating zone, too?**

No. HON Circle members and Senators can reserve a seat in the preferred seating zone free of charge if available at time of booking, except when travelling with a Light fare in which case the seat is chargeable. The same applies for Companions of HON Circle members and Senators when travelling on an intercontinental flight of Lufthansa.

For European flights as well as on intercontinental flights of Austrian Airlines, Companions of HON Circle Members and Senators have to pay the applicable charge for a reservation of a seat in the preferred seating zone.

**17. Is it possible to pay for the seats in the preferred seating zone reservation with Miles & More miles?**

No, it is not possible to pay with miles.

**18. Do customers get miles for the seat reservation?**

No miles can be accrued for reserving seats in the preferred seating zones.