QUICK REFERENCE GUIDE

1. Overview of the Lufthansa Group airlines' policy in case of flight irregularities

LUFTHANSA GROUP

	Scenario	Rebooking alternatives available to travel agents*	Reissue options available to travel agents	Refund options available to travel agents	Handling without waiver permitted
SKCHG	OS/LH/LX/SN/EW flight **cancelled earlier than one day** prior to departure of the first impacted flight	Alternative 1 (SKCHG) Alternative 2 (SKCHG) Alternative 3 (SKCHG) Alternative 4 (SKCHG)	✔ Yes FC: S- FE: SKCHG/FLIGHT/DATE Note: reissue to be done within 14 days after notification	✔ Yes	✔ No waiver required for refund of any OS/LH/LX document if cancelled flight was a OS/LH/LX/SN/EW prime flight or codeshare amongst each other ✔ No waiver required for reissue if cancelled OS/LH/LX prime flight was issued on own document and the reissue is done within 14 days after notification ✘ Waiver required for reissue if cancelled OS/LH/LX flight was not issued on own document, e. g. a cancelled LH flight was issued on an LX document
SKCHG	OS/LH/LX flight **time change earlier than one day** prior to departure of the first impacted flight	Alternative 1 (SKCHG) Alternative 2 (SKCHG) Alternative 3 (SKCHG) Alternative 4 (SKCHG)	✔ Yes FC: S- FE: SKCHG/FLIGHT/DATE Note: reissue to be done within 14 days after notification	Contact Lufthansa Group Agency Support Refund only possible if delay more than 2 hours	✔ No waiver required for reissue if affected OS/LH/LX prime flight was issued on own document and the reissue is done within 14 days after notification ✘ Waiver required for refund
INVOL/IRROP	OS/LH/LX/SN/EW flight **cancelled within one day** before departure	Alternative 1 (INVOL) Alternative 2 (INVOL) Alternative 3 (INVOL) In all cases booking must be done on operating flight number	✔ Yes: FC: I- FE: INVOL/FLIGHT/DATE	✔ Yes	✔ No waiver required for refund of any OS/LH/LX document if cancelled flight was a OS/LH/LX/SN/EW prime flight or codeshare amongst each other ✔ No waiver required for reissue if cancelled OS/LH/LX prime flight was issued on own document ✘ Waiver required for reissue if cancelled OS/LH/LX flight was not issued on own document, e. g. a cancelled LH flight was issued on an LX document
INVOL/IRROP	OS/LH/LX flight **delayed within one day** before departure	Contact Lufthansa Group Agency Support	Contact Lufthansa Group Agency Support	Contact Lufthansa Group Agency Support Refund only possible if delay is more than 5 hours	✘ Waiver always required
Anytime	**OAL (including SN/EW/AC/UA)** flight **schedule change** including **cancellation** anytime before departure on **OS/LH/LX document**	For EW prime flight, see Alternative EW (anytime) For all other airlines, contact Lufthansa Group Agency Support	Contact Lufthansa Group Agency Support	Contact Lufthansa Group Agency Support	✘ Waiver always required. Exception: no waiver required for refund if cancelled flight was an SN/EW prime flight or SN/EW flight operated by OS/LH/LX/SN/EW
Anytime	**OS/LH/LX** flight **schedule change** incl. **cancellation** anytime before departure on **OAL document**	Follow rules of validating carrier or contact agency support of validating carrier			

*please see next page for explanation of different alternatives

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2. Explanation of rebooking alternatives

	Rebooking onto	Permitted RBD (booking class)
Alternative 1 (SKCHG)	same airline as originally booked (LH prime flight via FRA/MUC, LX or WK operated flight on LX flight number via ZRH/GVA, OS prime flight via VIE) without any stopover	If **new flight is within 3 days** before or after original flight: same or next higher available RBD in same compartment Otherwise: original RBD within ticket validity
Alternative 2 (SKCHG)	OS/LH/LX prime flights – direct or combined routing	
Alternative 3 (SKCHG)	marketing flight number (OS/LH/LX) of same airline	Original RBD only – rebooking to another RBD not permitted
Alternative 4 (SKCHG)	alternate flight/flight connection on any Lufthansa Group airline OS/LH/LX/SN/EW flight number operated by OS/LH/LX/SN/WK/EW and AC/UA flight number operated by AC/UA or OS/LH/LX/SN/WK/EW	If **new flight is within 3 days** before or after original flight: same or next higher available RBD in same compartment Otherwise: original RBD within ticket validity
Alternative 1 (INVOL)	same airline as originally booked (LH prime flight via FRA/MUC, LX or WK operated flight on LX flight number via ZRH and/or GVA, OS prime flight via VIE) – without any stopover	If **new flight is within 7 days** before or after original flight: same or next higher available RBD in same compartment Otherwise: original RBD within ticket validity
Alternative 2 (INVOL)	OS/LH/LX prime flights – direct or combined routing	
Alternative 3 (INVOL)	alternate flight/flight connection on any Lufthansa Group airlines OS/LH/LX (including operated by WK)/SN/EW prime flights and AC or UA prime flights	If **new flight is within 3 days** before or after original flight: same or next higher available RBD in same compartment Otherwise: original RBD within ticket validity
Alternative EW (anytime)	alternative EW flight/flight connection or onto OS/LH/LX/SN flight; preferably on original carrier	Preferably, in original RBD on EW. Whenever this is not possible, the lowest available RBD in same compartment is to be used. See policy 4.1.1 Rules concerning EW flights for details on EW booking classes.

Differences in SKCHG and INVOL handling:
→ for INVOL handling on OS/LH/LX the "same compartment" flexibility is 7 days, for all other alternatives the "same compartment" flexibility is limited to 3 days
→ for INVOL handling there is no "Marketing flight number" option

⬇ For download: **"Lufthansa Group airlines flight irregularities policy for business partners"**

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3. Handling examples for schedule changes and flight irregularities

Planned Schedule Change (SKCHG): The interruption has occurred earlier than one calendar day prior to the scheduled departure day of the first impacted flight.
Unplanned Schedule Change (INVOL): The interruption has occurred on the day of departure of the first impacted flight, or the day prior.

Note: These examples are for illustrative purposes only – for operational handling, detailed rules of the policy need to be checked and adhered to

Example 1 – SKCHG: Scenario 1 – automatically booked alternative accepted by passenger
PNR on Queue on 20FEB showing UN on LX1060/30APR and TK on LX1062/30APR

```
3   LH2197 K 22APR 1 HAMMUC HK1 2045 2200
4   LH 680 K 22APR 1 MUCTLV HK1 2255 0335+1
5   LX 253 T 30APR 2 TLVZRH HK1 1605 1915
6   LX1060 T 30APR 2 ZRHHAM UN1 2045 2215
7   LX1062 T 30APR 2 ZRHHAM TK1 2115 2245
```

→ UN to be removed, TK to be changed to HK
→ As per standard no re-issue necessary as ticket has been automatically revalidated.

Example 2 – SKCHG: Scenario 2 - no automatically booked alternative available or not accepted by passenger
PNR on Queue on 20FEB showing UN on LX1060/30APR – no automated alternative booked

```
3   LH2197 K 22APR 1 HAMMUC HK1 2045 2200
4   LH 680 K 22APR 1 MUCTLV HK1 2255 0335+1
5   LX 253 T 30APR 2 TLVZRH HK1 1605 1915
6   LX1060 T 30APR 2 ZRHHAM UN1 2045 2215
```

→ Check for a permitted alternative based on the policy and overview table

Alternative 1 (SKCHG) = alternative flight(s) on LX
Alternative 2 (SKCHG) = alternative flight on OS/LH same or next higher RBD in same compartment, if new flight is within 3 days before after original flight
Alternative 3 (SKCHG) = rebooking on LX marketing flight, original RBD only
Alternative 4 (SKCHG) = alternative flights on OS/LH/LX/SN/WK/EW and AC/UA – same or next higher RBD in same compartment, if new flight is within 3 days before or after original flight.

```
LH 689  J7 C7 D6 Z6 P4 IL Y9 /TLV 3 MUC 2  1710 2005 E0/321
    B9 M9 U9 H9 XL Q9 V9 W9 SC TC LC KC

LH2086  J7 C7 D6 Z6 P4 IL Y9 /MUC 2 HAM 2  2115 2230 E0/321
    B9 M9 U9 H9 XL Q9 V9 W9 SC TC LC KC
```

→ New option on LH is chosen
→ Lowest available RBD is W-class
→ Cancel segments not needed any more (S5,6)
→ Book new flights and reissue ticket

3. Handling examples for schedule changes and flight irregularities

Example 2 – SKCHG (continued)

```
TKT-220XXXXXXXXXX         RCI-                1A  LOC-████████

1 OHAM LH2197 K 22APR2045 OK KNNPDE O S 22APR22APR 1PC
2 XMUC LH 680 K 22APR2255 OK KNNPDE O S 22APR22APR 1PC
3 OTLV LX 253 T 30APR1605 OK TNCDE  O S 30APR30APR 1PC
4 XZRH LX1060 T 30APR2045 OK TNCDE  O S 30APR30APR 1PC
  HAM
FARE    F EUR       110.00
TOTALTAX EUR        234.43
TOTAL     EUR       344.43
/FC HAM LH X/MUC LH TLV12.57LX X/ZRH LX HAM112.57NUC125.14
END ROEE0.874972
FE FARE RESTRICTION MAY APPLY
FP INVOICE
```

→ Original ticket with the original LX flights in T-class

```
TKT-220YYYYYYYYYY         RCI-                1A  LOC-████████
1 OHAM LH2197 K 22APR2045 OK KNNPDE O   22APR 1PC
2 XMUC LH 680 K 22APR2255 OK KNNPDE O   22APR 1PC
3 OTLV LH 689 W 30APR1710 OK TNCDE  O   30APR 1PC
4 XMUC LH2086 W 30APR2115 OK TNCDE  O   30APR 1PC
  HAM
FARE    R EUR       110.00
TOTALTAX EUR          0.00
TAXES     PD
TOTAL     EUR       NO ADC
/FC S-22APR19HAM LH X/MUC LH TLV12.57LX X/ZRH LX HAM112.57NUC125
.14END ROE0.874972
FE SKCHG LX1060/30APR FARE RESTRICTION MAY APPLY
FO 220-XXXXXXXXXXFRA06FEB19/232████/220-XXXXXXXXXX
```

New additional entries in re-issued ticket
→ FC to be done with indicator S- if technically possible in GDS (either automatic or manual reissue)
→ FE amended with "SKCHG/FLIGHT/DATE"

3. Handling examples for schedule changes and flight irregularities

Example 3 – INVOL: Scenario 1 – rebooked by OPR tool and passenger accepts booked alternative
On 29APR passenger has received info about cancellation (UN) of LX1060/30APR and rebooking (TK) on alternative LX1062/30APR and accepts this alternative

```
3    LH2197 K 22APR 1 HAMMUC FLWN 2045 2200
4    LH 680 K 22APR 1 MUCTLV FLWN 2255 0335+1
5    LX 253 T 30APR 2 TLVZRH HK1  1605 1915
6    LX1060 T 30APR 2 ZRHHAM UN1  2045 2215
7    LX1062 T 30APR 2 ZRHHAM TK1  2115 2245
```

→ No action required by travel agent
→ No re-issue necessary as ticket has been automatically revalidated by OPR tool
→ Passenger may check in directly to new flight (or has been checked in automatically)

Example 4 – INVOL: Scenario 2 – rebooked by OPR tool and passenger does not accept booked alternative (or no alternative booked)

```
3    LH2197 K 22APR 1 HAMMUC FLWN 2045 2200
4    LH 680 K 22APR 1 MUCTLV FLWN 2255 0335+1
5    LX 253 T 30APR 2 TLVZRH HK1  1605 1915
6    LX1060 T 30APR 2 ZRHHAM UN1  2045 2215
7    LX1050 T 01MAY 2 ZRHHAM TK1  0720 0850
```

→ OPR has booked connecting flight on the next morning and passenger does not agree with alternative
→ Check for a permitted alternative based on the policy and overview table above

Alternative 1 (INVOL) = alternative flights on LX, same or next higher RBD in compartment if new flight is within 7 days before or after the original flight
Alternative 2 (INVOL) = alternative flights on OS/LH, same or next higher RBD if new flight is within 7 days before or after the original flight
Alternative 3 (INVOL) = alternate flights on OS/LH/LX/SN/WK/EW and AC/UA – same or next higher RBD in same compartment, if new flight is within 3 days before or after original flight

```
LH 689   J7 C7 D6 Z6 P4 IL Y9 /TLV 3 MUC 2  1710 2005   E0/321
         B9 M9 U9 H9 XL Q9 V9 W9 SC TC LC KC

LH2086   J7 C7 D6 Z6 P4 IL Y9 /MUC 2 HAM 2  2115 2230   E0/321
         B9 M9 U9 H9 XL Q9 V9 W9 SC TC LC KC
```

→ New same day option on LH is chosen
→ Lowest available RBD is W-class
→ Cancel segments not needed any more (S5-7)
→ Book new flights and reissue ticket

Example 4 – INVOL (continued)

```
Original ticket :
TKT-220XXXXXXXXXX        RCI-                    1A  LOC-████████

1 OHAM LH2197 K 22APR2045 OK KNNPDE  F S 22APR22APR 1PC
2 XMUC LH 680 K 22APR2255 OK KNNPDE  F S 22APR22APR 1PC
3 OTLV LX 253 T 30APR1605 OK TNCDE   O S 30APR30APR 1PC
4 XZRH LX1060 T 30APR2045 OK TNCDE   O S 30APR30APR 1PC
  HAM
FARE    F EUR        110.00
TOTALTAX EUR         234.43
TOTAL      EUR       344.43
/FC HAM LH X/MUC LH TLV12.57LX X/ZRH LX HAM112.57NUC125.14END RO
E0.874972
FE FARE RESTRICTION MAY APPLY
FP INVOICE
```

→ Original ticket with the original LX flights in T-class

```
2 TLV LH 689 W 30APR1710 OK TNCDE   O 30APR 1PC
3 XMUC LH2086 W 30APR2115 OK TNCDE   O 30APR 1PC
  HAM
FARE    R EUR        110.00
TOTALTAX EUR           0.00
TAXES     PD
TOTAL      EUR        NO ADC
/FC I-30APR19HAM LH X/MUC LH TLV12.57LX X/ZRH LX HAM112.57NUC125
.14END ROE0.874972
FE INVOL LX1060/30APR FARE RESTRICTION MAY APPLY
FO 220-XXXXXXXXXXFRA06FEB19/232████/220-XXXXXXXXXX
FP O/INVOICE
```

New additional entries in re-issued ticket
→ FC to be done with indicator I- if applicable in GDS (either automatic or manual reissue)
→ FE amended with "INVOL/FLIGHT/DATE"

4. Glossary

Abbreviation	Description
EW	Eurowings
INVOL	Flight irregularity occurred on the day of departure of the first impacted flight, or the day prior (previously known as "short-term")
IRROP	Irregular operation
LX	SWISS International Air Lines Ltd.
LH	Lufthansa German Airlines
Lufthansa Group airlines ETKTs/etix	OS/257, LH/220, LX/724
SKCHG	Schedule Change which occurred earlier than one day prior to the scheduled departure day (previously known as "long-term")
OAL	Other Airlines (including Lufthansa Group airlines OS/LH/LX/SN/EW amongst each other)
OS	Austrian Airlines
PNR	Passenger Name Record
Prime Flight	Flight operated and marketed by the same airline
RBD	Booking Class – Reservation Booking Designator
SC	Schedule Change (status code of the new flight segment), shown e.g. in Apollo 1V
SN	Brussel Airlines
TK	Confirmed after Schedule Change (segment status code), e.g. for a delayed flight: segment status code of the original flight segment for a cancelled flight after an automated re-accommodation process: segment status code of the new flight segment
UN	Unable, does not operate (segment status code of the original flight segment)