

General rules for reissuing tickets based on the Lufthansa Group airlines' Goodwill Policies and for application of EUR 50/USD 50/CHF 50 discount.

(Version 5, as of 29 June 2020)

Please see [The rebooking rules \(involuntary and voluntary\) at-a-glance](#) for dates, periods of application, etc.

Apply the total value of the original ticket toward the purchase of a new ticket with current pricing. The original ticket serves as a credit ("voucher"). The total value of the ticket (fares/taxes/fees/surcharges) is referred to as "price" in this context.

Change to local currency to be made from EUR as Base Currency.

Exceptions on discount calculation:

A) For all tickets including child/infant tickets:

At least one of the tickets (original or new) must have a base fare (without taxes/fees/surcharges) higher than EUR 50/USD 50 / CHF 50. This means: If both tickets (original and new) have a base fare of EUR 50/USD 50 / CHF 50 or less, then no discount is applicable.

B) For fares, which allow reissue to lower fare and refund of residual value:

The passenger needs to decide between either the EUR 50/USD 50 / CHF 50 discount or the residual value according fare note.

This means:

If the passenger chooses	then
the EUR 50/USD 50 / CHF 50 discount on EMD	the residual value according to the fare note is ignored
the residual value according to the fare note	the EUR 50/USD 50 / CHF 50 discount on EMD is not applicable

C) For reissues due to cancelled flights:

If flights are cancelled and the ticket is reissued based on a goodwill policy, the passenger is entitled to receive the difference, if the new ticket is less expensive than the original ticket (refund of residual value).

Calculation Principles with application of EUR 50,- discount

- The passenger receives a discount of EUR 50/USD 50 / CHF 50, either deducted from the additional collection (ADC) or on EMD as residual value/refundable balance, which can be refunded at a later stage

	If the new price is	then	and
A	more than EUR 50/USD 50 / CHF 50 higher than the original price	Deduct EUR 50/USD 50 / CHF 50 from the ADC and reissue the ticket with the remaining ADC amount	no EMD is applicable

B	exactly the same as the original price	reissue the ticket with no additional collection	issue a residual value EMD for the EUR 50/USD 50 / CHF 50
C	higher than the original price but the difference is less than EUR 50/USD 50 / CHF 50	reissue the ticket with no additional collection	issue a residual value EMD for the difference (see calculation example C below)
D	is exactly EUR 50/USD 50 / CHF 50 higher than the original price	reissue the ticket with no additional collection	no EMD is applicable
E	lower than the original price	reissue the ticket with no additional collection	issue a residual value EMD for the EUR 50/USD 50 / CHF 50

Please pay attention to the specific handling (e.g. taxes) in the reservation system used. In any case, the new ticket must show the correct fare/taxes/fees/surcharges.

Examples of Calculation Principles

	New price	Original price	Additional collection (ADC)	Residual value EMD
A	EUR600	EUR500	EUR50 (100-50)	n/a
B	EUR240	EUR240	EURO	EUR50
C	EUR530	EUR500	EURO (50-30=20)	EUR20
D	EUR550	EUR500	EURO (50-50=0)	n/a
E	EUR350	EUR500	EURO	EUR50

Rebooking/Reissue Process

The fare shown in the reissued ticket must always be the current fare for the trip. The discount is deducted from the additional collection where applicable

For unused tickets, the ticket validity of the original ticket can be ignored.

Option 1 for passengers **who already know when they want to fly:**

- **Cancel original flights and remove all inactive status codes like UN as soon as possible**
- **Book new flights** on original or different routing, Lufthansa Group airline flight or as per new fare rule
- **Price new flights** with current fares, taxes, fees and surcharges
- **Compare total price** of original ticket and new price

Partially used tickets

The goodwill policy also applies to partially used tickets. The value of the unused portion can be applied to the reissuance of a new ticket, in addition to receiving the discount. The maximum stay and ticket validity of the original fare/ticket can be ignored.

- Verify the fare and taxes for the unused segments and apply this value towards the new ticket price. Deduct the discount from the difference and collect the remaining amount as ADC with reissuance of the new ticket

Examples:

- Price for original ticket is EUR 1000 (FRA-JFK-FRA)
- Passenger was originally booked and already flew FRA-JFK 20FEB20 and return flight was booked JFK-FRA 20APR20, ticket was issued 03JAN20
- Passenger wishes to change return flight to a new date within TWP validity and EUR 50,- discount
- New price is EUR 1300 (repriced with historical fares/past date pricing)
- Fare difference of EUR 300 (1300-1000=300) will be discounted by EUR 50, since the fare difference is higher than EUR 50
- Additional collection amount EUR 250 to the customer (300-50=250)

GDS entries for holding the PNR

GDS	Entry
Amadeus (1A)	RU1AHK1FRA31DEC/CORONA/TWP2011 (*)
Apollo (1V)	0(=Zero)TURZZ(=airline)BK1(=number of pax)FRA(=issuing office)31DEC(=valid until)-**CORONA/TWP2011** (*) Example: 0TURLHBK1FRA31DEC-CORONA TWP2011 (*)
Galileo (1G)	RT.T/31DEC(=valid until)*CORONA TWP2011 (*) Example: RT.T/31DEC*CORONA TWP2011
Worldspan (1P)	TNZZ(=airline)MK1(=number of pax)MIS31DEC(=valid until)/AN-CORONA TWP2011 * Example: TNLHMK1MIS31DEC/AN-CORONA TWP2011 (*)
Sabre (1S)	0OTH(=airline)GK1FRA(=city code)31DEC-CORONA TWP2011 (*) 0OATHLHGK1FRA31DEC-CORONA TWP2011 (*) The free text is not transmitted to the carrier; it is only for the agency to know the reason for the retention

(*) please use the applicable TWP number