

# Short-term flight cancellations

## Factsheet

### 1. Handling by the airline

In case of short-term flight cancellations within 48 hours before departure, **no immediate UN will be set in the PNR**. The flight cancellation will be evident via a flight status query on the airline's website or, for example, in Amadeus via the DO transaction, e.g. DO LH170/02JUL.

The segment status of the rebooked segment changes after handling by the airline's Optimized Recovery Tool (OPR) which is done as fast as possible after a flight cancellation. The OPR tool enables airlines to quickly handle high numbers of passengers affected by a disruption.

- The OPR-tool handles OS, SN, LH, LX, EN, VL and 4Y operated flights. Codeshare flights (OS, SN, LH, LX marketing flight number operated by OAL) are not handled by OPR.
- Whenever possible passengers are rebooked to an alternate flight/flight connection. After rebooking, the segment status changes to UN, TK or UN/TK
- In most reservation systems, there is no queue message to the booking office.
- Whenever possible the tickets are automatically revalidated.
- If revalidation is not possible (e.g. change of route), the ticket is automatically reissued. As per IATA standard for airlines, only the affected coupons are reissued in an INVOL scenario.
- Whenever possible associated EMDs are automatically reassociated.
- In addition, whenever possible, passengers are automatically checked-in (including baggage transfer) on the new flight.

In specific scenarios, e.g. strike announcements over a weekend, OPR handling is used for an extended time frame of up to 5 days before departure.

### Notification

Passengers whose contact details are included in the PNR via the "SSR CTC" format will be automatically informed by the airline about the flight cancellation and any alternatives booked through the OPR tool.

To ensure that customers are constantly kept updated on flight irregularities, travel agents are required to enter the customers' contact details as an "SSR CTC" element in the PNR at time of booking.

**Note:** Passengers without valid contact data in the PNR will still be rebooked via OPR but cannot be notified.

## 2. Handling by the travel agent

As soon as the flight is cancelled (regardless if the PNR shows UN, TK or UN/TK), travel agents may **rebook/reissue/refund on involuntary basis for Austrian Airlines/Brussels Airlines/Lufthansa/SWISS tickets** as per [Schedule Change/Irregularity Policy for Travel Agents \(SKCHG/INVOL Policy\)](#). Waivers are not needed.

After an automated rebooking by OPR, the customer is entitled to a **“one time free of charge” rebooking**. Travel agents may do this rebooking/reissue without waiver, provided the rules of the SKCHG/INVOL Policy are observed.

To prevent another OPR rebooking, the travel agent must remove the cancelled flight segment from the PNR. In such cases, the ticket should be reissued immediately.

### 2.1 PNR/Ticket access and visibility

After OPR handling, the PNR responsibility always remains with the travel agency. If the ticket was automatically revalidated (original route on original ticket), the travel agency retains access to the ticket.

If the ticket was reissued by the airline (OPR or manual reissue) for example due to change of route on new ticket, the travel agency loses control of the ticket in most reservation systems (exception e.g. Amadeus). The airline is not able to “unlock” the ticket for the travel agency in their respective reservation system.

In case OPR has rebooked to OAL flights, visibility of such flights depends on the reservation system used:

- NDC travel agents can only see segments which are part of the NDC content of the Lufthansa Group airlines.
- Amadeus: Travel agent can see all segments.
- Other GDS: Travel agent can see OAL segments as long as the respective airline has a PNR synchronization agreement with the respective GDS.

(As at: 8 April 2025. Subject to changes).