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### 1. Introduction

The Lufthansa Group Airlines - Austrian Airlines, Lufthansa and SWISS - are introducing a new price concept on European routes, starting in summer 2015. With three different Economy Class fare options in each booking class, travellers will be able to enjoy more choice in future when booking their flights. The new rates will reflect fixed services that are included in the price as well as different rebooking and refund conditions. Passengers will thus always be able to choose the exact fare that best meets their needs and only pay for the services they actually want to use.

#### Our new Economy fares:

- **Light fare** – 'The most affordable choice if you're only travelling with carry-on baggage.'
- **Classic fare** – 'Includes free baggage allowance and seat reservations!'
- **Flex fare** – 'The flexible fare for travel plans that are subject to change.'

#### Our new Business Class fare:

- **Business fare** - 'Indulge yourself with all the amenities of Business Class.'

In addition to the selected fare, the customer can purchase additional services ('Ancillaries').

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Glossary of terms			
ASR	Advanced Seat Reservation	OBE	Online Booking Engine
ATC	Amadeus Ticket Changer	OTA	Online Travel Agent
CF	Corporate Fares	O&D	Origin & Destination
EMD	Electronic Miscellaneous Document	PNR	Passenger Name Record
GDS	Global Distribution System	RBD	Reservation Booking Designator
OAL	Other Airline	TMC	Travel Management Company

Legend	
  	Applies for Austrian Airlines, Lufthansa and SWISS
  	Applies for Austrian Airlines and Lufthansa
  	Applies for Lufthansa and SWISS
  	Applies for Austrian Airlines and SWISS
  	Applies for Austrian Airlines only
  	Applies for Lufthansa only
  	Applies for SWISS only








	Changes/Amendments to Version 1.0 of 23 June 2015
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**A. General Information**



















Questions	Answers	Applies for
1. Why is the Lufthansa Group changing the current price concept?	The Lufthansa Group airlines want to offer customers more choice in future when they are booking a flight. With the new fare concept, customers will have the option to select and pay for only those services they actually want to use.	  
2. When do the new fares become effective?	Introduction dates: <ul style="list-style-type: none"> <li>• SWISS: As of 23 June 2015 for immediate travel</li> <li>• Lufthansa/Austrian: Start of sales 28 July 2015 for travel 1 October 2015</li> <li>• Brussels Airlines: SN introduced its own new fare concept in 2014.</li> </ul>	  
3. As of which date will the new fares be applied?	The new European fares are applicable for all tickets, issued as of 28 <sup>th</sup> of July 2015 with travel commencement as of 01 <sup>st</sup> of October 2015. In case of bookings done before 28 <sup>th</sup> of July 2015 with travel commencement on/after 01 <sup>st</sup> of October 2015, the tickets need to be issued before 28 <sup>th</sup> of July 2015 if old fares shall be used. In case of a pricing/repricing on/after 28 <sup>th</sup> of July 2015 the new Europe Fares will be applied.	  
4. Are fare options harmonised within the Lufthansa Group and can they be combined?	The fare options have been jointly defined and harmonised within the Lufthansa Group. During a transitional period, some services may not be available on all airlines; e.g. the seat reservation in the preferred seating zone will be available from the outset on all SWISS flights, but on flights operated by other Lufthansa Group Airlines it will only be available at a later stage. The fare options can be combined in all classes (as hitherto) for departure and return flights; for example, any Lufthansa Group fare option on an outbound flight may be combined with any other Lufthansa Group fare option on an inbound flight. (Exception: the 'Light' fare will initially only be combinable between LH and OS)	  
5. Will the new fare concept also result in price changes?	In future, the customer will be able to choose between service packages; the price will differ accordingly. Currently, we do not offer this differentiation, so the price represents a type of mixed calculation between 'use of all services' by customer A and 'use of fewer services' by customer B. Thus, customer B currently pays for services he does not use, benefiting customer A. In future, everyone will pay for exactly what they need.	  
6. What new fare options are being introduced?	The new fares ('Light', 'Classic', 'Flex') determine the fare conditions (such as rebookings/refunds) as well as other service components that are included in the price. There will be attractive price differences between the three fare options.	  













<p>7. What advantages does the new fare concept offer? What exactly will change for the customer?</p>	<p>When purchasing a ticket, the customer can choose between three Economy fare options and Business Class. The fares differ in terms of flexibility and in the services included in the price. In addition, certain services can always be added on for a fee (such as seat reservations or an upgrade to Business Class (SWISS: Comfort Package)).</p> <p>The additional charge between the products is related to the 'added' service and 'added' flexibility. Passengers can thus customize their offers individually.</p> <p>With the new price concept, flexible fares will be considerably more affordable in both Economy Class and Business Class.</p> <p>Many customers only travel nowadays with carry-on baggage. For them, the Lufthansa Group will offer an additional, more affordable 'Light' fare.</p>	
<p>8. Is there a product differentiation in Economy Class on board?</p>	<p>There is no product differentiation in Economy Class on board – all customers in Economy Class (Light, Classic and Flex) enjoy the same on-board service - free snacks &amp; beverages.</p>	
<p>9. Which fare is right for which customer?</p>	<p>The new 'Light' fare is often the most affordable and best option for the leisure traveller who does not require flexibility and is only travelling with carry-on baggage – for a weekend trip, for example. On some routes only a third of customers fly with baggage nowadays.</p> <p>The 'Classic' fare is recommended for a family vacation, since it includes advanced seat reservations (ASR), free baggage allowance and a rebooking option (available for a fee).</p> <p>Whether the better choice for the corporate customer is the 'Classic' or 'Flex' fare will depend, of course, on the needs of the company and how flexible the traveller's plans are. If the time or place of the meeting could change, the business traveller might want to consider buying a 'Flex' fare – which in most cases will be much more affordable in future, and include a free rebooking* as well as a refund option (available for a fee).</p>	
<p>10. Will there be changes to the fare structure? How can I recognise the various fare options in my GDS?</p>	<p>The fare options can be recognised through the fare structure. The fare structure (published fares) will contain specially defined 'Brand Identifiers'. The following identifiers will be used by Austrian Airlines, Lufthansa and SWISS: BUZ = 'Business', FLX = 'Flex', CLS = 'Classic', LGT = 'Light'.</p>	
<p>11. How is the logic of the new Fare Basis Codes?</p>	<p>The new Fare Basis Codes are as follows:                  Booking class + internal coding + 'Brand Identifier' <b>(BUZ = Business, LGT = Light, CLS = Classic, FLX = Flex)</b> + minimum stay identifier                  Example: T29LGT3 =                  Booking Class: T                  Internal coding: 29                  'Brand Identifier': CLS= Classic fare                  Minimum stay: 3 days</p>	






	<p>Fare Basis Codes for <b>One Way</b> fares follow the same logic – however they all show <b>9 in the Fare Basis</b>.                  Examples:                  LH/OS-Transversal connections:                  K24LGT9, M70FLX9, B70CLS9                  LH-Direct connections:                  K24LGT9A, M70FLX9A, B70CLS9A                  OS-Direct connections:                  W10LGT9, U10CLS9, B10FLXS9                  LH Intra-german connections:                  K24LGT9G, M70FLX9G, B70CLS9G</p>	
12. How will the new fare options be represented in my OBE? Will the OBEs be ready?	<p>The Lufthansa Group is in close exchange with the big OBE providers, the OTAs and the TMCs to support the providers in realizing a correct and optimal display in the systems with regards to technical aspects. However, the implementation status depends on the relevant OBE provider. Therefore, please contact your provider for further information.</p>	
13. Will the new fares be correctly displayed in Amadeus?	<p>The fare options will be displayed very transparently in Amadeus, based on the new standard product 'Fare Families'.                  The services that are included and purchasable for a fare can easily be retrieved with the new input FQF.</p>	
14. Does the Travelport Universal API support the 'Rich Content' and 'Branding' solutions?	<p>The 'Rich Content' and 'Branding' solutions are currently being tested. Travelport is currently developing these solutions in order to display them on the 'Universal Application Programming Interface (API)'.</p>	
15. Will the new fares also be correctly displayed in Sabre?	<p>The availability of the new fare products will also be guaranteed in Sabre through the 'Branded Fares' product.</p>	
16. How can travel agencies and customers book these fares?	<p>All fares can be booked through the usual channels, such as travel agencies (incl. LHGroup-agent.com), austrian.com/LH.com/swiss.com and the Lufthansa Group Service Center.</p>	
17. Does the Distribution Cost Charge (DCC) also apply to the new European fares? What does it cost?	<p>The DCC applies worldwide for every first ticket issued by the Lufthansa Group as of 1 September 2015 that is booked through a distribution partner that uses a GDS. This also includes the new European fares. The DCC is calculated at € 16 per ticket.</p>	
18. Is the current Economy fare comparable with the 'Classic' fare option?	<p>The 'Classic' fare is comparable with the current Economy fare. The 'Classic' fare is the best option for all travellers who wish to continue enjoying amenities such as free baggage allowance or an advanced seat reservation and who want these options included in their fare.</p>	






<p>19. I booked my flight before the introduction of the new European fare concept. Now I have to rebook. Which fare option will I be rebooked in? Will the old conditions apply?</p>	<p>This depends on whether the ticket is unused or partially used. The regulations in accordance with IATA Reso 049 shall apply.</p> <p>Case 1)                  a) The ticket is still unused, and changes occur on the 1<sup>st</sup> coupon: the ticket will be rebooked in the new fare structure according to the applicable new fare conditions ("new fare quote").                  b) The ticket is still unused, and changes occur on any other than the 1<sup>st</sup> coupon: the ticket will be rebooked in the old fare structure, based on the old fare conditions ("historical fare quote").</p> <p>Case 2) ticket has already been partially used (e.g. the departure flight has been used and the return flight needs to be rebooked):                  Ticket is rebooked in the old fare structure, based on the old fare conditions ("historical fare quote").</p>	
<p>20. Can a 'Light' fare ever be fully booked?</p>	<p>The customer can choose at any time between the three fare options, 'Light', 'Classic' and 'Flex' in Economy Class, as well as one fare per booking class in Business Class, irrespective of the class available. This means that as long as seats are available in Economy Class, a 'Light' fare will always be available to the customer.</p>	
<p>21. Which routes are being changed? Does the new European fare concept also apply to SWISS flights to/from Geneva?</p>	<p>The new concept applies to all continental fares. Intercontinental fares will remain unchanged. <b>The new fare concept does not apply to connecting flights to/from intercontinental connections within an intercontinental through fare.</b> Passengers on intercontinental trips are therefore only affected by changes if they purchase a separate continental European ticket.</p>	
	<p>For SWISS, continental means:                  All European routes. (Cairo and Tel Aviv are considered intercontinental routes and thus will not be included in the new fare concept.)</p>	
	<p>For Lufthansa, continental means:                  All continental European routes plus Casablanca and Marrakech. Baku, however, is an exception and will not be included in the new fare concept.</p>	
	<p>For Austrian Airlines, continental means:                  All continental European routes incl. the Caucasus.                  The new fare concept for Europe will be applied everywhere, including to/from Geneva.</p>	
<p>22. Will it be necessary to adjust the existing travel agency contracts?</p>	<p>The new European fare concept does not affect existing travel agency contracts.</p>	
<p>23. Will there also be changes to Business Class?</p>	<p>Yes, in addition to familiar features such as lounge access, additional free baggage allowance, a free neighbouring seat and additional award, status, select and HON Circle miles, the Business Class fare now offers full flexibility for rebookings/cancellations in all booking classes.</p>	




























	<p>Additional service for SWISS passengers: Moreover, Business Class passengers will benefit from improved and more consistent service beginning with the 2015 summer flight schedule. There will be a separate Arrival Bus at the most popular European destinations.</p>	
24. Are the fare conditions identical for all Business Class fares?	<p>The Business Class fares can be rebooked/refunded free of charge* in all booking classes (classes P to J). As before, they differ as to minimum stays and additional booking class-dependent conditions such as routing, stopover, ticketing time limit, etc.</p>	  
25. Can all Business Class fares be rebooked free of charge* at any time?	<p>Yes - as long as the original booking class is available, every Business Class fare can be rebooked free of charge* within the standard regulations. However, if the original booking class is not available, rebooking to the next available booking class is possible for the fare difference amount. A rebooking fee* will not apply.</p>	  
26. Is the price difference between the four fare options always the same?	<p>The price difference between the three fare options in Economy Class on a flight from departure airport A to target destination B will always be the same in all booking classes, but there will be differences in pricing depending on the origin/destination airport involved. The price difference between the Economy fares and the Business Class fares depends on the required and expected capacity per compartment and may vary over time.</p>	  
27. How much is the fare difference between the Economy Fares?	<p>There is a fixed fare difference between the Light and the Classic fare which applies to all Economy booking classes and all routes, direct as well as transversal: <b>Light + € 40/50 CHF = Classic</b></p>	  
	<p>Depending on the route, the upsell amount from <b>Classic to Flex ranges</b> between € 60/60 CHF to € 160/200 CHF. However, it will be identical on one O&amp;D for all booking classes. For example: fare difference between Classic and Flex on FRA-LHR has been defined as € 120, the fare difference on this route is € 120 in all booking classes from K to Y.</p>	
28. Can all 'Flex' fares and 'Classic' fares be rebooked free of charge* or for a fee at any time?	<p>Yes - as long as the original booking class is available, every 'Flex' fare can be rebooked free of charge within the standard regulations. If the original booking class is not available, rebooking to the next available booking class is possible by paying the applicable fare difference. A rebooking fee* will not apply.  Likewise, the customer can rebook within the 'Classic' fare for a fee, if necessary. If the original booking class is not available, rebooking to the next available booking class is possible. In this case, the customer needs to pay the applicable fare difference in addition to the rebooking fee.</p>	  
29. Do identical fare conditions apply for all fares?	<p>The fare conditions regarding rebooking and refund have been determined uniformly per fare option.</p>	  




	As before, other fare conditions such as minimum stay, routing, stopover, ticket time limit, etc., will be determined according to the booking class and route. This will apply for Economy and Business Class fares. In Economy, these <b>fare restrictions always apply per booking class</b> and are identical for all fare options on the respective route in that booking class. For example: if a V-class fare for a specific route has a minimum stay of 3 days, allows one stopover and has a ticketing time limit of 48 h – these rules apply for V-Light, V-Classic and V-Flex fare on this route.	
30. Can the ancillary products (ASR, first piece of baggage, etc.) be rebooked if I have a 'Light' or a 'Classic' ticket?	The rebookability of ancillary products is subject to the conditions of the selected fare. For example: the ancillary products cannot be rebooked for the 'Light' fare because the 'Light' fare cannot be rebooked. The 'Classic' fare includes ASR and one piece of baggage and these services will be included when the ticket is rebooked.	  
31. As part of the ITB communications, and in the press release of 5 March 2015, it was mentioned that in future the 'Flex' fare would offer the option of taking an earlier flight on the date the flight was booked without incurring a surcharge. This service is no longer included in the current communications. Why?	The idea of this product component is that a customer purchasing the 'Flex' fare or flying in Business Class will have the opportunity of taking an earlier flight - without having to pay the fare difference for a higher booking class if the original booking class is no longer available. The Lufthansa Group still plans to offer this service soon, but the technical aspects are still being worked on intensively at present. We will let you know as soon as this product component is available.  Please note: Austrian Airlines passengers holding an Economy Flex or Business Class ticket are already able to rebook to an earlier flight on the same day at this stage, depending on the availability. Passengers therefore need to contact Austrian Airlines or their respective representative at the airport. Since this is a manual process, the Lufthansa Group continues to work on an automated solution.	  
32. Is the Lufthansa Group becoming a low-cost carrier with the new fare concept?	No, this will not turn the Lufthansa Group into a low-cost carrier. Snacks and beverages will continue to be available free of charge on Austrian, Lufthansa and SWISS flights, and carry-on baggage as well as award, status and select miles are included in every fare. There will be no 'free seating' - every customer can select a seat free of charge at check-in. While the fare options will differ in services, price and flexibility, the accustomed high quality of a premium carrier will remain unchanged. In addition, the Lufthansa Group offers the highest degree of comfort with its Business Class, thus setting itself further apart from the low-cost carriers.	  
33. Why is Germanwings maintaining its current price concept?	As a quality low-cost carrier, Germanwings has a different fare system that is based on its specific market environment.	  

B. Fare Conditions




Questions	Answers	Applies for
<p>1. What happens if customers realise they should have bought another fare than the 'Light' fare after purchasing a ticket?</p>	<p>The first piece of baggage can be added to the 'Light' fare for an additional fee at any time. Additional services (seat reservations, upgrade to the Business Class/SWISS Comfort Package) can also be booked depending on availability. Flexibility cannot be added for a fee. A customer who has opted for a 'Light' fare cannot rebook, receive a refund or upgrade to a 'Classic' or 'Flex' fare. The customer must fly as booked or purchase a new ticket. This applies to all booking classes in the 'Light' fare – including high-priced 'Light' tickets, such as in the B or Y classes.</p>	
<p>2. Can a customer change his purchased Economy fare option? For example, could the customer upgrade from 'Light' to 'Classic'?</p>	<p>No – paying a fee to upgrade from one fare option to another is not permitted. For example, a customer who has purchased a 'Classic' fare can upgrade to a higher booking class within the 'Classic' fare if the original booking class is unavailable, but cannot upgrade to a 'Flex' or Business Class fare.</p>	
<p>3. Can a customer switch from one fare product to a lower fare or rebook to a lower booking class within a fare option?</p>	<p>Customers may only rebook from Business Class to a lower Business booking class or to an Economy Class fare option of their choice ('Light', 'Classic' or 'Flex') and receive a refund in the amount of the corresponding fare difference.</p> <p>Please note for SWISS: Due to technical restrictions, for LX the “equal or higher” logic also applies in the case of Business Class ticket rebookings. On request SWISS Service Center will continue to offer a refund and a new booking if this is to the customer’s benefit.</p> <p>Downsell from a higher fare to a lower fare is no longer permitted in Economy with the New European Fares – all fare notes in Economy show the respective rules. Change to a lower fare including voluntary downgrade to any economy fare ('Light', 'Classic' and 'Flex' in any booking class) is permitted from any <b>Business Class</b> fare.</p> <p><b>Voluntary upgrade/downgrade between the Economy fare options is not permitted.</b> Once a customer has chosen a fare option ('Light', 'Classic' or 'Flex') he may only buy additional services (ancillaries) like ASR, baggage or upgrade into Business Class, but he cannot buy additional flexibility.</p>	




<p>4. Will expensive tickets continue to be flexible?</p>	<p>The new price concept will include very affordable flexible tickets. If the S-Class is available on a flight, for example, the passenger will be able to purchase a very affordable flexible ticket with the 'Flex' fare and enjoy significant savings over the current fare concept (flexibility only available starting with the B-class). On the other hand, the passenger could theoretically opt for a 'Light' fare on a flight on which only the Y-class is still available – and would then have purchased an expensive ticket which could neither be rebooked nor refunded. So the price level will no longer determine a ticket's flexibility.</p>	
<p>5. Is the Business Class fare more expensive than the highest 'Flex' fare?</p>	<p>Yes, always. The new European fare concept has an easy-to-understand and transparent pricing structure. All fare options are always available. The price difference between the different fare options ('Light', 'Classic', 'Flex' and 'Business') is logically comprehensible.</p>	
<p>6. Are there fully flexible Economy Class tickets?</p>	<p>No. There are no fully flexible (FF) Economy Class fares in the new fare concept. In the old fare concept, Economy Class fares in the higher booking classes (e.g. B, Y) could be rebooked free of charge and refunded free of charge. In the new fare concept, the 'Flex' fares in all booking classes remain fully flexible in terms of rebooking options (free* rebooking, route changes with a recalculated fare for the new route, etc.). A fee will be charged for refunds in all booking classes.</p>	
<p>7. Will the new fare concept function in Amadeus Ticket Changer?</p>	<p>The new concept will be implemented on swiss.com using HP TRR (before the PSS cutover) and on Amadeus Ticket Changer (after the PSS cutover). The concept will run using Amadeus Ticket Changer on LH.com and austrian.com. In addition, the new concept will also run on Amadeus GDS with Amadeus Ticket Changer. All fare conditions are stored in the Fare Notes so that the ATC can naturally be used for reissue within the new fare concept. Automatic rebooking will be unavailable in many cases with tickets issued under the old fare concept, for departure from 23 June 2015 (SWISS) and 1 October 2015 (Lufthansa and Austrian Airlines). Manual reissue will be necessary in these cases.</p>	
<p>8. Can all fares within the LH Group (LH, OS, LX, SN, EW) be combined with each other?</p>	<p>The Austrian and Lufthansa 'Light' fares can be combined with each other effective start of sale in summer 2015. The 'Light' fare of SWISS can only be combined with flights/fares of SWISS for the time being. 'Classic', 'Flex' and Business fares can be combined with other airlines, i.e. between LH, OS and LX and other OAL. In terms of EW/4U, as today, the BASIC fare (without baggage allowance) will not be for sale in the GDS and a combination with an LH/OS/LX 'Light' fare will therefore not be</p>	

	possible.	
9. Are the new SWISS Economy Fares as of 23 June 2015 combinable with the existing Fares of Austrian and Lufthansa?	Yes, the new SWISS Economy Fares (with the exception of the 'Light' Fare) are combinable with the existing Fares of Austrian and Lufthansa during the transition period.	  
10. Can the new European fares be combined with intercontinental fares?	Combinations between the new European fares and intercontinental fares are not permitted. Exception: combinations with fares to/from BAK and ALG are possible.	  
11. What about codeshare flights? Can the new fare options be booked on codeshare flights operated by other airlines? What happens in the event of a rebooking from a flight operated by the Lufthansa Group to a codeshare flight (e.g. Zurich - Lisbon)?	All 'Classic', 'Flex' and Business fares can be combined for codeshare flights in accordance with the standard regulations. Examples: <ul style="list-style-type: none"> <li>For FRA-ZRH flights operated by LH, LX flight number and vice versa – all fare combinations will be possible with the exception of the 'Light' fare.</li> <li>For ZRH-LIS flights operated by TP, LX flight number – all fare combinations will be possible with the exception of the 'Light' fare.</li> <li>For FRA-VIE flights operated by LH, OS flight number – all fare combinations will be possible including the 'Light' fare.</li> </ul>	  
12. Will the Lufthansa Group continue to offer interlining fares or IATA fares (e.g. Y77...)?	There will be no changes regarding interlining fares. SWISS and Austrian Airlines will not offer any comprehensive carrier interline fares (e.g. analogous to the LH Y77). SWISS will continue to use the IATA fares for this purpose. LH will continue to offer the familiar, fully interline-capable Y77 fares.	  
13. If I book the 'Classic' fare but travel without checked baggage, will I get a refund for the non-transported baggage?	No, there are no refunds for unused services in a fare.	  
14. If I am asked to check my baggage at the gate, can I quickly purchase my piece of baggage online in order to benefit from the lower fare?	No, purchases via swiss.com are only available up to 6 hours before departure.	  
	Yes, a piece of baggage can be booked up to the check-in deadline, either online via <a href="http://austrian.com/LH.com">austrian.com/LH.com</a> or via the Lufthansa Group Service Center. Of course, the customer can buy the piece of baggage directly at the airport (ticket counter or check-in), but a higher fee will apply.	  
15. Does the 'Light' fare cost more the later the booking is made?	No matter which fare option is selected – 'Light', 'Classic', 'Flex' or Business – prices will always be set according to demand and availability control for the booking classes.	  
16. Is there a surcharge for rebooking into the same or a higher booking class?	Every rebooking (e.g. different flight/different date) will incur a rebooking fee in 'Classic'. Customers who value flexibility benefit from a free* rebooking option when booking the 'Flex' fare.	  

	<p>As before fare differences might have to be collected in case of rebooking a Classic (in addition to the rebooking fee), Flex or Business Class fare to a higher booking class, in case the minimum stay is not fulfilled, the route is changed, etc. Automated tools like the Amadeus ATC will calculate the differences automatically.</p> <p>Normally, rebooking within the same booking class will not result in a higher fare as long as the departure and destination airports remain the same. However, a price difference may still occur due to changes in the price structure when rebooking within the same booking class on the same route.</p>	
<p>17. Can the 'Light'/'Classic'/'Flex' fares be upgraded to Business Class for a fee?</p>	<p>If you have booked a 'Light'/'Classic'/'Flex' fare, you have the option of purchasing an upgrade** to Business Class (or a Comfort Package** with SWISS). For more details, see Section C 3. **bookable via <a href="http://austrian.com/LH.com/swiss.com">austrian.com/LH.com/swiss.com</a> or the Lufthansa Group Service Center. Sales via travel agency are also planned.</p>	
<p>18. How is the Economy 'Flex' fare different from Business Class?</p>	<p>The 'Flex' fare is primarily targeted towards passengers who need more flexibility in their travel planning and want an expanded product offer compared to the 'Classic' fare. With the 'Flex' fare, the passenger can earn 50% more award miles and can reserve seats in the 'preferred seating zone' (LX-only) in Economy Class. In addition, rebooking is available free of charge* and refunds are available (for a fee).</p> <p>Business Class represents even more relaxed travel and comfort for business and leisure travellers. In addition to lounge access, increased free baggage allowance and miles credit (award, status, select and HON Circle miles) it now offers full flexibility in terms of rebooking/cancellations in all booking classes. The free neighbouring seat will continue to be guaranteed on all LX/OS/LH European routes.</p>	
<p>19. How do I recognize if a segment is rebookable?</p>	<p>In order to recognize if a fare is changeable or not – the Fare Basis always needs to be checked before rebooking!</p> <p>Examples: A segment booked in Y-class may be a 'Light' (non rebookable), 'Classic' (rebookable against fee) or a 'Flex' Fare (rebookable without fee). On the other hand, a segment booked in K class may also be a 'Light' (non rebookable) 'Classic' (rebookable against fee) or a 'Flex' fare (rebookable without fee).</p> <p>And: a segment booked in C class could also be a 'Light', 'Classic' or 'Flex' fare with the corresponding fare conditions – if the customer has bought an Upgrade to Business Class for that</p>	













	<p>segment. For Lufthansa und Austrian Airlines the Upgrade can be recognized by the SSR-element (SSR UPGD LH HK1 FROM-Y/TO-C/S2) and the Fare Basis which remains unchanged from the original Economy fare.</p> <p>An upgrade based on the Comfort package of SWISS cannot be recognized by an SSR-element since an EMD is not used. Same as for Lufthansa and Austrian, the Fare Basis of the original Economy fares remains unchanged. Thus, an Upgrade for SWISS can only be recognized by the Fare Basis.</p>	
<p>20. Will the terms and conditions for rebookings change?</p>	<p>No, the rebooking rules remain unchanged:</p> <ul style="list-style-type: none"> <li>• the rebooking fee applies for each rebooking</li> <li>• In case of rebooking several segments at the same time, the rebooking fee needs to be charged only once</li> <li>• In case of rebooking of one or more segments at different times: the rebooking fee needs to be charged for each transaction.</li> </ul>	
<p>21. Will the terms and conditions for refunds change?</p>	<p>Yes; the reimbursement rules for European fares will change with the new fare concept. Previously, the 'most restrictive' principle always applied to refunds – if part of a ticket was a non-refundable fare, then the entire ticket was non-refundable. This basic principle will remain valid for all intercontinental fares. The new, more generous principle 'Restrictions apply per fare component' will apply to the new 'Light', 'Classic', 'Flex' and Business Class Europe fares. For example, if a non-refundable 'Light' or 'Classic' fare is combined with a refundable 'Flex' or Business Class fare on a single ticket, the refundable portion can now be refunded. Of course, in the case of 'Flex' fares, the reimbursement fee must be taken into account. In the event of partially used tickets, the routes flown must be included in the calculation.</p> <p>The fare level as well as the YQ-amount of the refundable and unused portion(s) will be refunded. As the YQ level still depends on the booking class, the refundable amount of the YQ for the unused and refundable portion has to be calculated.</p>	
<p>22. What are the fees for rebooking and refund?</p>	<p>The charge for rebooking of the 'Classic' fare is € 65/75 CHF (a fare difference might have to be paid in addition). The charge for refund of the 'Flex' fare is € 120/140 CHF for return tickets and € 65/75 CHF for One Ways.</p>	

23. Do the general booking policies still apply?	Yes, the general booking policies of Austrian Airlines, Lufthansa and SWISS (e.g. coupon usage out of sequence) remain unchanged.	  
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## C. Ancillary Services










### C1) General Information

Questions	Answers	Applies for
1. Which Ancillary Services may be sold at the travel agency?	<p>1) <b>First baggage for a Light fare:</b> can be sold in all GDS capable to issue Lufthansa EMD-A.</p> <p>2) <b>Seat reservations:</b> can be sold currently in Amadeus and Travelport</p> <p>3) <b>Upgrade to Business Class:</b> may currently only be sold by Lufthansa (LH.com + Service Center). The sale in travel agencies is planned. (This does not apply for Austrian Airlines).</p> <p>Please note: Issuance of all ancillary services is possible on LHGroup-agent.com if the ticket is issued via LHGroup-agent.com.</p>	  
2. Are there deadlines for the sale of Ancillaries?	<p>Reservation and EMD issuance for 1<sup>st</sup> bag as well as Upgrade to Business Class may be done any time between ticket issuance and check-in deadline.</p> <p>Reservation and EMD issuance for seat reservations are only possible until 48 hours before departure.</p>	  
3. Which rules apply for the EMDs of Ancillary Services?	<p>For Lufthansa the fare conditions of the original ticket always determine the rebooking/refund rules for the respective EMD(s).</p> <ul style="list-style-type: none"> <li>EMDs issued in connection with a 'Light' fare: non rebookable, non-refundable</li> <li>EMDs issued in connection with a 'Classic' fare: rebookable together with the ticket against fee. Only the rebooking fee of the ticket to be charged, no additional EMD rebooking fee. The EMD is non-refundable</li> <li>EMDs issued in connection with a 'Flex' fare: rebookable free of charge together with the ticket, refundable against fee together with the ticket. Only refund fee of the ticket to be charged, no additional EMD refund fee</li> <li>Standalone refunds of ancillary EMDs are generally not permitted.</li> </ul> <p>In case a ticket is refunded on Involuntary basis as per standard Lufthansa INVOL rules, EMDs attached to the respective ticket coupons may be refunded as well.</p>	  
















<p>4. How does the LH/OS EMD interlining work?</p>	<p>An EMD interline LH/OS in Amadeus will be available by end of July 2015. Therefore LH/OS Light fares are combinable. If a combined LH/OS Light fare (including Codeshare flights) is sold via GDS other than Amadeus, customers can only purchase e.g. the first baggage via LH.com, LH/OS Service Center or at the airport.</p>	
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C2) Baggage






Questions	Answers	Applies for
<p>1. How much does the first piece of baggage with the 'Light' fare cost? Does it cost less if I purchase them in advance?</p>	<p>With the 'Light' fare, the first piece of baggage costs € 15 or CHF 19 for the departure trip and same for the return trip when booking through austrian.com/LH.com/swiss.com, the Lufthansa Group Service Center or through a travel agency. When booking at the airport (ticket counter or check-in), the first piece of baggage with the 'Light' fare will cost € 30 or CHF 35 for the departure trip and same for the return trip. When paying for the first piece of baggage at the gate, a higher fee of € 45 or CHF 55 per departure or return trip will be charged.</p>	
<p>2. What happens if a passenger has booked a 'Light' fare but wants to travel with a piece of checked baggage?</p>	<p>Customers can purchase the first piece of baggage with the 'Light' fare through their travel agency, via austrian.com***/LH.com/swiss.com, via the Lufthansa Group Service Center or directly at the airport. The price of purchase at the airport will be higher than an advance purchase. The fee applies once for the outward journey and once for the return trip. Please note: In case of stopover en route the checked baggage needs to be paid for again. ***via austrian.com for the time being only possible for Amadeus bookings.</p>	
<p>3. If customers have purchased baggage allowance for one piece of baggage with the 'Light' fare, can they check in directly or do they have to go to the ticket counter as if they had purchased normal excess baggage?</p>	<p>Pre-paid baggage (whether the first or additional baggage) can be checked in directly. The customer can check in directly. Unlike normal excess baggage, the EMD will not have to be reissued at the airport for the first piece of baggage added to a 'Light' fare.</p>	
<p>4. What is the difference between a first piece of baggage and an additional piece of baggage? What are the terms and conditions?</p>	<p>The first piece of baggage can only be purchased in combination with a 'Light' fare. This piece of baggage will cost less than an additional piece of baggage (excess baggage).</p>	


<p>5. Will carry-on baggage be tightly controlled at the gate? Will there be sample checks or will the carry-on baggage of every individual passenger be checked?</p>	<p>In general, the control of permitted carry-on baggage is already a part of the standard process at the gate. Obviously oversized and/or excessive amounts of carry-on baggage must be loaded as 'checked baggage'. Until now, customers did not have to pay for it, but this is changing with the introduction of the new European fare concept.</p>	
<p>6. What happens if my carry-on baggage is too large or too heavy?</p>	<p>No change to today.</p>	
<p>7. If I have booked a 'Light' fare and purchase an additional piece of baggage, then cancel my trip, will the baggage fee be refunded?</p>	<p>Just like the 'Light' fare, the first piece of baggage cannot be refunded and cannot be used for a different trip.</p>	
<p>8. What happens if the customer has bought a first baggage for a 'Light' Fare but does not check in any baggage or the checked bag is too big/too heavy?</p>	<ul style="list-style-type: none"> <li>• If a customer has paid for a 1<sup>st</sup> bag but does not check in any baggage – the EMD for the 1<sup>st</sup> bag is non-refundable</li> <li>• If a customer has paid for a first bag but wants to check in an oversized or overweight bag, the standard excess baggage charges apply and the passenger will have to pay accordingly for the heavy and/or oversized bag. The original EMD can be neither reissued nor refunded.</li> </ul>	
<p>9. How many additional pieces of baggage can I purchase?</p>	<p>You can purchase additional baggage via swiss.com until you have reached the maximum number of two pieces of baggage, including your free baggage allowance. You can purchase a maximum of one first piece of baggage and one additional piece of baggage through a travel agency. There is no restriction on the number of pieces of baggage via the SWISS Service Center.</p>	
	<p>You can purchase your first piece of checked baggage with the 'Light' fare through the travel agency, at austrian.com/LH.com or through the Lufthansa or Austrian Service Center (please note: via austrian.com for the time being only possible for Amadeus bookings).. Every additional piece of checked baggage will still be considered excess baggage and can be purchased directly at the airport. The reservation process for booking excess baggage remains unchanged.</p>	
<p>10. Can baggage be booked through all GDS?</p>	<p>The pre-paid baggage will be available on Amadeus, Galileo and Sabre.</p>	
	<p>The first piece of baggage in the 'Light' fare can be sold through Amadeus, Galileo and Sabre.</p>	
<p>11. When purchasing a prepaid bag in Amadeus (1A), Galileo (1G) or Sabre (1S), is there a SSR-info needed in the PNR?</p>	<p>No, a SSR-remark is not necessary to be inserted by the agent.</p>	

C3) Seat Reservations


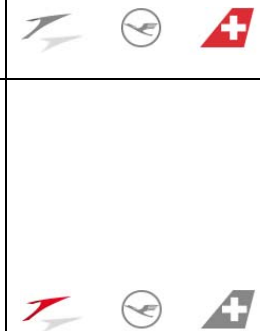


Questions	Answers	Applies for
1. How much does a seat reservation cost?	<p>The standard seat is already included free of charge with the 'Classic', 'Flex' and 'Business' fare option. 'Light' fare costs € 10 or CHF 12 per flight segment.</p> <p>Other seats can also be added to the booking for a fee.</p> <p>a) Preferred seating zone: € 17 or CHF 25 (currently only available on flights operated by LX)</p> <p>b) Seat with more legroom (LX: Airbus A321 only): € 25 or CHF 29 per flight (currently only available on flights operated by LH/OS)</p>	  
2. When is the seat reservation included in the fare?	<p>The standard seat can be booked free of charge with the 'Classic' fare.</p> <p>The standard seat is included in the 'Flex' fare and in Business Class, and the preferred seating zone is included with SWISS.</p>	  
3. Can a seat reservation be booked through all GDS?	<p>In terms of ASR, there are technical constraints that differ depending on GDS:</p> <p>a) In Amadeus, a Pricing (FXP) must first be done before seat reservations can be recognised as free of charge or available for a fee.</p> <p>b) At present, Sabre (and Abacus) are not capable of processing the ASR pricing based on the 'Fare Basis'. Consequently, they do not recognise that ASR is included in certain fare options (the standard seat with 'Classic' and with 'Flex'). Alternatives are currently being evaluated.</p> <p>c) In Travelport (Galileo and Worldspan), EMDs with the appropriate value must be issued for all seat reservations with Lufthansa or Austrian Airlines, regardless of whether ASR is free of charge or available for a fee. Alternatives are currently being evaluated.</p>	  
4. Will anything regarding seat reservations change for European feeder flights to intercontinental flights?	<p>The technical changes listed above for seat reservations will also apply to European feeder flights in Economy.</p> <p>Neither seat reservations in all compartments on purely intercontinental flights nor seat reservations on European routes in Business class will be affected.</p>	  
5. How is the booking process for ASR on 'Classic' & 'Flex' fares (seating free of charge) in GDS Galileo (1G)?	<p>There are two different processes:</p> <p>1) Recommended by SWISS: First issue the ticket and request the ASR only afterwards. The system thus recognizes whether the seat is free of charge and in this case agent receives a KK-message and EMD-issuance is not</p>	  

	<p>necessary.</p> <p>2) If a free seat is booked before ticket-issuance, the agent will get a message 'Payment required' but can ignore it. Once the ticket is issued, a fictitious EMD will be issued automatically in the LX PSS but the agent doesn't receive any confirmation message. The agent needs to know that no EMD-issuance is necessary.</p> <p>Galileo will show the correct price for a free seat (€ 0 / CHF 0), since the new 'Fare Basis' will be recognized, but the agent should still know, that no EMD issuance is necessary for free seats.</p>	
<p>6. How is the booking process for ASR on 'Classic' &amp; 'Flex' fares (seating free of charge) in GDS Sabre (1S)?</p>	<p>Sabre will show the default price for a standard/preferred seat, since ASR pricing according to new 'Fare Basis' does not work on Sabre yet. Therefore, the agent should know, which seat is free of charge in 'Classic' and 'Flex' tariff, and should not issue an EMD for a free seat. There are two different processes:</p> <p>1) Recommended by SWISS: First issue the ticket and request the ASR only afterwards. The system thus recognizes whether the seat is free of charge and in this case agent receives a KK-message and EMD-issuance is not necessary.</p> <p>2) If a free seat is booked before ticket-issuance, the agent will get a message 'Payment required' but should ignore it. Once the ticket is issued, a fictitious EMD will be issued automatically in the LX PSS for which the agent doesn't receive any confirmation message. Agent needs to know that no EMD-issuance is necessary.</p>	
<p>7. How is the booking process for ASR on 'Classic' &amp; 'Flex' fares (seating free of charge) in GDS Amadeus (1A)?</p>	<p>In Amadeus an EMD issuance is inhibited for free seats, no matter if the seat is booked before or after the ticket is issued. A fictitious EMD is issued in the LX PSS where applicable.</p> <p>Amadeus will show the correct price for a free seat (€ 0 / CHF 0), since the new 'Fare Basis' will be recognized.</p>	
<p>8. How does the booking process work for ASR for LH/OS in Amadeus?</p>	<p>Please proceed as follows:</p> <ul style="list-style-type: none"> <li>• Automatic pricing in the PNR – Amadeus recognizes the fare used</li> <li>• Check the seatmap – Amadeus recognizes if seat is chargeable or free of charge bases on the fare</li> <li>• In case of a seat reservation free of charge, Amadeus automatically enters an</li> </ul>	







	<p>SK element to the PNR– all seats are shown as free of charge (except legspace seats).</p> <ul style="list-style-type: none"> <li>• Book the seat</li> <li>• In case of chargeable seats Amadeus enters the time limit to the PNR (OPW/OPC).</li> <li>• In this case the EMD needs to be issued as usual - after ticketing and before expiry of the time limit.</li> </ul> <p>In case of free of charge seats no further steps are needed after ASR.</p>	
9. How does the booking process work for ASR for LH/OS in Travelport?	<p>Please proceed as follows:</p> <ul style="list-style-type: none"> <li>• Request a Seatmap (all seats are shown as chargeable) and book a seat</li> <li>• Automatic pricing for the ASR will show the correct amount for a chargeable seat – EMD-A to be issued with this amount,</li> <li>• Automatic pricing will show € 0 (0.00) for a non-chargeable seat – EMD-A with 0.00 amount to be issued</li> </ul> <p>Please note: The EMD may only be issued after ticket issuance.</p>	
10. How does the booking process work for ASR for LH/OS in Travelport?	<p>Sabre is currently developing an enhancement in the ASR process to enable seat reservations within the new fare concept. Until implementation seat reservations in Economy class for intra-European segments are not possible.</p>	
11. I booked the 'Flex' option and was able to reserve a seat in the preferred zone (free of charge). Will I receive any compensation if I am involuntarily relocated to a standard seat?	No.	
12. I booked the 'Flex' option and purchased a seat with extra legroom. Can the seat with extra legroom also be rebooked? Is this free of charge?	Yes, ASR can be rebooked free of charge. However, the seat must also be available on the next flight.	
13. Can the seat also be booked on codeshare flights?	<p>In general, seat reservations on codeshare flights will only be possible with the implementation of EMD interlining.</p> <p>Effective sales start, EMD interlining*** will be implemented between Lufthansa and Austrian.</p> <p>Therefore, seat reservations on codeshare flights will only be possible between Lufthansa and Austrian (LH/OS flight numbers and operated by LH/OS).</p> <p>Since LX does not have any EMD interlining yet, advance seat reservations cannot yet be made on LX codeshare flights.</p> <p>***for the time being, technically only via LH.com, Austrian.com and Amadeus. Sales via other GDS are also planned.</p>	






<p>14. What will happen to my booked ancillary services (such as seat reservations) if I rebook my flight (with 'Classic'/'Flex'/Business) onto a codeshare flight?</p>	<p>Advanced seat reservations (ASR) cannot be rebooked to codeshare flights. Exception: Rebooking of advanced seat reservations on codeshare flights of Lufthansa and Austrian (LH/OS flight numbers and operated by LH/OS) will be possible due to EMD interlining***. ***for the time being, technically only via LH.com, Austrian.com and Amadeus. Sales via other GDS are also planned.</p>	
<p>15. Are ancillary services refundable?</p>	<p>No. Ancillary services are non-refundable. The regulations of the originally purchased fare shall apply for refunds of ancillary services (EMD).</p>	




**C4) Upgrade to Business Class (SWISS: Comfort Package)**

Questions	Answers	Applies for
<p>1. How much does an upgrade to Business Class cost?</p>	<p>The price for the upgrade is a fixed amount per sector and is identical for upgrades from all Economy booking classes and all fare options to all Business booking classes. An upgrade to Business Class can be booked with Lufthansa from as low as € 79 (domestic German flight) and € 99 (intra-European flight) per flight segment.</p>	
<p>1. How much does an upgrade to Business Class cost?</p>	<p>The SWISS Comfort Package can be added to the booking for the departure and/or return flight. Prices will be based on the route, availability, etc. A confirmed upgrade from Economy to Business Class will be available to passengers from the 3<sup>rd</sup> to 4<sup>th</sup> quarter of 2015 onwards. In the meantime, passengers can submit a bid online via the "Smart Upgrade" tool up to 72 hours prior to departure. Passengers will be informed via email whether their bids are accepted or rejected within 72 to 48 hours prior to departure. An upgrade to Business Class can be purchased as an ancillary product at the time of web check-in at a minimum cost of € 109 on European routes. This service is available to all passengers, regardless of the fare option: 'Light', 'Classic' or 'Flex'. The initial ticket remains unchanged.</p>	
<p>2. Can an upgrade to Business Class (SWISS: Comfort Package) also be purchased before a ticket is issued?</p>	<p>No, an upgrade to Business Class (SWISS: Comfort Package) can only be purchased after the ticket has been issued.</p>	
<p>3. Can all fare options, including the 'Light' fare, be upgraded?</p>	<p>Yes. Presumably from the 3<sup>rd</sup> to 4<sup>th</sup> quarter of 2015 onwards (confirmed upgrade at the time of</p>	
























	<p>booking), Smart Upgrade (bidding procedure) up to 72 hours prior to departure, available to all passengers regardless of the fare option ('Light', 'Classic', 'Flex').</p>	
<p>4. Which services am I purchasing when I upgrade to Business Class (SWISS: Comfort Package)? Will I also receive a free rebooking option?</p>	<p>An upgrade to Business Class (SWISS: Comfort Package) includes various services, like a seat in Business Class with a free neighbouring seat, lounge access, priority boarding and Security Fast Lane (where available). At the same time, the conditions of the booked Economy Class tickets will remain unchanged in terms of rebooking, refund conditions and baggage allowance.</p> <p>The crediting of status and award miles in the Miles &amp; More Frequent Flyer Programme operates in accordance with the originally booked Economy Class fare. These regulations apply independent of Frequent Flyer status for HON Circle Members and Senators as well..</p>	
<p>5. When can the customer purchase an upgrade to Business Class (SWISS: Comfort Package)?</p>	<p>An upgrade to Business Class (SWISS: Comfort Package) can be purchased at any time after the ticket is issued and until the CKI deadline - depending on availability in Business Class</p>	
	<p>Smart Upgrade: Passengers can bid any amount of their choice (up to 72 hours prior to departure). Within this time frame, all bids will be reviewed and accepted if certain conditions hold.</p>	
	<p>Upgrade using the Web Check-in tool: Web check-in opens 47 hours prior to departure. Depending on the load factor, passengers will be offered a Smart Upgrade at the time of check-in.</p>	
<p>6. How does Smart Upgrade Package with Austrian work?</p>	<p>Passengers can choose the amount they are willing to bid for their upgrade. The bid can be submitted online, using a sidebar with which the bid can be manually adjusted. The bid can be adjusted in several ways: increased, lowered or fully cancelled.</p> <p>Within the timeframe of 72 hours prior to departure, all bids are reviewed and potentially verified. Furthermore, passengers receive a notification whether or not their bid is accepted.</p> <p>In order for passengers to be able to bid, they must book an Economy Class Ticket for an OS flight that was issued on behalf of OS no later than 3 days prior to departure. Smart Upgrade is available on all scheduled flights.</p>	
<p>7. How does the Upgrade in Web Check-in work?</p>	<p>The web check-in opens 47 hours prior to departure. Depending on the load factor, passengers will be</p>	
















	<p>displayed the option to bid for an upgrade to Business. This does not involve any changes to the initial ticket (i.e. rebooking), thus all conditions attached to the Economy Class fare remain unchanged.</p>	
<p>8. How does the Comfort Package with SWISS work?</p>	<p>Just like any other ancillary service, the Comfort Package will be available as an add-on to every fare option as long as seats are available in Business Class. The price of the Comfort Package depends on availability in Business Class.</p> <p>The Comfort Package is primarily offered via swiss.com and via SWISS Service Center. In addition, travel agents can also contact SWISS directly in order to book this ancillary service.</p>	
<p>9. How does an upgrade to Business Class work with Lufthansa?</p>	<p>Every Economy booking class (irrespective of the fare product selected) will be allocated to a dedicated booking class in Business Class for the upgrade.</p> <p>The availability of the upgrade to Business Class therefore depends on the originally booked Economy booking class as well as on availability within Business Class.</p> <p>For example, a customer who has purchased a fare in K Class can only purchase an upgrade if P Class is still available.</p> <p>If P Class is no longer available, the customer with a 'Classic' or 'Flex' ticket can pay an additional fee to upgrade to a higher Economy booking class, from which an upgrade to the applicable and available Business booking class would be available.</p> <p>This option is not available for a passenger with a 'Light' fare, since the 'Light' fare cannot be rebooked.</p> <p>Please note: For the time being, Upgrades to Business Class cannot be offered from some European airports due to technical reasons.</p>	
<p>10. Is an upgrade also bookable on codeshare flights?</p>	<p>No.</p> <p>An upgrade to Business Class on codeshare flights will not be possible for the time being.</p>	
<p>11. Why are the upgrade concepts different within the Lufthansa Group?</p>	<p>The Lufthansa Group plans to offer an upgrade to Business Class as a uniform ancillary service. Due to technical conditions, this will not yet be possible at the launch date of the new concept. The technical aspects of a universal solution are currently being worked on intensively.</p>	
<p>12. What happens when rebooking a flight?</p>	<p>In general, the rebooking conditions for the upgrade to Business Class (SWISS: Comfort Package) depend on the conditions of the base Economy fare. For example, a 'Light' fare for which an upgrade is purchased into Business Class (SWISS: Comfort Package), will remain non-rebookable and non-refundable.</p>	

<p>13. How do rebookings of tickets with an upgrade to Business Class work? <b>Attention: Rebookings in a PNR containing an Upgrade may only be done by Lufthansa for the time being!</b></p>	<p>For the time being rebookings of tickets with an upgrade can only be handled by a Lufthansa Service Center. The original fare conditions remain unchanged – i.e. a customer holding a 'Light' ticket cannot rebook. <b>Rebookings of tickets containing an upgrade currently may only be done by Lufthansa. This applies to all segments in the ticket – even segments without upgrade!</b> You can recognize the upgrade in the PNR by the SSR Element: <b>SSR UPGD LH HK1 FROM-H/TO-Z/S2</b> Should a customer ask you to rebook a ticket containing an upgrade, please contact your Lufthansa Sales &amp; Service Team.</p>	
<p>14. What happens to an upgrade to Business Class in case of a schedule changes/flight cancellations?</p>	<p>If possible the customer will be rebooked by Lufthansa to the upgrade class on an alternate LH, LX, OS or SN flight in case of a flight irregularity. If that is not possible or a rebooking to another airline is necessary, the Upgrade EMD will be refunded by Lufthansa.</p>	
<p>15. Where can an upgrade to Business Class (SWISS: Comfort Package) be purchased?</p>	<p>The upgrade to Business Class will be bookable via <a href="http://austrian.com">austrian.com</a>/<a href="http://LH.com">LH.com</a>/<a href="http://swiss.com">swiss.com</a> or the Lufthansa Group Service Center. Sales via travel agency are also planned.</p>	







**D. Target Group-specific Fares**

**D1) Corporate Rates**













Questions	Answers	Applies for
1. How will the 'Light'/'Classic'/'Flex' fare products be implemented in the individual corporate fares (CNRs)?	In future, the individual corporate fares in Economy Class will be exclusively available with the 'Flex' fare. Corporate fares (CNRs) include the same services as the 'Flex' fare (including a piece of checked baggage and free seat reservations). In order to continue to be able to offer fully flexible fares, the 'Flex' CNR in the RBD YBM will remain refundable free of charge.  The fare price and the applicable valid booking classes will be adjusted according to the new published structure.	  
	In future, the individual corporate fares in Economy Class will be derived from the 'Flex' fare, with the additional option of a free refund. That is, corporate fares (CFs) will remain fully flexible and will include the same services as the 'Flex' fare (including one piece of free checked baggage and complimentary ASR, plus a free refund).  The fare price and the applicable valid booking classes will be adjusted according to the new published structure.  Individual corporate fares based on the 'Light' or 'Classic' fares will not be available.	  
2. Are there fully flexible corporate Economy fares?	Contracts dated before 23 June 2015: Only CNR in the RBDs YBM for the 'Flex' fare. YBM will be refundable free of charge. The fare option conditions shall apply for all other CNRs.	  
	All individual corporate fares (CFs) in Economy will remain fully flexible.	  
	For individual corporate fares selected RBDs in Economy will remain fully flexible.	  
3. How will the 'Light'/'Classic'/'Flex' fare products be implemented for EU 'Flex'?	EU 'Flex' will continue to offer a 3% discount on all European cross-border flights in booking classes J-Q, with an option to combine with booking classes V-K at 0%. The discounts granted can be applied to all three Economy fare options.  The published Terms and Conditions will continue to apply, with the exception of the YBM classes. The 'Flex' fares in these classes will be refundable free of charge with the 'Flex' fare during a transitional period.	  
4. What will change for the corporate Business Class fares?	Individual corporate fares in Business Class will continue to offer discounts on the published Business Class fares with the same services/conditions. Current contracts will not be	  


	adjusted.	
	Current contracts will not be adjusted. Fare amounts and, if applicable, the booking classes used will be adjusted to the new fares/contracts in accordance with the new structure.	  
5. Will corporate customers receive additional extras such as discounted rebooking fees or preferred seats?	Not at present.	  
	Current agreements will continue to apply without changes.	  
6. Will EMD sales be added as bookable services for corporate and travel agency incentives?	No. EMD sales will remain unavailable as incentives.	  
7. Will the Lufthansa Group continue to make the new fare options available to tour operators?	Tour operators can, of course, offer all published Lufthansa Group fare options. In some markets, tour operators will also be offered special unpublished fares. All product components will remain unchanged for these specific tour operator fares.	  

## D2) Other Unpublished Fares






















Questions	Answers	Applies for
1. What will happen to the following unpublished fares? VFR, Humanitarian, Marine, Offshore, Cruise, PEPs?	The new fare concept will not be implemented for these target group rates on European routes.	  
2. What will happen to the following unpublished fare: Global Fare Product „Health & Medical“?	The unpublished fares Global Fare Product „Health & Medical“ will be converted to the new fare concept ('Light', 'Classic', 'Flex' and 'Business').	  

## D3) Group Bookings

Questions	Answers	Applies for
1. Can groups book the same fares as individual customers?	Groups can choose between the 'Light' and the 'Classic' fares in Economy Class as well as Business Class.	  
	The new fare concept on European routes will also be offered for all group bookings, and will include the 'Flex' fare. (Exception for Lufthansa: In Germany, the 'Light' fare will not be offered by Lufthansa for group bookings, for the time being. An implementation at a later stage is currently being investigated.)	  
2. Why don't Austrian Airlines and SWISS offer a 'Flex' fare option for groups?	Group bookings can be rebooked free of charge in every fare option until the time that the ticket is issued, as long as the same price is still available. For this reason, the 'Flex' fare does not offer groups any additional benefits.	  
3. If I am a part of a group booking,	Yes, this is possible for individual persons with	  

<p>can I book a piece of baggage or an additional piece of baggage?</p>	<p>bookings that are a part of a group booking (same PNR) at swiss.com or via GDS.</p>	
	<p>Yes, the first piece of baggage with the 'Light' fare can be booked for individual persons within a group booking after the ticket is issued via GDS, in your travel agency (same PNR). Purchasing via austrian.com/LH.com is not available for passengers who are booked in a group booking.</p>	

E. Miles & More

Questions	Answers	Applies for
1. Will there be changes in the earning and redemption of miles with the Miles & More frequent flyer programme?	At the present time, there will be no changes to the collection or redemption of miles with the Miles & More frequent flyer programme.	  
2. Can Miles & More earn additional award miles on the Flex fare?	As part of a promotional campaign, Miles & More members can earn 50% more award miles when booking the Flex fare. This offer applies to all flights within Europe operated by Austrian Airlines, Lufthansa and SWISS which have been booked on a 'Flex' fare with a travel period up to 31 March 2017. With Brussels Airlines, the offer applies to all flights booked on the 'Flex&Fast' fare with a travel period from 1 July 2015 to 30 June 2016. The additional award miles will be credited to your account automatically within up to 4 weeks of your flight	  
3. Will status privileges change for HON Circle Members, Senators, Frequent Travellers and Star Alliance Gold Members?	Familiar privileges for HON Circle Members, Senators and Frequent Travellers as well as Star Alliance Gold members will continue to be available with the 'Classic' and 'Flex' fares. With the new 'Light' fare, the free seat reservation and the allowance for additional baggage or golf equipment will no longer be available. All other status benefits such as lounge access will remain unaffected for this fare. For SWISS Golf Traveller Club members, the 'Light' fare does not include a free golf equipment allowance.	  
4. Will HON Circle Members/Senators/Frequent Travellers/Star Alliance Gold Members continue to be able to reserve an extra legroom seat free of charge?	With the 'Classic' and 'Flex' fares, HON Circle Members and Senators will continue to receive a free seat reservation. For FTL and Star Alliance Gold Members, ASR will continue to be available only for a fee.	  
5. How do the miles credited differ with the individual fares?	The number of miles credited will continue to depend on the booking class. As part of a promotion, 50% more award miles will be credited with the 'Flex' fare.	  
6. Will there also be Miles & More award tickets in the 'Light', 'Classic' and 'Flex' fare options?	No - the conditions of award flights will remain unchanged. All product components, such as a free piece of baggage, rebooking fees, etc., will remain unchanged.	  
7. Why are selected status privileges (free baggage allowance, seat reservations) omitted with the 'Light' fare?	The 'Light' fare represents an additional travel option and is more affordable than the current Economy Class fare. Nowadays, many status customers travel with only carry-on baggage and are able to fly more economically with the 'Light' fare.	  

\* A rebooking fee does not apply, but fare differences will have to be paid in the event of re-booking to a higher booking class or failure to adhere to the minimum stay requirement. In the event of a change of route the fare will be recalculated for the new route.