

LH Group Ticketing Waiver Policy – Developments Ukraine

Trigger:

This Extending Waiver Policy is triggered by: Recent developments in Ukraine starting/on 17/07/2014

Eligibility:

Passengers holding LH/LX/OS/SN/4U tickets for the following LH/LX/OS/SN/4U operated flights and/or OAL operated flights with LH/LX/OS/SN/4U flight numbers (code-share):

- ▶ Flights from/to DNK/HRK (flights to/from KBP are excluded from this policy and not affected) → on 21/07/14-27/07/2014
- ▶ Tickets must be issued on/before 18/07/2014

Rebooking:

In addition to the respective LH Group Carriers standard involuntary policy for flight irregularities:

- ▶ **One Rebooking permitted free of charge:**
 - a) The new date of travel must be **on/before 21/10/2014**.
 - b) Rebooking in original ticketed booking class/RBD
Exception: **For LH-Group operated flights:** (LX/OS/VO/SN/4U) rebooking to same or next available RBD **within same compartment is permitted**
The change of origin/destination and class of service/compartment is not permitted
 - c) Conditions regarding flight carrier restrictions must be observed any time.
-Exception: Rebooking on LH Group flights (LX/OS/SN/4U-flight numbers) operated by LH Group carriers (LX/OS/SN/4U) is permitted for all fares
 - d) All other conditions must be observed as per original ticket.

Refund:

In addition to the respective LH Group Carriers standard involuntary policy for flight irregularities:

- ▶ **Refund is not allowed if flight is not cancelled.**

Proceeding:

Lufthansa (LH):

- ▶ **ATC usage of ticket changes is mandatory**, as this automatically process filed waiver and will result in full re-issuance of ticket. The endorsement is set automatically by ATC
- ▶ Revalidation is permitted only in line with published regulations. Waive mentioned penalty, if applicable. OSI entry must be made: **OSI LH "1114"**
- ▶ For manual re-issues (not using ATC) waive mentioned penalty, if applicable - **Endorsement** entry must be made: **"1114"**
- ▶ In case a TWP re-issue/refund is done by a travel agent, **VKA entry** must be made: **"1114"**
- ▶ **Further publication:**
 - Lufthansa's Amadeus **"GGAIRLHIRREG"** pages
 - e-Teaming: https://eteaming.ebase.dlh.de/community/ecc/goodwill_policies

Swiss (LX):

- ▶ In general the standard irregularity policy for rebooking, refund and partial refund applies. Please see PRM online in chapter 2.9.1 (Passenger Regulation Manual 2.9.1):
- ▶ URL: <https://manuals.swiss.com/prm/passengerregulationmanual/2/9/Pages/2.9.1.aspx>
 - Login LX staff: no login needed
 - Login external staff: prm // swiss_724

Austrian Airlines (OS):

- ▶ Reissue is mandatory and an endorsement entry must be made: **"TWP 1114"**
- ▶ For a quick reference on this topic you may also consult the GGAIROSIRREG page.

Brussels Airlines (SN):

- ▶ Reissue is mandatory and an endorsement entry must be made: **"TWP 11/2014"**
- ▶ In general the standard irregularity policy for rebooking. Please see PBM 389.
- ▶ Further publication: http://bmanuals/PHM/9_Passenger_irregularities.pdf (9.11.0)

Germanwings (4U):

- ▶ Reissue is mandatory and an endorsement entry must be made: **"1114"**

Information only: Standard involuntary policy for flight irregularities

- ▶ **In case of cancelled flights:** The standard involuntary policy for flight irregularities of the respective LH Group Carrier applies, **irrespective of the ticket issuing carrier**. Please refer to respective handling manuals