

## LH Group Ticketing Waiver Policy – Incident at BRU airport

\*\*\* Extra Policy for SN operating flights short-haul and long-haul please focus on last paragraph of this TWP\*\*\*

### Trigger:

---

This Ticketing Waiver Policy is triggered by: Incident at BRU airport on 22<sup>nd</sup> March.

#### Flights from/to/via BRU

→ from 22MAR2016 until 07APR2016 (included)

- ▶ Tickets must be issued on/before 01APR2016

### 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 30JUN2016**
- b) Rebooking in original ticketed booking class/RBD  
Exception: **For LH-Group operated flights:** (LH/LX/OS/SN/4U/EW) rebooking to same or next available RBD **within same compartment is permitted.**
- c) The change of origin/destination is permitted to airports close to Brussels CGN, DUS, PAR, AMS, LUX for SN/LH/LX/OS/4U/EW passengers (as long as the origin/destination is not offered from/to BRU)
- d) Conditions regarding flight carrier restrictions must be observed any time -Exception: Rebooking on LH Group flights (LX/OS/SN/4U/EW-flight numbers) operated by LH Group carriers (LX/OS/SN/4U/EW) is permitted for all fares
- e) All other conditions must be observed as per original ticket.

- ▶ **One Rebooking permitted free of charge:**

- a) The new date of travel must be **between 01JUL2016 and 31OCT2016**
- b) Rebooking in original ticketed booking class/RBD**
- c) The change of origin/destination is not permitted
- d) Conditions regarding flight carrier restrictions must be observed any time -Exception: Rebooking on LH Group flights (LX/OS/SN/4U/EW-flight numbers) operated by LH Group carriers (LX/OS/SN/4U/EW) is permitted for all fares
- e) All other conditions must be observed as per original ticket.

---

### 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
- ▶ **Refund is allowed in case flights are cancelled or passengers are involuntary rerouted**  
  
(e.g. original booking is BRU-FIH → now involuntary rerouted on LGG-FRA-FIH or e.g. original booking is BRU-CPH → now involuntary rerouted on ANR-CPH)