

**THE LATEST
INFORMATION,
PRODUCT UPDATES
AND MORE**



FLIGHT CANCELLATIONS

Information on self-services, rebooking, refunds & how to contact us

Information on the current situation at airports

The current staff shortages at airports and in the air transport industry as a whole are challenging airlines like us enormously. We provide assistance for travel preparations and show alternatives in case a flight is affected by changes. [Go to the Eurowings website](#)

Flight status: get the latest flight times instantly

Check the status of your Eurowings flight online! You can choose between two search options by entering a flight number or a flight route. All times are given in local time. Important to know: The flight status is only available **for Eurowings flights and flight combinations with at least one Eurowings flight**.

Please note that although your flight may be delayed, you must still arrive **at check-in and the departure gate on time as scheduled**. We ask all passengers to check the status of their flight regularly. [Check flight status now](#)

Flight cancellation

If your **flight has been cancelled**, we will automatically search for a replacement flight for you. Our online services offer you the **simple and quick options of rebooking your flight**. Should you prefer a **refund of your flight price**, however, you can request it within the overview of your booking. We answer the most frequently asked questions about refunds [here](#).

Refund possibilities

We would like to refund your money as soon as possible in case of a flight cancellation. To help you find the right way to apply for a refund and to ensure that the refund process runs smoothly, we have compiled an overview of the options below.


Refund due to flight irregularities – regardless of the fare booked

- *Option 1 – the fastest way for single bookings*

Within your booking, you can easily request a refund of the flight price yourself. To do so, log in via our [website](#) with your last name and booking code. There you will find the third option available for you to check your refund claim*:

You can choose from the following options:

Rebook your flight flexibly




approx. 10mins

Do you already have an alternative date or route in mind? Rebook your flight quickly and easily.

[Rebook flight](#)

Request a flexible flight voucher




up to 1 day

You want maximum flexibility? Our voucher is valid for three years and transferable.

[Request Voucher](#)

Have your claim for a refund checked



up to 7 days

Of course we will check your claim for reimbursement. This can currently take a long time.

[Check entitlement](#)

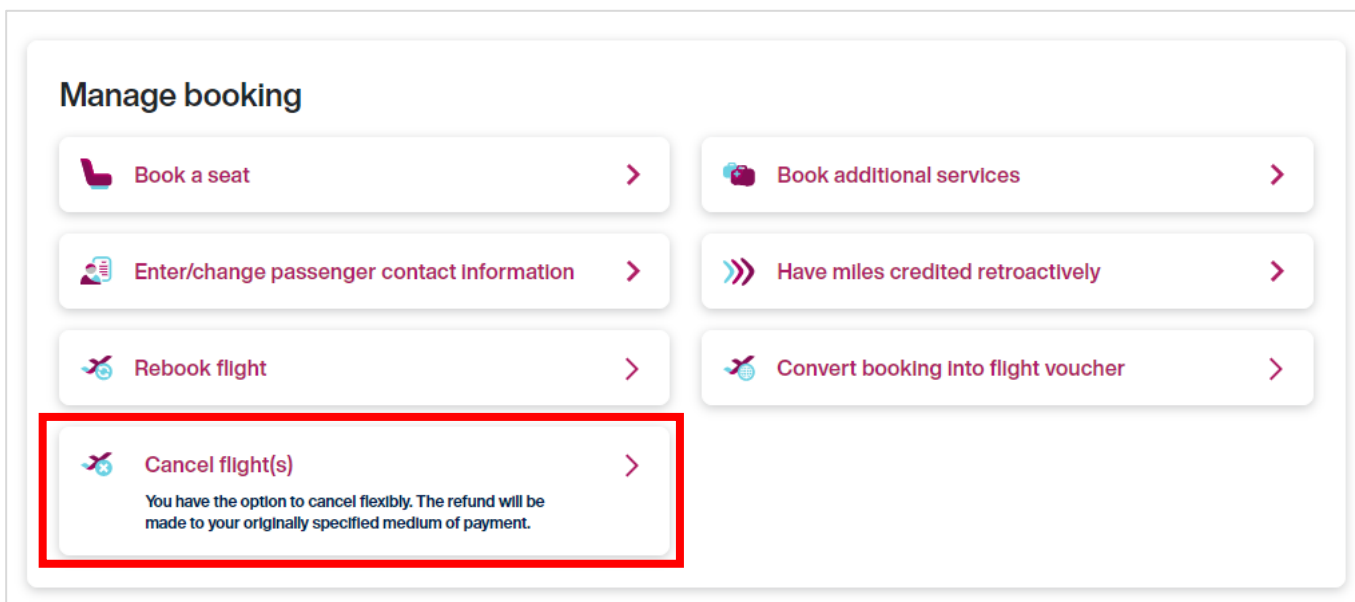
- *Option 2 – the way for multiple bookings*

Contact us via our [contact form](#) and select the topic “Refund request”. Here you can also upload a pdf document in which you list several bookings. Please bear in mind that in this case the refund may take a significantly longer processing time due to the current situation and manual processing.

Cancellations of Dynamic Flex bookings or Flex fares

- *Option 1 – the way via the website*

Cancellations are possible via the [Eurowings homepage](#): To do so, call up the booking with booking code and last name. The refund will be made to the originally specified means of payment.



- *Option 2 – the way via the call center*

Please call our call center at the known number and have the booking code and full passenger name at hand.

If you booked via an **Online Booking Engine (OBE)**, you can make the refund directly in the OBE. However, this is only possible if the OBE supports this functionality. This is the case in the OBEs Cytric and Onesto, for example.

Refund of taxes & fees

If the booked flight takes place but is not taken, we will refund taxes and fees. To do so, please contact us via our [contact form](#) and first select “Refund request” as topic and then “Taxes and fees” as category in the next step. Please bear in mind that the refund may take a little longer processing time due to the current situation and manual processing.

Refunds via GDS

Refunds can be made directly in the GDS. This applies to all tickets issued on Lufthansa (220) document – and thus also to Eurowings flights booked via GDS.

Contact

We are happy to help you with your questions and requests.

- **Contact form**

We will be happy to help you: Simply fill out our [contact form](#). You can pre-select a topic and a category – this will help us to assign your request to the right department and to forward it quickly for processing.

- **Call Center**
 - Opening hours daily from 06:00 h to 24:00 h (CET)
 - Corporate hotline: +49 180 6 92 92 92**
 - Travel agency: Phone number available after registration for [Eurowings travel agency portal](#)
 - Important to know: Unfortunately, our call centre **cannot provide you with any information on the applicable entry and exit regulations**. Please use our information page "[Covid-19 information hub for travel](#)" or contact the [German Federal Foreign Office](#).
- Do you have questions about **damaged or missing baggage**? All answers can be found [here](#).
- **Current information on flight operations and other important news** can also be found on the [Eurowings website](#).

Background Information: Bottlenecks at airports, ground services, air traffic control, and airlines: cancellations stabilize flight schedule

After a good two years of the pandemic, Lufthansa Group airlines report high demand for air travel this summer. This is good news after the worst crisis in aviation. At present, however, the infrastructure has not yet been fully restored. The entire aviation industry, especially in Europe, is currently suffering from bottlenecks and staff shortages. This affects airports, ground handling services, air traffic control, and also airlines.

Lufthansa and Eurowings have implemented numerous measures to ensure the most incredible possible stability of the flight schedule and thus offer their customers the best possible planning security. However, it is foreseeable that the flight schedules will not be able to be flown as hoped due to the bottlenecks.

[More details](#)

* Customers who enter their last name and booking code online will automatically be shown all available options, whether it is a rebooking, voucher request or refund. Options that are not available for the requested booking are greyed out.

** The international rates of your phone service provider apply.