

EXTERNAL LUFTHANSA GROUP AIRLINES' POLICY FOR BUSINESS PARTNERS

Lufthansa Group airlines

Flight irregularities policy for Business Partners

This document is valid for:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Austrian Airlines | <input type="checkbox"/> Brussels Airlines |
| <input checked="" type="checkbox"/> Lufthansa | <input type="checkbox"/> Eurowings |
| <input checked="" type="checkbox"/> SWISS | |

Stand: 13DEC2019

Version 3.0

Effective: 01. January 2020

VALIDITY: This Policy replaces all former Schedule Change and Short Term Flight Cancellation Policies and remains valid until further notice. The Lufthansa Group airlines reserve the right to amend and/or adapt and/or delete rules described in this document and to amend and/or adapt and/or partially delete the ADM policy at any time.

CONTENTS

1 Introduction	4
2 Definitions	5
3 Prerequisites	6
4 Rebooking	6
4.1 Rebooking rules	6
4.1.1 Rules concerning EW flights	7
4.1.2 Schedule Changes (including flight cancellations) earlier than one day prior to the scheduled departure day of the first impacted flight	8
4.1.3 Flight cancellations within one day prior to the scheduled departure day of the first impacted flight	10
4.1.4 Flight delays within one day prior to the scheduled departure day of the first impacted flight	12
4.1.5 Alternative solutions not feasible	12
5 Ticketing	13
5.1 Ticket reissues	13
5.2 EMD handling	14
6 Refund	15
6.1 Refund rules	15
6.2 Refund handling	16
6.2.1 ETKT	16
6.2.2 EMD	16
6.2.3 Refunds done via refund application (valid for ETKT and EMD):	16
7 Authorization/Waivers	18
7.1 Quick reference	18
7.2 Flowcharts	21
8 Miscellaneous	24
8.1 IATA Definition “Planned Schedule Change” vs. “Unplanned Schedule Change”	24
8.2 Glossary	24

Overview of changes				
Version	Date of Change	Chapter	Type	Content
2.0		5.1	Change	FBA Light Fare ticket
2.0	01JAN20	7	Change	Reissue waiver rules: No waiver is needed for reissues after a flight cancellation within OS/LH/LX/SN/EW prime and/or codeshare flights (including WK operated flights and wetlease flights) amongst each other ticketed on OS/LH/LX stock
		7	Update	Authorization/Waivers
		7.1	Update	Quick references
		7.2	Update	Flowcharts

1 Introduction

RP1735 states that IATA carrier may allow Travel Agents to reissue their airline's ETKT/etix in the event of a schedule change. Details of the IATA definitions can be found in chapter 8.1 IATA Definition.

Based on this recommended practice Austrian Airlines (OS), Lufthansa (LH) and SWISS (LX) have established a joint Ticketing Handling Policy allowing Travel Agents to reissue their tickets in case of a long term schedule change.

In addition, this policy contains the possibility to reissue/refund their tickets in case of a short term flight cancellation. Further information can be found in chapter 2 Definitions, 5 Ticketing and 6 Refund.

A full harmonization within the Lufthansa Group airlines is not given at the current stage and some differences apply which are clearly marked with the respective logo.

Whenever changes to the policy are made, a new and updated version will be distributed.

A ticket stock change is not allowed.

Important

In this policy, "Lufthansa Group airlines" always refers to Austrian Airlines, Lufthansa and SWISS, if not stated otherwise.

This guideline does not apply to group bookings.

Non-compliance with the rules of this policy may result in an ADM.

In certain cases Travel Agents are allowed to handle (rebook/reissue/refund) their own ETKTs/etix without authorization of the respective airline and in some cases they do need to apply for a waiver first (further information can be found in chapter 7 Authorization/Waivers).

However, there is no obligation for the handling of such ticket reissuances and the local Lufthansa Group Agency Support may always be contacted.

2 Definitions

SCHEDULE CHANGE	
(any modification to the operation of a flight e.g. flight delay, flight cancellation)	
Planned or long term schedule change (SKCHG)	Unplanned or short term schedule change (IRROP)
The interruption has occurred earlier than one calendar day prior to the scheduled departure day of the first impacted flight	The interruption has occurred on the day of departure of the first impacted flight, or the day prior
Rebooking/reissue/refund can be handled by the TA without approval of the Lufthansa Group airlines if according to the Lufthansa Group airlines' policy	ONLY short term flight cancellations can be handled by the TA without approval of the Lufthansa Group airlines (if according to the Lufthansa Group airlines' policy), for e.g. flight delay within one calendar day prior to the scheduled departure day a waiver of the Lufthansa Group airline must be obtained
Endobox: SKCHG/affected flight number/date	Endobox: INVOL/affected flight number/date
Fare construction: starts with S- *	Fare construction: starts with I- *
Flight number changes and RBD alignments do not qualify for rebooking/refund on involuntary basis: In cases when the ticket after flight number changes or RBD alignments has not been updated automatically the Travel Agent is allowed to do so without approval, as long as no further rebooking is needed and the reissue is done within 14 days after the schedule change has occurred	

* S or I indicator should be inserted when it is technically feasible

Note

The "one day" period replaces the previous 48h (LX) and 24h (OS/LH) definition for SKCHG/IRROP. "One day" is defined by calendar day.

The flight segment status is changed (to UN/TK/SC or according own airline system) on the day of departure (= day 0) or the day before departure (= day -1) of the original flight

E.g.:

Original flight departure	18FEB		
Notification of irregularity	17FEB or 18FEB	=>	IRROP/INVOL
Notification of irregularity	on/before 16FEB	=>	SKCHG

The IATA definition can be found in chapter 8.1

3 Prerequisites

This guideline is based on the following prerequisites for long term schedule changes (SKCHG) and short term flight cancellation (INVOL):

- The affected flight was operated by a Lufthansa Group airline (including WK operated and wetlease flights) **and**
- The passenger has been booked on a Lufthansa Group airlines flight number **and**
- The affected flight segment(s) have been issued on Lufthansa Group airlines ticket stock

Note

Handling instruction for EW operated flights issued on Lufthansa Group airline's document can be found in chapter 4.1.1 Rules concerning EW flights

For cases outside the rules described and certain specific scenarios, an authorization by the local Lufthansa Group Agency Support has to be requested. Further information can be found in chapter 7 Authorization/Waivers.

4 Rebooking

4.1 Rebooking rules

- The rebooking should correspond to the original booking, including validating carrier, same routing and booking class. In case those conditions cannot be met, the routings in the fare notes should be checked for rerouting possibilities
- The same travel compartment must be used
- If rebooking on different route is necessary the longest possible sector should be kept on the respective Lufthansa Group airline
- Premium Economy is a different/higher travel compartment and may never be booked for Lufthansa Group airlines' Economy Class passengers
- The interruption has occurred within one day prior to the scheduled departure day of the first impacted flight:
In codeshare scenarios it is mandatory to always book the operating carrier's flight number
- The interruption has occurred earlier than one calendar day prior to the scheduled departure day of the first impacted flight:
In codeshare scenarios the Lufthansa Group airlines' marketing flight number should be booked
- If passengers have already been reaccommodated by the respective Lufthansa Group airline to an alternate flight, the Travel Agent may change one-time free of charge to another flight/flight connection acceptable to the passenger and in accordance with this policy.
Unneeded flight segments must be cancelled.

- If the passengers have not yet been reaccommodated by the respective Lufthansa Group airline a one-time free of charge rebooking shall be offered in accordance with this policy
- Rebooking and ticket handling after a schedule change have to be completed within 14 days after the schedule change occurred
- Any further change after the one-time free of charge rebooking is subject to the original fare conditions
- Schedule Changes (including flight cancellation) earlier than one day prior to the scheduled departure of the first impacted flight: the one-time free of charge rebooking and the subsequent ticket reissue must be done within 14 days after the schedule change has occurred. Further information can be found in chapter 4.1.2 Schedule Changes (including flight cancellations) earlier than one day prior to the scheduled departure day of the first impacted flight
- In any re-protection scenario, the passengers' travel documents must be considered (e.g. Transit Visa). The travel documents are the passenger's responsibility.

4.1.1 Rules concerning EW flights

- General information:

An itinerary with solely EW prime flights can only be issued on a LH document
e.g.:

EW 765	Y	20FEB 3	ZRHCGN HK1		0840 0950	*1A/E*
EW 766	Y	25FEB 1	CGNZRH HK1	1	1055 1205	*1A/E*

Mixed itineraries with EW prime flights and Lufthansa Group airlines' flights (operated and/or marketed) can be issued on the respective Lufthansa Group airlines' document

e.g.:

OS 151	Y	25FEB 1	VIEDUS HK1	635	0720 0855	*1A/E*
EW9754	Y	03MAR 7	DUSVIE HK1		0710 0845	*1A/E*

Itinerary can be issued on an OS or LH document.

- Rebooking alternatives in case of schedule changes/flight cancellations of EW prime flights on an OS/257, LH/220, LX/724 ticket stock

Alternative 1 – rebooking onto EW

Alternative 2 – rebooking within Lufthansa Group airlines (OS/LH/LX/SN/EW)

- For rebooking onto EW operated and/or marketed flights the following RBDs may be booked

RBDs for Business Class J and D

RBDs for Premium Economy E and N

All other RBDs are for Economy Class

In general, the original carrier and RBD should be booked. Whenever this is not possible (original RBD is not available, not in the respective compartment etc.), the lowest available RBD within the same compartment should be used.

Important

RBD C and R must not be used for involuntary bookings on EW flights

There is no difference between IKONT and KONT

4.1.2 Schedule Changes (including flight cancellations) earlier than one day prior to the scheduled departure day of the first impacted flight

In case of schedule changes earlier than one day prior to the scheduled departure day, the one-time free of charge rebooking of the original flights has to be processed according to the following priority of alternatives.

- The one-time free of charge rebooking and the subsequent ticket reissue must be done within 14 days after the schedule change has occurred (UN/TK/SC or according to own airline system sent to booking originator). Any rebooking/reissue done or requested later than 14 days after the schedule change is subject to approval by the respective Lufthansa Group airline. If handled by the Travel Agent without the airline's approval, such a change shall be considered as a voluntary rebooking according to the conditions of the fare note.
- An Automatic Schedule Change processed by the Lufthansa Group airline results in a reaccommodation message in the Travel Agent's PNRs (flight segments show UN/TK/SC or according to own airline system). In most cases, the affected flight segments in the ETKT/etix are automatically updated.

In cases when the passenger has not been reaccommodated and/or the ticket has not been updated accordingly, the Travel Agent is authorized to handle the case within 14 days after the schedule change has occurred and according to this policy.

Important

The Automatic Schedule Change functionality might not always consider connection flights (especially connection flights with OAL). In such cases, it is the travel agents' responsibility

- to check the status
- to rebook and reissue if necessary within 14 days after the schedule change has occurred

Important

All rebookings/reissues triggered by an irregularity earlier than one day prior to the scheduled departure day must be done with "SKCHG".

The endorsement box must start with "SKCHG" followed by the affected flight number/date.

Whenever technically possible the indicator in the fare construction must show "S-":

E.g.:

SKCHG LX052/18MAY

S-18MAY19ZRH LX BOS Q99.69 2844.67LX ZRH Q99.69 2844.67NUC5888.72END ROE1.003101
PD XF BOS4.5

Or:

SKCHG LX052/18MAY

S-ZRH LX BOS Q99.69 2844.67LX ZRH Q99.69 2844.67NUC5888.72END ROE1.003101 PD XF
BOS4.5

Further information on ticket reissue can be found in chapter 5.1 Ticket reissues.

Alternative 1 – rebooking within same airline of original booking

Rebooking to the respective Lufthansa Group airline's flight including via the respective LHG Hub (LH prime flight via FRA and/or MUC, LX prime flight and LX flight operated by WK via ZRH and/or GVA, OS prime flight via VIE; all without stop over).

E.g.:

GVA LX JFK rebooked to
GVA LX JFK or
GVA LX x/ZRH LX JFK

- Rebooking in the originally ticketed booking class within ticket validity
- If the original booking class is not available, the next higher available booking class within the same travel compartment may be used only if the new flight departure date is within 3 days before or after the original flight date

Alternative 2 – rebooking within Lufthansa Group airlines

Rebooking onto a direct or combined routing within the Lufthansa Group airline's prime flight network:

E.g.:

FRA LH VIE rebooked to
FRA OS VIE
Or
FRA LX ZRH LX VIE

FRA LH JFK rebooked to
FRA LH VIE OS JFK
Or
FRA OS VIE OS JFK

FRA LH SJC UA ORD rebooked to
FRA LX ZRH LX ORD

- Rebooking in the originally ticketed booking class within ticket validity
- If the original booking class is not available, next higher available booking class within the same travel compartment may be used only if the new flight departure date is within 3 days before or after the original flight date

Alternative 3 – rebooking on marketing flight number of same airline

Rebooking onto the respective Lufthansa Group airline's marketing flight number (codeshare flight; not operated by OS/LH/LX):

E.g.:

VIE OS CDG flight operated by OS rebooked to
VIE OS CDG flight operated by AF marketed by OS

- Rebooking in the originally ticketed booking class within ticket validity
- Rebooking to other booking classes is not permitted

Alternative 4 – rebooking to all Lufthansa Group airlines (OS/LH/LX/SN/EW) and AC/UA

Rebooking onto an alternate flight/flight connection on all Lufthansa Group airlines (OS/LH/LX/SN/EW including WK operated flights and wetlease flights marketed and/or operated amongst each other) and AC or UA (AC/UA flight number operated by AC/UA or OS/LH/LX/SN/WK/EW):

E.g.:

FRA LH SJC AS SAN rebooked to
FRA LH SFO UA SAN

Or

YUL LH FRA rebooked to
YUL AC YYZ AC FRA (YYZ FRA operated by LH)

- Rebooking in the originally ticketed booking class within ticket validity
- If the original booking class is not available, the next higher available booking class within the same compartment may be used only if the new flight departure date is within 3 days before or after the original flight date

If none of the above alternative is suitable to the passenger refer to chapter 4.1.5 “Alternative solutions not feasible”

4.1.3 Flight cancellations within one day prior to the scheduled departure day of the first impacted flight

The Lufthansa Group airline will automatically rebook passengers who are affected by a short term flight cancellation of a Lufthansa Group airline’s prime flight. The ticket will be updated accordingly.

If after such an automated airline process the Travel Agent has no more access to the reissued ticket he/she must contact the local Lufthansa Group Agency Support for a further reissue.

In cases when the passenger has not been reaccommodated and/or the ticket has not been updated accordingly, the Travel Agent is authorized to handle the case according to this policy.

If the passenger does not agree to the offered rebooking the Travel Agent may change one-time free of charge to another flight/flight connection according the rules outlined within this chapter.

Not needed flight segments must be cancelled.

The ticket handling can be done by the Travel Agent if it is according to this policy. If it is not according to this policy, the local Lufthansa Group Agency Support has to be contacted.

Important

All rebookings/reissues triggered by a flight cancellation within one day prior to the scheduled departure day must be handled on an "INVOL" base.

The endorsement box must start with "INVOL" followed by the affected flight number/date. Whenever technically possible the indicator in the fare construction must show "I-":

E.g.:

INVOL OS045/09JAN

I-09JAN19VIE OS MLE79.14 LX ZRH264.70NUC343.84END ROE0.953890

Or:

INVOL OS045/09JAN

I-VIE OS MLE79.14 LX ZRH264.70NUC343.84END ROE0.953890

Further information on ticket reissue can be found in chapter 5.1 Ticket reissues.

Alternative 1 – rebooking within same airline of original booking

Rebooking to the respective Lufthansa Group airline's flight including via the respective LHG Hub (LH prime flight via FRA and/or MUC, LX prime flight and LX flight operated by WK via ZRH and/or GVA, OS prime flight via VIE; all without stop over).

E.g.:

GVA LX JFK rebooked to

GVA LX JFK or

GVA LX ZRH LX JFK

- Rebooking in the originally ticketed booking class within ticket validity
- If the original booking class is not available, the next higher available booking class within the same travel compartment may be used only if the new flight departure date is within 7 days before or after the original flight date

Alternative 2 – rebooking within Lufthansa Group airlines

Rebooking onto a direct or combined routing within the Lufthansa Group airline's prime flight network:

E.g.:

FRA LH VIE rebooked to

FRA OS VIE

Or

FRA LX ZRH LX VIE

FRA LH JFK rebooked to

FRA LH VIE OS JFK

Or

FRA OS VIE OS JFK

FRA LH SJC UA ORD rebooked to

FRA LX ZRH LX ORD

- Rebooking in the originally ticketed booking class within ticket validity

- If the original booking class is not available, next higher available booking class within the same travel compartment may be used only if the new flight departure date is within 7 days before or after the original flight date

Alternative 3 – rebooking to all Lufthansa Group airlines (OS/LH/LX/SN/EW) and AC/UA

Rebooking onto an alternate flight/flight connection on all Lufthansa Group airlines OS/LH/LX (including operated by WK)/SN/EW prime flights and AC or UA prime flights:

E.g.:

FRA LH SJC AS SAN rebooked to

FRA LH SFO UA SAN

Or

YUL LH FRA rebooked to

YUL AC YYZ LH FRA

- Rebooking in the originally ticketed booking class within ticket validity
- If the original booking class is not available, the next higher available booking class within the same compartment may be used only if the new flight departure date is within 3 days before or after the original flight date

If none of the above alternative is suitable to the passenger, refer to chapter 4.1.5 “Alternative solutions not feasible”

4.1.4 Flight delays within one day prior to the scheduled departure day of the first impacted flight

In case of flight delays within one day prior to the scheduled departure day, it is mandatory to contact the local Lufthansa Group Agency Support.

4.1.5 Alternative solutions not feasible

If none of the alternative solutions is available or accepted by the passenger, the local Lufthansa Group Agency Support must be contacted.

There might be other alternatives, e.g. on Star Alliance Partner Airlines. However, these are only to be handled by the local Lufthansa Group Agency Support.

In case none of the alternatives is accepted by the passenger, the ticket may be refunded. More information about refund can be found in chapter 6 Refund.

Non-compliance with the rules described in the scenarios may result in an ADM.

5 Ticketing

5.1 Ticket reissues

Lufthansa Group airlines' ETKTs/etix can be reissued without prior approval, provided all conditions of this policy are met. In all other cases a waiver must be obtained from the local Lufthansa Group Agency Support (further information can be found in chapter 7 Authorization/Waiver).

- S- or I- fare construction indicator should be inserted when it is technically feasible
- It is mandatory to state the reason (SKCHG **or** INVOL) for the reissue in the endorsement box of the reissued ETKT/etix

The IATA standard must be applied: the first five characters of the endorsement box must show either "SKCHG" or "INVOL" followed by the affected flight number/date:

Example SKCHG: (SKCHG more than one day prior to the original departure)

Endorsement box:

SKCHG OS225/03MAY

Fare construction:

S-03MAY19VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417

Or:

S-VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417

Example INVOL: (Flight interruptions within one day prior to the original departure)

Endorsement box:

INVOL LH462/11JAN

Fare construction:

I-11JAN19MAN LH X/FRA LH MIA215.91LH X/FRA LH MAN138.57NUC354.4
8END ROE0.775763 PD XF MIA4.5

Or:

I-MAN LH X/FRA LH MIA215.91LH X/FRA LH MAN138.57NUC354.4
8END ROE0.775763 PD XF MIA4.5

- If the Travel Agent has no access to the reissued ticket the respective Lufthansa Group Agency Support needs to be contacted for assistance
- Any segment of the ETKT/etix, which is not affected must remain unchanged and transferred as such to the new ticket

Exception

If a feeder flight onto a Lufthansa Group airline needs to be rebooked due to a Lufthansa Group airline's schedule change, no authorization is needed for the reissue handling, provided the original airline (operating and/or marketing number), booking class and origin & destination remain unchanged and the rebooking and subsequent reissue is done within 14 days after the schedule change has occurred

- Rebooking and ticket handling after a schedule change have to be completed within 14days after the schedule change occurred
- Any further change will be considered as a voluntary change according to the original fare paid. Upon further reissuance of the ticket the endorsement box text regarding the “SKCHG” or “INVOL” shall not be carried forward to the new ticket
- Free baggage allowance
In principle the original FBA must be carried forward to the new reissued ETKT/etix

Exception for Light Fare tickets only

For rebookings on OAL:

The FBA should be updated from OPC to 1PC

This rule applies regardless of whether a 1st bag EMD has been issued or not.
In cases where an FBAG EMD has already been issued no refund applies.

5.2 EMD handling

Whenever an EMD for ancillaries has been issued and cannot be reused for the new flight an INVOL refund is possible (further information can be found in chapter 6 Refund).

For handling of FBAG EMDs refer to chapter 5.1 Ticket reissues “Exception for Light Fare tickets only”.

Rebooking Fee EMDs remain nonrefundable.

6 Refund

6.1 Refund rules

The passenger is entitled for a refund if booked on a flight operated and ticketed by a Lufthansa Group airline

- in case a long term schedule change is causing a time change of more than 2h to the departure and/or arrival time or
- in case of a flight cancellation

For all schedule changes, causing a time change (segment status TK) the local Lufthansa Group Agency Support must be contacted for a refund waiver. Once the waiver has been approved, the Travel Agent can process the refund of the ticket directly through the GDS (refund notice).

For a cancellation (the respective flight segment status shows e.g. UN or UN/TK including the new segment, SC or according own airline system) of a Lufthansa Group airline's prime flight and/or codeshare flight amongst each other (OS/LH/LX/SN/EW - including WK operated flights and wetlease flights), ticketed on OS/LH/LX stock, **no** refund waiver is needed. The Travel Agent can process the refund of the ticket directly through the GDS (refund notice).

NO refund waiver is required e.g:

Cancellation of a LH prime flight ticketed on OS, LH, LX stock

Cancellation of an OS prime flight ticketed on OS, LH, LX stock

Cancellation of a LX prime flight ticketed on OS, LH, LX stock

Cancellation of a LH operated flight, booked on OS marketing flight number and ticketed on OS stock

Cancellation of an OS operated flight, booked on LX marketing flight number and ticketed on LX stock

Cancellation of a LX operated flight, booked on LH marketing flight number and ticketed on LH stock

Cancellation of an EW prime flight ticketed on OS, LH, LX stock

The local Lufthansa Group Agency Support has to be contacted for a refund waiver

- in case of flight cancellations such as:
 - Lufthansa Group airline's flight number, operated by OAL (any airline different than OS/LH/LX/SN/EW including WK operated flights and wetlease flights) on a Lufthansa Group airline's ETKT/etix
 - Codeshare flights (either LHG flight numbers operated by OAL or OAL flight numbers operated by LHG, OAL: any airline different than OS/LH/LX/SN/EW including WK operated flights), excluding wetlease flights and codeshare flights amongst LHG
 - OAL's flight number, operated by OAL (any airline different than OS/LH/LX/SN/EW including WK operated flights and wetlease flights) on a Lufthansa Group airline's ETKT/etix

E.g.:

Cancellation of an EN flight (LH flight number, operated by EN) ticketed on LH stock a waiver is required

- in all schedule change scenarios (segment status TK) other than flight cancellations

Note

The Travel Agent might be requested to provide a proof from the OAL or a copy of their GDS PNR history.

6.2 Refund handling

For all cases where a waiver has been granted the refund can be done in the own GDS.

Any unused ticket may be fully refunded. Partly used tickets may be partly refunded, e.g. on half return basis, or according to single unused coupons.

Note

Refund of DCC and OPC is permitted only on INVOL basis and for completely unused tickets. No refund of DCC and OPC for partially used tickets.

6.2.1 ETKT/etix

An involuntary refund of an ETKT should be done via the own GDS whenever possible.

Where a Travel Agent does the refund via BSP link with refund application the respective Lufthansa Group airline may apply a refund fee (depending e.g. technical limitations no fee applies).

6.2.2 EMD



Travel Agent can do the refund of an EMD via the own GDS.



Refund of EMD can only be done via refund application. No fee applies.

6.2.3 Refunds done via refund application (valid for ETKT/etix and EMD):

Following information must be inserted to the refund application:

- Details of the involuntary situation for which the EMD will be refunded. Text format must be in the IATA standard (example: SKCHG OS123/01DEC)
- The standard email subject line must be according to following example:

INVOL or SKCHG LX123/12MAR - Refund Request EMD 724 0000 000 000

- The original ETKT/etix number to which the EMD was originally associated

Note

As Travel Agents in China and USA do not have the possibility to refund via the BSP link following process needs to be adhered to:



- Travel Agents in China and USA must send the refund applications to AUSTRIAN.AIRLINES.REFUND.BSPLINK@AUSTRIAN.COM



- Travel Agents in China must send refund applications to bkk_refund@icat.dlh.de
- Travel Agents in the USA must send refund applications via email to MEX.Refunds@icat.de



- Travel Agents in China must send refund applications to refundtravelagtCN@swiss.com
- Travel Agents in the USA must send refund applications via email to refundtravelagtUS@swiss.com

7 Authorization/Waivers

Travel Agents should contact the local Lufthansa Group Agency Support to check whether an authorization can be given for the cases below:

- Lufthansa Group airline's flights with an irregularity other than a flight cancellation within one day prior to the scheduled departure day (e.g. delay, diversion)
- Lufthansa Group airline's Schedule Changes: some specific scenarios still require a waiver (further information can be found in chapter 7.1 Quick reference)
- Codeshare flights (either Lufthansa Group airline's flight numbers operated by OAL or OAL flight numbers operated by a Lufthansa Group airline), except WK operated and wetlease flights
- Lufthansa Group airline's ETKTs/etix with an OAL SKCHG (example: SKCHG UA6124 IAD-CLT) including Lufthansa Group airlines on a different Lufthansa Group airline's ticket stock
- Lufthansa Group airline's ETKT/etix pertaining special upgrade products (e.g. mileage upgrade/special upgrade product with flat rates)
- Lufthansa Group airline's ETKT/etix pertaining a special fare product (e.g. Companion / 2for1 fares)
- Lufthansa Group airline's ETKT/etix pertaining Agent Discount (AD) / PEP offers
- Group bookings – the local Group Desk / Lufthansa Group Agency Support must be contacted
- Special cases (e.g. EXST/CBBG procedures/SSR)
- In case of special incidents (e.g. strike, weather conditions, airport closure) additional rules may be separately communicated by the Lufthansa Group airlines

Note

Schedule change of Lufthansa Group airline's flight numbers issued on OAL ticket stock:

The validating (= ticket issuing) carrier is responsible for any reissue/refund and must therefore be contacted

7.1 Quick reference

Due to temporary technical restrictions for some scenarios a waiver is still needed.

A general overview of the different scenarios and if a waiver needs to be granted by the respective airline to avoid an ADM can be found below.

Flight number changes and RBD alignments do not qualify for rebooking/refund on involuntary basis: In cases when the ticket after flight number changes or RBD alignments has not been updated automatically the Travel Agent is allowed to do so without approval, as long as no further rebooking is needed and the reissue is done within 14 days after the schedule change has occurred.

For rebookings/reissues and refunds after flight delay within one day prior to the scheduled departure day a waiver is mandatory.

Quick Reference Guide

Overview of the waiver rules after flight cancellations and time changes

Reissue and refund after flight cancellations (INVOL and SKCHG)

Cancelled flight operated by	Flight number (marketing carrier) of affected flight						
	OS	LH	LX	SN	EW	OAL	
OS	✓	✓	✓	✓	n/a	✗	OS or LH or LX ticket stock
LH	✓	✓	✓	✓	n/a	✗	OS or LH or LX ticket stock
LX	✓	✓	✓	✓	n/a	✗	OS or LH or LX ticket stock
WK	n/a	n/a	✓	n/a	n/a	✗	OS or LH or LX ticket stock
SN	✓	✓	✓	✓	n/a	✗	OS or LH or LX ticket stock
EW	✓	✓	✓	✓	✓	✗	OS or LH or LX ticket stock
OAL	✗	✗	✗	✗	✗	✗	OS or LH or LX ticket stock

Reissue after time change (SKCHG)

Affected flight operated by	Flight number (marketing carrier) of affected flight						
	OS	LH	LX	SN	EW	OAL	
OS	✓	✗	✗	✗	n/a	✗	OS ticket stock
	✗	✗	✗	✗	n/a	✗	LH or LX ticket stock
LH	✗	✓	✗	✗	n/a	✗	LH ticket stock
	✗	✗	✗	✗	n/a	✗	OS or LX ticket stock
LX	✗	✗	✓	✗	n/a	✗	LX ticket stock
	✗	✗	✗	✗	n/a	✗	OS or LH ticket stock
WK	n/a	n/a	✓	n/a	n/a	✗	LX ticket stock
SN	✗	✗	✗	✗	n/a	✗	OS or LH or LX ticket stock
EW	✗	✗	✗	✗	✗	✗	OS or LH or LX ticket stock
OAL	✗	✗	✗	✗	✗	✗	OS or LH or LX ticket stock

✓ No waiver needed provided all rules of the Flight Irregularities Policy is observed (including the 14 days rule for reissue)

✗ Waiver needed

n/a Not applicable

Note

In case of refunds after time change (SKCHG and INVOL scenarios) and short term flight delays (INVOL) a waiver is always mandatory.

Whenever a waiver is mandatory the local Lufthansa Group Agency Support must be contacted.

Example for **rebooking/reissue after a schedule change (all irregularities other than flight cancellation e.g. delay):**

- LH flight number, LH operation (including wetlease) and LH document => no waiver required
- LH ETKT, LH flight number and operated by OS => a waiver is mandatory

Example for **refund after a schedule change (all irregularities other than flight cancellation e.g. delay):**

- LH flight number, LH operation (including wetlease) and LH document => a waiver is mandatory
- OS ETKT, OS flight number and operated by LX => a waiver is mandatory

Example for **rebooking/reissue after a flight cancellation:**

- OS flight number, OS operation (including wetlease) and OS document => no waiver is required
- Lufthansa Group airline's document, EW operated flight => no waiver is required
- LH ETKT, LH flight number and operated by LX => no waiver is required

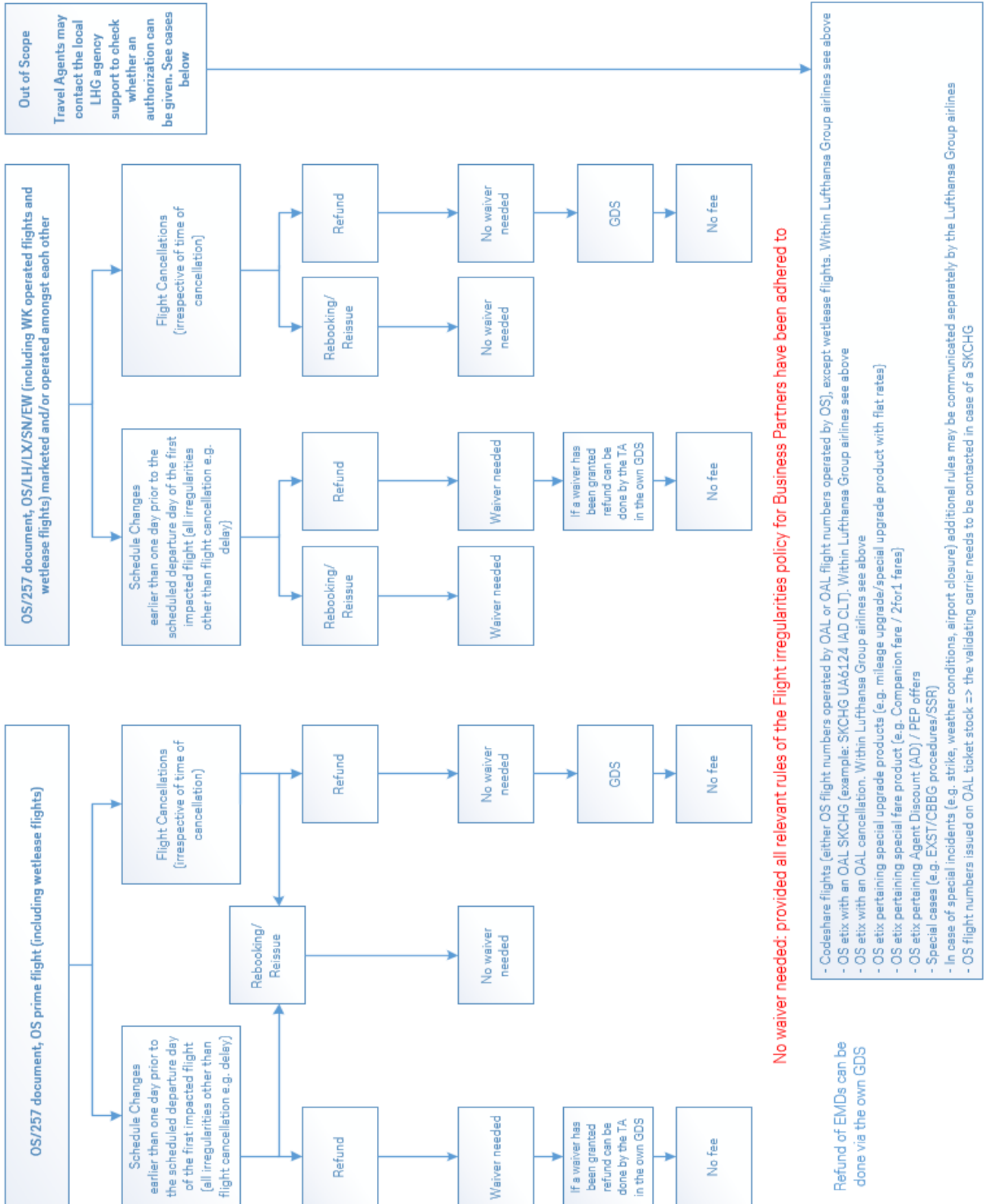
Example for **refund after flight cancellation:**

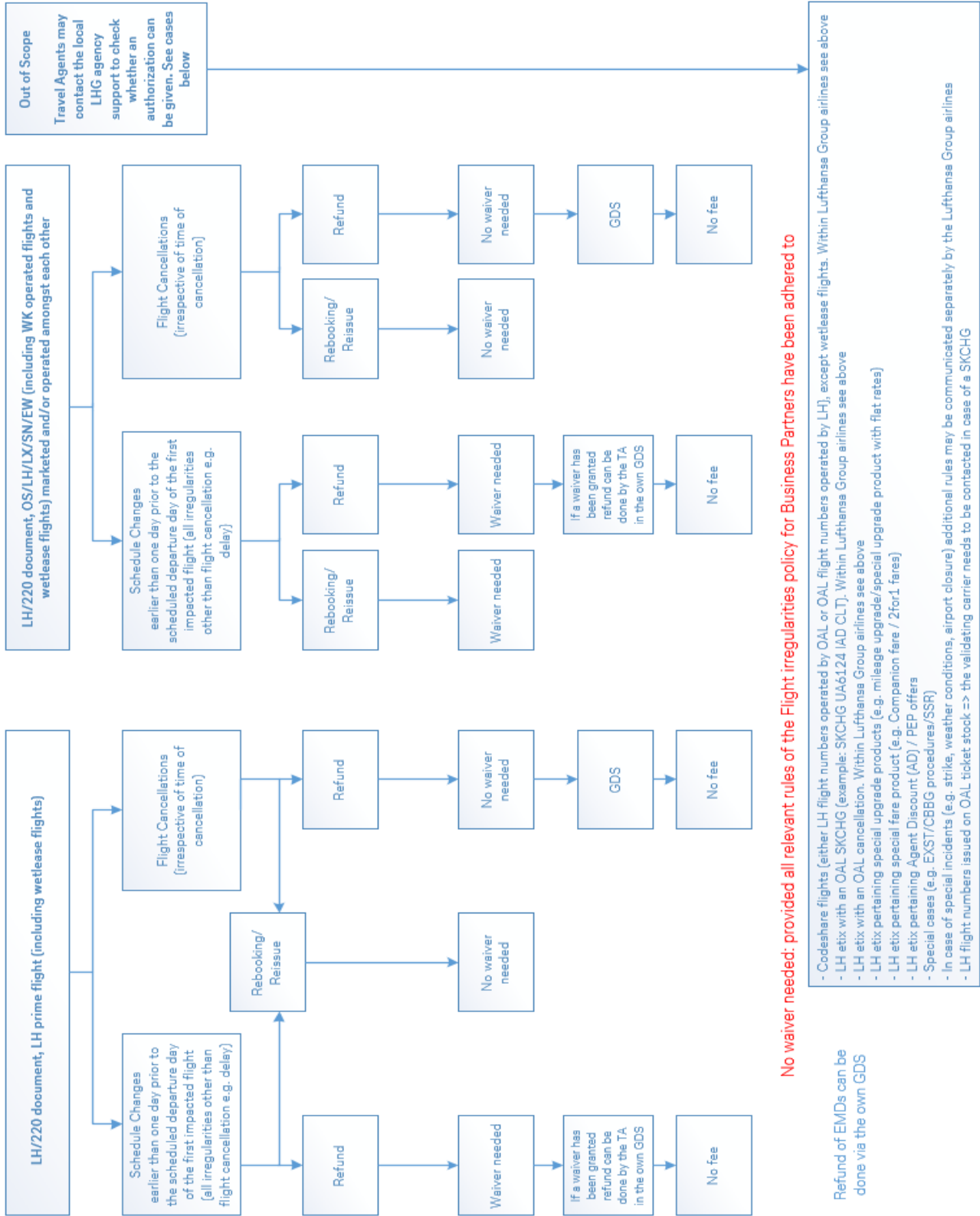
- LH flight number, LH operation (including wetlease) and LH document => no waiver is required
- Lufthansa Group airline's document, EW operated flight => no waiver is required
- OS ETKT, OS flight number and operated by LX => no waiver is required

An OS/LH/LX flowchart of the involuntary process can be found in chapter 7.2 Flowcharts

7.2 Flowcharts

OS

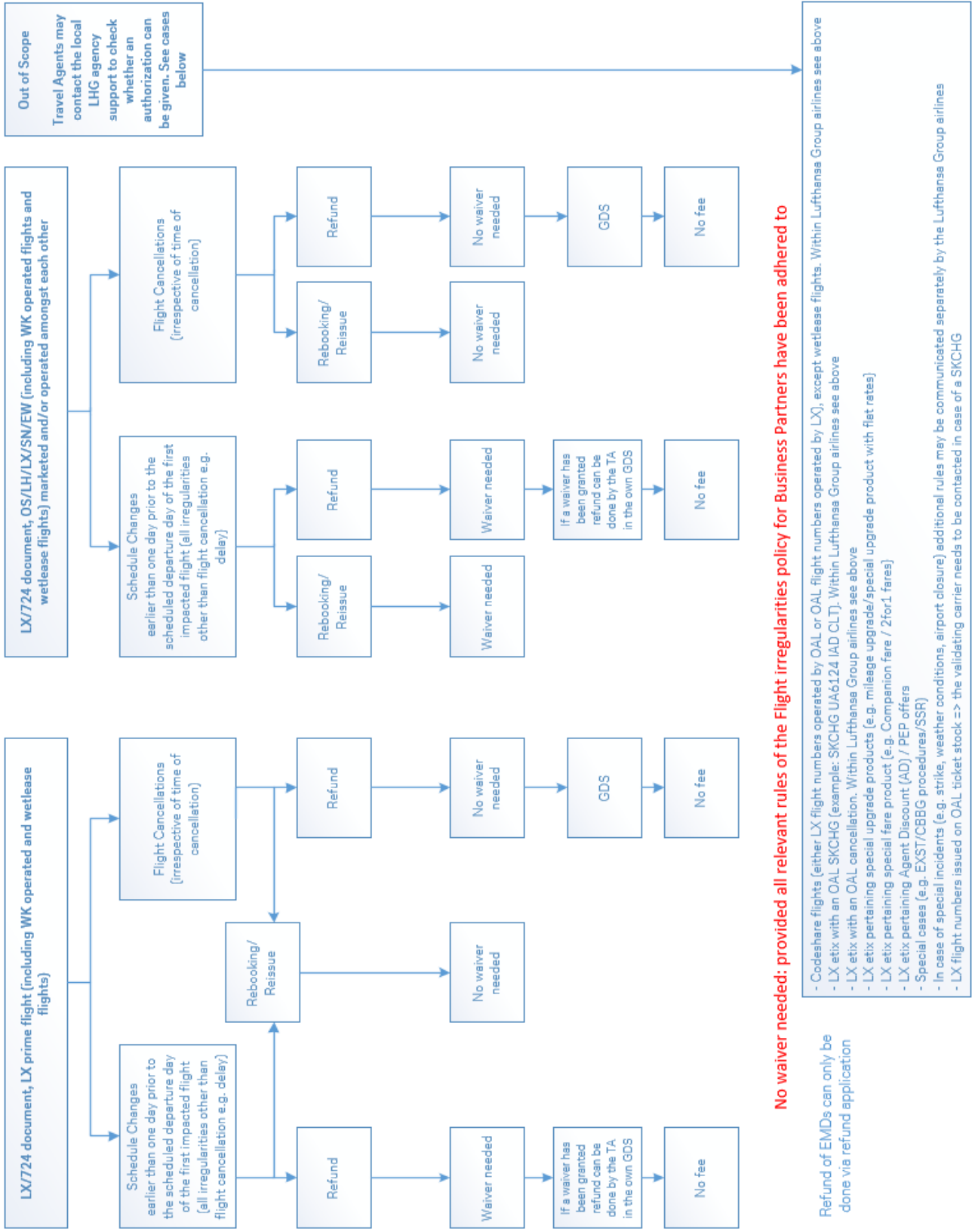




No waiver needed: provided all relevant rules of the Flight irregularities policy for Business Partners have been adhered to

- Codeshare flights (either LH flight numbers operated by OAL or OAL flight numbers operated by LH), except wetlease flights. Within Lufthansa Group airlines see above
- LH etix with an OAL SKCHG (example: SKCHG UA6124 IAD CLT). Within Lufthansa Group airlines see above
- LH etix with an OAL cancellation. Within Lufthansa Group airlines see above
- LH etix pertaining special upgrade products (e.g. mileage upgrade/special upgrade product with flat rates)
- LH etix pertaining special fare product (e.g. Companion fare / 2for1 fares)
- LH etix pertaining Agent Discount (AD) / PEP offers
- Special cases (e.g. EXST/CBBG procedures/SSR)
- In case of special incidents (e.g. strike, weather conditions, airport closure) additional rules may be communicated separately by the Lufthansa Group airlines
- LH flight numbers issued on OAL ticket stock => the validating carrier needs to be contacted in case of a SKCHG

Refund of EMDs can be done via the own GDS



8 Miscellaneous

8.1 IATA Definition “Planned Schedule Change” vs. “Unplanned Schedule Change”

The IATA definition extracts of RP1735, (paragraph 3.1 / 3.2 – 38TH EDITION, JUN18):

3.1 PLANNED SCHEDULE CHANGE

Means any modification to the operation of a flight as filed in an airline’s schedules which may require passenger notification, and/or rebooking and/or re-ticketing. This may be a change in arrival or departure times, flight number or Reservations Booking Designator (RBD), frequency of operation or airports served. A change of arrival or departure time, as a result of a city’s conversion to or from Daylight Time, also constitutes a planned schedule change.

3.1.1 PLANNED SCHEDULE CHANGE FREQUENCY OF OPERATION REDUCTION

Means a reduction in the number of flights operating between two points (e.g. a reduction from five flights per day to three flights per day or a daily service to three times weekly).

3.1.2 PLANNED SCHEDULE CHANGE MISCONNECTION

Occurs when a passenger is unable to use reserved accommodation into or out of a connection point due to the planned schedule change.

3.2 UNPLANNED SCHEDULE CHANGE

Means any change to a passenger’s booked and ticketed itinerary which takes place as a result of an inability to operate a carrier’s planned flight schedule due to unforeseen circumstances (irregular operations) for which the provisions of [Resolution 735d](#) shall apply.

8.2 Glossary

Abbreviation	Description
ACM	Agency Credit Memo
ADM	Agency Debit Memo
CBBG	Cabin Baggage
CoC	(Carrier’s) Conditions of Carriage
DCC	Distribution Cost Charge
EMD(-S) / EMD(-A)	Electronic Miscellaneous Document S = Standalone; A = Associated
ETKT/etix	Electronic Ticket
EW	Eurowings
Exchange	Change of unused tickets, where change includes the first flight coupon
EXST	Extra Seat
FBA	Free baggage allowance

Abbreviation	Description
Flight irregularity	A flight irregularity is any situation that prevents a passenger from travelling as originally booked – where the passenger is not at fault
GDS	Global Distribution System
h	Hour(s)
IATA	International Air Transport Association
IKONT	Intercontinental
INVOL	Involuntary
IRROP	Irregular operation
KONT	Continental
LX	SWISS International Air Lines Ltd.
LH	Lufthansa German Airlines
Lufthansa Group airlines ETKTs/etix	LH/220, LX/724, OS/257
Lufthansa Group Agency Support	Agency support for OS/LH/LX
Long term	SKCHG earlier than one calendar day prior to the scheduled departure day
OAL	Other Airlines (including Lufthansa Group airlines OS/LH/LX/SN/EW amongst each other if not stated otherwise)
OPC	Optional Payment Charge
OS	Austrian Airlines
PNR	Passenger Name Record
Prime Flight	Flight operated and marketed by the same airline
RBD	Booking Class – Reservation Booking Designator
Reissue	In this policy: includes exchange and reissue Change of partially flown tickets Change of unused tickets, where change includes the first flight coupon
SC	Schedule Change (status code of the new flight segment), shown e.g. in Apollo 1V
Short term	Flight interruption occurred on the day of departure of the first impacted flight, or the day prior
SKCHG	Schedule Change (as per IATA definition)
SN	Brussel Airlines
SSR	Special Service Request
TK	Confirmed after Schedule Change (segment status code) E.g. for a delayed flight: segment status code of the original flight segment

Abbreviation	Description
	for a cancelled flight after an automated reaccommodation process: segment status code of the new flight segment
UN	Unable, does not operate (segment status code of the original flight segment)
Y-COMP	Economy compartment
Wetlease	Wetlease is a leasing arrangement whereby one airline provides an aircraft including full crew, maintenance and insurance to another airline
WK	Edelweiss Air
1day	<p>“One day” is defined by calendar day</p> <p>The flight segment status is changed (to UN/TK/SC or according own airline system) on the day of departure (= day 0) or the day before departure (= day -1) of the original flight</p>