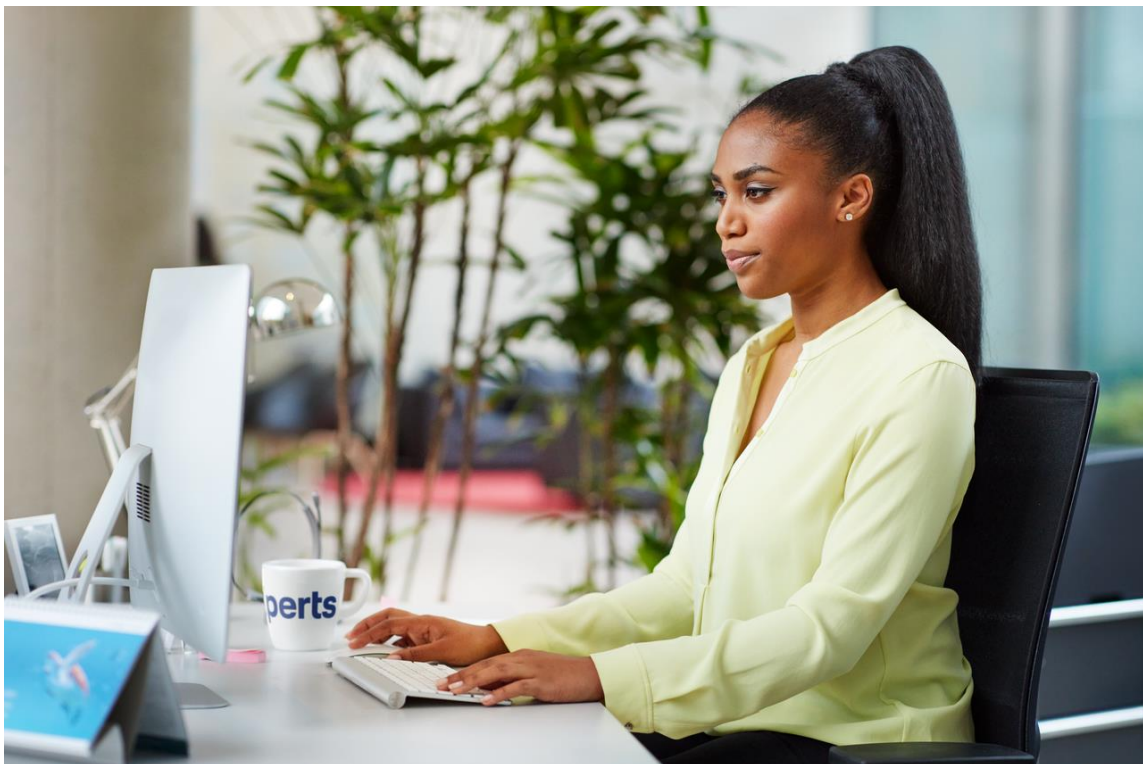


WEEKEND SERVICING FOR GROUP BOOKINGS

For Travel Agencies

This document is valid for:

- Austrian Airlines (OS)
- Brussels Airlines (SN)
- Lufthansa (LH)
- SWISS (LX)
- Air Dolomiti (EN)



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1 OVERVIEW OF SUBSTANTIAL CHANGES

Version	Date	Chapter	Type	Content

2 INTRODUCTION

We are excited to introduce Lufthansa Group Weekend Group servicing starting 4 April 2025. This service enhances operational stability while meeting a key customer need.

This contact point will handle Lufthansa Group flight cancellation within 72 hours before departure, urgent name changes/name correction (departures within 72 hours). For non-urgent matters and other topics, Travel Agencies should continue using the local Group Support, during normal working hours.

2.1 Prerequisites

- Group booking on OS (257), SN (082), LH (220), LX (724), EN (101) ticket stock
- Service offered on weekends only when your local Group Support is not available

2.2 Opening hours of Weekend Group Support

- Saturday and Sunday from 8 a.m. to 6 p.m. (local time zone)
- Friday and Saturday from 8 a.m. to 6 p.m. (local time zone) for Bahrain, Egypt, Israel, Iran, Iraq, Jordan, Kuwait, Oman, Qatar and Saudi Arabia
- Friday and Saturday from 11 a.m. to 6 p.m. (local time zone) for Pakistan:
- Sunday from 8 a.m. to 6 p.m. (local time zone) for India due to existing Saturday service

2.3 Language

- English only

2.4 Channel

- Email only group.weekendservice@dlh.de

2.5 Service to be offered

- **Group Irregularity: Group booking affected by a Lufthansa Group flight cancellation within 72 hours before departure.**

In addition to this weekend servicing, we continue to have our Lufthansa Group INVOL Group Assistance Team available 24/7 supporting our groups affected by short-term flight cancellations. This Team will be in direct contact with OSI Emergency Contact for discussing rebooking options. As a reminder, please note it is important to continue to insert Emergency Contact details in form of OSI in the GRP PNR as following:

First OSI Element line: e-mail address (“//” stands for @)

Second OSI Element: name of the contact person and telephone number, starting with international country prefix.

Example:

OSI YY GRP EMERGENCY CTC MUSTERMANN.FIRSTNAME//SUNTOURS.DE

OSI YY GRP EMERGENCY CTC MUSTERMANN/FIRSTNAMEMR TEL0049 123456789

- **Urgent name change/correction within 72 hours before departure.**

2.6 Out of scope

- Any Voluntary rebookings
- Long-term flight cancellation (more than 72 hours before departure) --> please contact your local Group Support during their opening hours for assistance
- Non-urgent name changes/correction requests
- Any Book-a-Group related topics
- Any SSR /ASR handling

2.7 Go-Live

- 4 April 2025

3 PROCESS AND STEPS TO FOLLOW IN CASE OF LHG FLIGHT CANCELLATION WITHIN 72 HOURS BEFORE DEPARTURE

3.1 Flight Cancellation

- Flight Cancellation
→ Occurs more than 72 hours before departure--> contact your local Group Support for alternative flights and support during opening hours
- Flight Cancellation
→ **Occurs less than 72 hours before departure --> follow the steps below as noted in 3.2 and 3.3**

3.2 Your Contact point

- During opening hours of your local Group Support
→ **Contact your local Group Support for alternative flights and support**
- During Weekend
→ **Contact our Weekend Group Support via the following email group.weekendservice@dlh.de**

3.3 Rebooking options

- Kindly refer to the rebooking standards as outlined in the “**Lufthansa Group Schedule Change / Irregularity Policy in group business for travel agents**” and check alternatives with the group organizer / passenger before contacting the Weekend Group Support.

3.4 Email Subject line

When contacting the Weekend Group Support during designated hours, is very important to add Subject Line as example shown below, which include date and departure time:

Subject line	Country code/Travel Agency Name/Group booking PNR/Original departure date and time e.g. DE/Happy Travel/ABC123/departure 02MAY 15:00
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4 PROCESS AND STEPS TO FOLLOW IN CASE OF URGENT NAME CHANGES/CORRECTION WITHIN 72 HOURS

4.1 Name Change/Correction

Name changes/corrections during week

→ **Contact your local Group Support during opening hours**

Urgent Name Changes/Correction for departure within 72 hours

→ **On Weekends only when your local Group Support is not available, please contact your Weekend Group Support**

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