

TICKETING WAIVER POLICY FOR TRAVEL AGENTS



Valid for flights which are not cancelled.

For the handling of cancelled flights please refer to the → [SKCHG/INVOL Policy](#))

Number and version: **TWP 2509, Version 1**

Date: **05JUN25**

Reason: **Possible strike at airport security on 25JUN25 – Belgian National Manifestation**

Eligibility / Scope

Tickets issued by	OS (257), SN (082), LH (220), LX (724), EN (101)	
Ticket Issue Date	On/before 05JUN25	
Ticketed Flights and geographical Scope	<ul style="list-style-type: none"> OS/SN/EW/LH/LX/EN/4Y/UA/AC operated flights OAL operated flights with OS/SN/LH/LX flight numbers (code share) 	From BRU
Ticketed Dates of Travel	On 25JUN25	

Voluntary Rebooking

Rebooking Rules	One rebooking free of charge on original origin & destination Rebooking fee and fare difference waived. Tax balance may be ignored.
New Date of Travel	On/after 22JUN25 and on/before 02JUL25
RBD/Booking class	<ul style="list-style-type: none"> LHG-operated flights: Any RBD in originally ticketed compartment OAL-operated flights: Per original fare rule. (Exception: For UA/AC/NH-operated flights 22JUN25-28JUN25 only: Any RBD in originally ticketed compartment)
Change of origin/destination	Not permitted
Permitted flights/carrier usage	Per original fare rule(s)
Other fare rules/conditions	Per original fare rule(s)

Voluntary Refund	
Refund Rules	Refund permitted before departure (travel date from BRU). Fare rule refund penalties and restrictions waived.
Refund transaction date	Last date of refund transaction: on 24JUN25
Unused Tickets	Full refund permitted. OPC and DCC remain non-refundable.
Ancillaries	Refund of unused ancillaries associated with refunded coupons is permitted.

Handling instructions for travel agents:

- Travel agents may not use automated refund tools (e.g. Amadeus Ticket Changer, NDC TrueReshop, Travelport Rapid Reprice, etc.). Manual processes apply.
- Waiver not required provided TWP conditions are fulfilled.
- You can do the **refund for unused tickets** in accordance with this Ticketing Waiver Policy (TWP 2509) and entry of the waiver code without having to request a waiver from your Lufthansa Group Agency Support.
- **Partially used tickets:** Please raise refund application via BSP or other local processes (in non-BSP markets).
- All transactions are subject to audit. Non-compliance with TWP rules will result in an Agent Debit Memo (ADM).

Endorsement Box:

Travel Agents must enter: **“TWP2509”** followed by the FE box original entries.

Example: TWP2509 FARE RESTRICTIONS MAY APPLY

Refund mask:

Mandatory entry of **“TWP2509”** in waiver field / airline authority box of the refund mask.

- Amadeus: TRFU/WA TWP2509
- Farelogix-SPRK: Enter “TWP2509” in the Refund window / Waiver code box
- Galileo/Travelport: Start direct refund via TRNE entry. Enter “TWP2509” in the waiver box (A/L authority).
- Sabre: After direct refund “WFR” entry, enter “TWP2509” in the waiver box
- Infini: Enter “TWP2509” under Refunds – Reason Code

Note: GDS/NDC entries are subject to change. Please contact the respective helpdesk for details.

Lufthansa Group rules for rebooking/reissue/refund for cancelled flights



Please refer to the Schedule Change/Irregularity Policy ([SKCHG/INVOL Policy](#)) for the handling of flights which have already been cancelled or which have been automatically rebooked by the airline.

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