

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 2511, Version 1**

Date: **12NOV25**

Reason: **Possible strike Belgian national manifestation on 26NOV25**

Eligibility / Scope

Tickets issued by	OS (257), SN (082), LH (220), LX (724), EN (101)	
Ticket Issue Date	On/before 12NOV25	
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 26NOV25	

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 24NOV25 and on/before 03DEC25	
RBD/Booking class	<ul style="list-style-type: none"> LHG-operated flights: Any RBD in originally ticketed compartment UA/AC/NH-operated flights: Any RBD in originally ticketed compartment OAL-operated flights: Per original fare rule. 	
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 to/from BRU). Fare rule refund penalties and restrictions waived.
Refund transaction date	Last date of refund transaction: on 25NOV25
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 2511) 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: **“TWP2511”** followed by the FE box original entries.

Example: TWP2511 FARE RESTRICTIONS MAY APPLY

Refund mask:

Mandatory entry of **“TWP2511”** in waiver field / airline authority box of the refund mask.

- Amadeus: TRFU/WA TWP2511
- Farelogix-SPRK: Enter “TWP2511” in the Refund window / Waiver code box
- Galileo/Travelport: Start direct refund via TRNE entry. Enter “TWP2511” in the waiver box (A/L authority).
- Sabre: After direct refund “WFR” entry, enter “TWP2511” in the waiver box
- Infiniti: Enter “TWP2511” 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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