

# 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 2603, Version 1**

Date: **01MAR26**

Reason: **Current situation in the Middle East**

## Eligibility / Scope

Tickets issued by	OS (257), SN (082), LH (220), LX (724), EN (101)	
Ticket Issue Date	On/before <b>01MAR26</b>	
Ticketed Flights and geographical Scope	<ul style="list-style-type: none"> <li>OS/SN/EW/LH/LX/EN/4Y/UA/AC operated flights</li> <li>OAL operated flights with OS/SN/LH/LX flight numbers (code share)</li> </ul>	<b>To/from TLV AMM BEY EBL DXB AUH DMM</b>
Ticketed Dates of Travel	<b>03MAR26 – 15MAR26</b>	

## 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 <b>16MAR26</b> and on/before <b>31MAR26</b>
RBD/Booking class	<ul style="list-style-type: none"> <li><b>LHG-operated flights:</b> Any RBD in originally ticketed compartment</li> <li><b>UA/AC/NH-operated flights:</b> Per original fare rule</li> <li><b>OAL-operated flights:</b> Per original fare rule</li> </ul>
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 on eligible flight segment). Fare rule refund penalties and restrictions waived.
Refund transaction date	Last date of refund transaction: on 15MAR26
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** from your Lufthansa Group Agency Support **not required** provided TWP conditions are fulfilled and refund mask entry made correctly.
- You can do the **refund for unused tickets** in accordance with this Ticketing Waiver Policy (TWP 2603) 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: **“TWP2603”** followed by the FE box original entries.  
 Example: TWP2603 FARE RESTRICTIONS MAY APPLY

**Refund mask:**

Mandatory entry of **“TWP2603”** in waiver field / airline authority box of the refund mask.

- Amadeus: TRFU/WA TWP2602
- Farelogix-SPRK: Enter “TWP2603” in the Refund window / Waiver code box
- Galileo/Travelport: Start direct refund via TRNE entry. Enter “TWP2603” in the waiver box (A/L authority).
- Sabre: After direct refund “WFR” entry, enter “TWP2603” in the waiver box
- Infiniti: Enter “TWP2603” 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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