TICKETING WAIVER POLICY FOR TRAVEL AGENTS

Valid for flights which are <u>not cancelled</u>.

For the handling of cancelled flights please refer to the → SKCHG/INVOL Policy

Number and version: **TWP 2603, Version 2**

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 **01MAR26**
Ticketed Flights and geographical Scope	• OS/SN/EW/LH/LX/EN/4Y/UA/AC operated flights • OAL operated flights with OS/SN/LH/LX flight numbers (code share) **To/from TLV AMM BEY EBL DXB AUH DMM**
Ticketed Dates of Travel	**03MAR26 – 15MAR26**

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 **16MAR26** and on/before **31MAR26**
RBD/Booking class	• **LHG-operated flights**: Any RBD in originally ticketed compartment • **UA/AC-operated flights**: Any RBD in originally ticketed compartment • **NH-operated flights/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)

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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 TWP2603
- 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
- Infini: 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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