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 2604, Version 1**

Date: **09MAR26**

Reason: **Current situation in Middle East – 16MAR26–26MAR26**

Eligibility / Scope

Tickets issued by	OS (257), SN (082), LH (220), LX (724), EN (101)
Ticket Issue Date	On/before **09MAR26**
Ticketed Flights and geographical Scope	• OS/SN/EW/LH/LX/EN/4Y/UA/AC operated flights **To/from TLV AMM EBL DXB AUH DMM** • OAL operated flights with OS/SN/LH/LX flight numbers (code share)
Ticketed Dates of Travel	**16MAR26 – 26MAR26**

Voluntary Rebooking

Rebooking Rules	Per original fare rule(s) only
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 22MAR26 or ticketed travel date, whichever is earlier

Austrian / brussels AIRLINES / Eurowings / Lufthansa / SWISS

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 2604) 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: **"TWP2604"** followed by the FE box original entries.
Example: TWP2604 FARE RESTRICTIONS MAY APPLY

Refund mask:
Mandatory entry of **"TWP2604"** in waiver field / airline authority box of the refund mask.

- Amadeus: TRFU/WA TWP2604
- Farelogix-SPRK: Enter "TWP2604" in the Refund window / Waiver code box
- Galileo/Travelport: Start direct refund via TRNE entry. Enter "TWP2604" in the waiver box (A/L authority).
- Sabre: After direct refund "WFR" entry, enter "TWP2604" in the waiver box
- Infini: Enter "TWP2604" 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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