



## A personal message from SVP Global Sales Dr Stefan Kreuzpaintner

As travel restrictions decrease, the number of business and leisure travelers is increasing again, even faster and more strongly than expected.

The positive development of increasing air traffic is of course good news for us, after the most severe crisis in the travel industry. At the moment, the ramp-up of the air traffic infrastructure poses a challenge for everyone in the industry, in particular among airports, air traffic control, caterer and also for us.

To ensure that travelers are well prepared, we have put together some tips and services, so passengers can make their travel preparations and their stay at the airport as pleasant and stress-free as possible.

- Check in conveniently in advance **online, via mobile or via the Lufthansa Group airlines apps.**
- Please **observe the entry regulations** of the destination country. After entering the departure and destination airports on our dedicated [Travel Regulations page](#), you will find the latest entry rules for all destinations.
- Make sure travel documents are correct and complete with our [digital document check](#).
- We recommend to arrive at the airport well in advance of departure, especially if checking in luggage. In this context, the instructions and recommendations of the airports should be observed. It is also suggested to check in hand luggage to avoid longer waiting times at the security checkpoints and the subsequent checking luggage.
- Unfortunately, in times of high passenger volume, flight irregularities may occur. We therefore ask travelers to **check the status of their flight** before setting out on their journey.

- **Make sure that contact details are stored in the booking** as this is the only way we can reach travelers in case of irregularities.
- Please note that we have opened our **lounge facilities and security fast lanes** as much as possible, still you may experience some that are not open yet due to missing staff. We are in close exchange with our system partners in order to make your journey as pleasant as possible.

We are aware that currently we are not always able to offer you and your travelers the level of service you have come to expect from us. I can assure you that we will do everything in our power to offer a relaxed travel experience again soon.

I would like to personally thank you for your continued loyalty as a trusted business partner of the Lufthansa Group.

Yours sincerely



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