

## LH Group Ticketing Waiver Policy – LH/4U Pilots' Strike Action

### Trigger:

This Ticketing Waiver Policy is triggered by:

**Pilots Strike Action planned from 08/SEP/2015 – 09/SEP/2015**

### Eligibility:

Passengers holding LH/LX/OS/SN tickets for the following LH/LX/OS/SN/4U operated flights and/or OAL operated flights with LH/LX/OS/SN/4U flight numbers (code-share):

**Flights from/to/via Frankfurt/Munich/Düsseldorf**

→ Flights (incl. connecting Flights) departing **between 08/SEP/2015 – 09/SEP/2015**

**Tickets must be issued on/before 08/SEP/2015**

### Rebooking:

In addition to the respective LH Group Carriers standard involuntary policy for flight irregularities:

► **One Rebooking permitted free of charge:**

- a) The new date of travel must be **on/before 08/DEC/2015**
- b) Rebooking in original ticketed booking class/RBD  
Exception: **For LH-Group operated flights:** (LH/LX/OS/VO/SN/4U) **rebooking to same or next available RBD within same compartment is permitted**
- c) The change of origin/destination and class of service/compartment is not permitted. (Exception to/from geographical close destinations within Germany e.g. CGN/DUS or HAJ/HAM is permitted)
- d) Conditions regarding flight carrier restrictions must be observed any time.  
- Exception: Rebooking on LH Group flights (LH/LX/OS/SN/4U-flight numbers) operated by LH Group carriers (LH/LX/OS/SN/4U) is permitted for all fares
- e) All other conditions must be observed as per original ticket.

### Refund:

- **No refund (refund is subject to original fare conditions only)**

### Proceeding:

#### Lufthansa (LH):

- **ATC usage of ticket changes is mandatory**, as this automatically process filed waiver and will result in full re-issuance of ticket. The endorsement is set automatically by ATC
- Revalidation is permitted only in line with published regulations. Waive mentioned penalty, if applicable. OSI entry must be made: **OSI LH "1015"**
- For manual re-issues (not using ATC) waive mentioned penalty, if applicable - **Endorsement** entry must be made: **"1015"**
- In case a TWP re-issue is done by a travel agent, no VKA entry is needed for this special TWP only
- **Further publication:**
  - Lufthansa's Amadeus **"GGAIRLHIRREG"** pages
  - e-Teaming: [https://eteaming.ebase.dlh.de/community/ecc/goodwill\\_policies](https://eteaming.ebase.dlh.de/community/ecc/goodwill_policies)

## 2015/10 (LH/4U Pilots Strike Action) Revision 1



### Swiss (LX):

- ▶ In general the standard irregularity policy for rebooking, refund and partial refund applies. Please see PRM online in chapter 2.9.1 (Passenger Regulation Manual 2.9.1):
- ▶ URL: <https://manuals.swiss.com/prm/passengerregulationmanual/2/9/Pages/2.9.1.aspx>
  - Login LX staff: no login needed
  - Login external staff: prn // swiss\_724

### Austrian Airlines (OS):

- ▶ Reissue is mandatory and an endorsement entry must be made: **"TWP 1015"**
- ▶ For a quick reference on this topic you may also consult the GGAIROSIRREG page.

### Brussels Airlines (SN):

- ▶ Reissue is mandatory and an endorsement entry must be made: **"TWP 1015"**
- ▶ In general the standard irregularity policy for rebooking. Please see PBM 389.
- ▶ Further publication: [http://bmanuals/PHM/9\\_Passenger\\_irregularities.pdf](http://bmanuals/PHM/9_Passenger_irregularities.pdf) (9.11.0)

### Germanwings (4U):

- ▶ Reissue is mandatory and an endorsement entry must be made: **"1015"**

### Information only: Standard involuntary policy for flight irregularities

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- ▶ **In case of cancelled flights:** The standard involuntary policy for flight irregularities of the respective LH Group Carrier applies, **irrespective of the ticket issuing carrier**. Please refer to respective handling manuals