



## **Lufthansa description and handling advice regarding the extension of chargeable advanced seat reservation in Economy Class on long-haul flights**

### **Travel Agency Information**

Changes to previous version are marked yellow

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## 1. Introduction

Starting 21 March 2017, for all economy standard booking classes advanced seat reservation on intercontinental flights will become chargeable

For tickets sold before 21 March 2017 (ticketing date) the current rule applies for RBDs Y, B, M, U, H, Q, V and the seat reservation will remain free of charge as long as the flight and/or seat segment remains unchanged.

For tickets sold after 21 March 2017 (ticketing date) seat reservation in RBDs Y, B, M, U, H, Q, V will be chargeable and EMD issuance is required as per the new ASR fee. The "Amadeus Automated Issuance Limit" will apply for all RBDs.

All rebooking processes (voluntary & involuntary) and rules for chargeable seats remain unchanged but will now apply for all RBDs

As all Economy booking classes will become chargeable, all Economy de-/feeder flights are planned to become chargeable as well. This applies to Business Class and Premium Economy Class passengers also where de-/feeder flights are booked in Economy Class. Currently continental de-/feeders in booking classes Y, B, M, U, H, Q, V remain free of charge due to technical limitations, this system gap will be closed at the end of April 2017 and communicated in the lead-up to the change.

The chargeable ASR offers passengers the option of purchasing a certain seat characteristic (window, middle, aisle, legroom seat), however the passenger cannot claim for a specific seat number (e.g. 15A). A specific seat can be chosen when reserving a chargeable seat characteristic. Due to operational reasons a change of a seat number is possible. Nevertheless, the seat characteristic – window, middle, or aisle – is always guaranteed.

Seat reservation for standard seats and leg room seats are free of charge on intercontinental flights for HON Circle member and Senators as well as their companions (max three).

The following document will give information regarding operational handling as well as Lufthansa rules and conditions.

## 2. Operational information

Lufthansa rules for chargeable seat reservation are explained in chapters „Rebooking“ and „Refund“. Please address questions regarding system procedures and transactions to your GDS. Your Lufthansa Service Team will be happy to help with Lufthansa specific topics.

### 2.1. Prices

The price for a reservation of a standard seat on intercontinental flight is 25 € per intercontinental segment. Seat reservation for continental feeder flights as part of a through-fare in booking classes W, S, T, L, and K is available against a charge of 10 € per segment. Seat reservation for continental feeder flights as part of a through-fare in booking classes Y, B, M, U, H, Q, V is free of charge until further notice (see above)

Varying duration and distances of intercontinental flights define the price for leg room seats in Economy class.

An overview of the price categories for advanced seat reservations from 21 March 2017 can be found in the table below. The price is applicable per segment.

	Seat	Fare/ Booking class	Passenger groups	ASR booking enabled	Price
Continental flights incl. domestic	Aisle, Middle, Window (except leg room seat)	Light	All passengers incl HON/SEN (and companions)	Yes	10 € / 11 \$
		Classic	All passengers		Free of charge
		Flex	All passengers		Free of charge
		Y,B,M,U,H,Q,VW,S,T,L,K	All passengers excl HON/SEN		10 € / 11 \$
		X	All passengers incl HON/SEN (and companions)		Free of charge
	Exit row	all fares	All passengers	No	-
			HON/ SEN (excl companions)	Yes (except Light fare)	Free of charge (not available)
	Leg room seat	all fares	All passengers	Yes	25 € / 35 \$
			HON/ SEN (excl companions)	Yes (except Light fare)	Free of charge (25 € / 35 \$)
	Intercontinental flights	X	All passengers	Yes	Free of charge
		Y,B,M,U,H,Q,V,W,S,T,L,K			25 € / 35 \$
		all fares	HON/SEN (incl companions)		Free of charge
		X	All passengers	Yes	Free of charge
		Y,B,M,U,H,Q,V,W,S,T,L,K			10 € / 11 \$
		all fares	HON/SEN (incl companions)		Free of charge
		Exit row (standard seat)	All passengers	No	-
			HON/SEN (excl companions)	Yes	Free of charge
		Leg room seat	All passengers	Yes	50 - 90 € 65 - 115 \$ *
			HON/SEN (incl companions)		Free of charge
		Leg room seat IK tag legs (e.g. GYD-ASB v.v.)	All passengers	Yes	25 € / 35 \$
			HON/SEN (incl companions)		Free of charge

\* The price for a seat with more legroom varies per routing distance. On intercontinental Lufthansa flights to/from North and Central Africa as well as the Middle East, the price is EUR 50,00/USD 65,00. On flights to/from Argentina, Brazil, China, Hong Kong, Japan, Korea, Mexico, Singapore, South Africa as well as Los Angeles, Miami, San Francisco and Vancouver, the price is EUR 90,00/USD 115,00. On all other flights, the price is EUR 70,00/USD 100,00. Due to the concerning flight type on the flights to/from Egypt, Algeria, Azerbaijan, Iraq, Israel, Jordanian, Lebanon, Libya, Morocco, Tunisia and Turkmenistan the destination belongs to the continental zone.

The differentiation of continental / intercontinental is based on aircraft type.

- Continental: All flights operated with A319, A320, A320- neo, A321 or the regional aircraft of Lufthansa franchise partners operated as wet leases (EN, EW, CL). Additionally continental legs on intercontinental flights, e.g. GYD-ASB v.v. will be considered as continental flights, in case of chargeable seat reservations.
- Intercontinental: All flights operated with B744, B748, A330, A350, A343, A346, A388 as well as PrivatAir B738.

An overview of which seats are sold as leg room seats can be found per aircraft type on <http://www.lufthansa.com/de/en/Seat-maps>

Leg room seats are marked with a yellow arrow.



### 2.1.1. Status customers and special passenger groups

On intercontinental flights all seat reservations, including leg room seats, remain free of charge for HON Circle Members and Senators. That also applies to their companions (max. three persons) if booked in one PNR and the seat reservation is made in one transaction.

Seats in an exit row with standard leg room on continental and intercontinental flights are available exclusively to HON / SEN customers but not to their companions. For HON/ SEN travelling with a Light fare this seat option will not be available.

- For Frequent Travellers and status customers of other airlines (e. g. Star Alliance Gold) the standard rules apply, which means seat reservations may be chargeable.
- For preferred zone/quiet zone seat bookings today's rules continue to apply.

Seat reservations for unaccompanied minors (UMNR) and passengers with restricted mobility (WCHC, WCHS, BLND, DEAF) remain free of charge.

### 2.1.2. Seat reservation Exit row

Due to legal requirements and safety regulations seats at the emergency exit may not be reserved by the following persons:

- Passengers with reduced mobility
- Unaccompanied minors
- Expecting mothers
- Deportees and Inadmissible passengers
- Infants or children under 16 years of age
- Passengers travelling with pet in cabin (PETC)
- Passengers travelling with trained service dogs (SVAN) and emotional support dogs (ESAN)
- Passengers with extra seat for both passenger convenience and baggage transportation (EXST and CBBG)

Furthermore, any passenger sitting at the emergency exit must be prepared to assist the cabin crew in case of flight-related emergencies. This requires the passenger to be able to follow instructions in German and / or English.

In case staff determines that a passenger does not meet the requirements mentioned above, they are obligated to reseat the passenger. The price for any paid ASR is non-refundable in this case.

According to our standard definition, a guest may be seated at the exit row starting at the age of 16, provided he or she is able to follow commands in English or German. Since safety is our highest priority, individual decisions may be made based on individual judgment, in order to avoid the passenger having to be re-seated on the journey.

Seats with more leg room depend on the particular aircraft type. Generally, these seats are located in an exit row. However not all seats in an exit row offer more leg room. Such seats will not be offered as seats with more leg room and will remain bookable free of charge on intercontinental journeys only for HON Circle Members and Senators. It remains unchanged that these seats cannot be booked for their companions.

## **2.2. Sales process via GDS**

Sale and processing is completed based on the IATA standard Electronic Miscellaneous Document (EMD) with which you are already familiar. Booking and clearance take place using the standard ancillary services process for the booking of additional services. Prices can be found in the ancillary services catalogue.

To display prices and for pricing of the EMD Amadeus standard transaction codes (FXK, FXG, etc.) are used. Booking and clearance processes in other GDS will follow their standard processes.

Please note that ASR can only be sold on EMD, no other document type may be used!

### **2.2.1. Booking process**

The booking of a chargeable advanced seat reservation is possible at any time after booking of the segment up to 48 hours before departure. As usual, after reserving the seat, the slash in front of the SSR element indicates that this is a chargeable seat.

The EMD must be issued within 72 hours after seat reservation (48 hours before departure for short-term bookings); otherwise the seat reservation will be cancelled automatically by Amadeus.

As per the standard process, a valid TST or ticket must be contained in the PNR in order to automatically price a chargeable seat reservation. The EMD can be issued simultaneously with the ticket or after issuing the ticket. As usual the EMD will be associated to the corresponding ticket coupons upon issuance.

As part of the standard „Amadeus Automated Issuance Limit“ process the corresponding warning messages will be shown for the issue of the EMD with the OPW and OPC elements after completion of the booking. The PNR will be sent to your queue automatically before cancellation.

As per standard rule this applies also for Sabre / Abacus.

If you are technically unable or do not want to handle the seat request kindly advise the passenger after ticket issue to process the seat reservation directly with Lufthansa (LH.com or Lufthansa Service Centre).

## **2.3. Sales process via lh.com or Lufthansa Service Centre**

It is possible to reserve and pay for a chargeable seat reservation on “LH.com” (“My bookings”). Pre-condition is an issued Lufthansa ticket. To book the seat reservation online, only the name of the passenger (as written on the ticket) and the booking reference are necessary. That can either be the original booking reference of the GDS or an Amadeus PNR. Payment for chargeable seat reservation is immediately due after reservation of the respective seat.

Please note: Due to technical reasons an advanced seat reservation for group bookings is not possible at present.

If the reservation should not be processed on “LH.com”, the reservation can take place via a Lufthansa Service Centre. The ticket needs to be issued for that.

That also applies if the chargeable seat reservation is processed by your local Lufthansa Sales & Service Team or Lufthansa Travel Agent support. Please observe that a seat reservation via a Lufthansa Service Centre is subject to cancellation, if the EMD is not issued within 72 hours. A prolongation of that time limit is not possible.

If the ticket was issued via LHGroup-agent.com it is possible to also process the seat reservation on that platform.

## **2.4. Interlining**

Since 26th February 2015 it is possible to sell all Lufthansa EMD – A services on LH operated flights also for passengers holding a ticket from another airline in Amadeus. For example it is possible to sell chargeable seats on a Lufthansa operated flight with an UA ticket. Lufthansa operated flights means: Lufthansa operated and Lufthansa flight number including Lufthansa wet lease flights to be recognized in Amadeus by the "\*" in the Availability display, e.g. CL\*LH131.

Since July 2015 an interline agreement exists between Lufthansa and Austrian Airlines. That enables an advanced seat reservation on LH/OS codeshare flights and an issue of EMDs.

The issuance of Lufthansa EMD-A documents on code share flights and pure OAL flights is, with exception of LH and OS, currently not possible.

## **2.5. Group bookings**

All passengers with a group booking in a group PNR including split PNRs can book their seat reservation in all booking classes free of charge on all short-haul and long-haul Lufthansa operating flights. Please note the group booking requires the inserted names for the seat reservation.

Seat reservation within the new European fare structure is free of charge for groups in all booking classes at present.

All offered legroom seat remains chargeable according to the standard rules also for passengers within a group booking (group PNR including split PNRs).

Handling and issuing of ASR EMD is according to the standard rules and means that after ticket issuance an EMD needs to be issued for each passenger.

Please note: It is not possible to reserve and pay a seat for group passengers via Lufthansa.com. If you do not want to handle the seat request and EMD issuance please contact your local Lufthansa Sales & Service Team.

## **2.6. Rebooking (voluntary)**

Generally speaking, if a flight is rebooked, the associated SSR element of the chargeable seat should also be rebooked.

- Rebooking to a different seat characteristic on the new flight with the same or less value (e. g. window instead of aisle) is possible free of charge. The EMD is automatically re-associated.
- Please note: Is the desired seat characteristic not available on the new flight (e. g. no window seat available), an aisle seat can be booked instead. If no alternative seat characteristic is chosen the seat reservation expires and the EMD is not refundable. That also applies if a leg space seat was booked on the original flight and no leg room seat is available on the rebooked flight. In this case a window or aisle seat can be booked instead and the existing EMD can be used.
- In case of rebooking to a seat with higher value (e. g. leg room seat instead of window seat) the new seat characteristic must be purchased (issue of a new EMD) – the original EMD is not refundable in this case.
- If one or more segments have been rebooked the new seat can be reserved immediately. After issuing the EMD for the rebooking fee the automatic revalidation of the ticket takes place as usual. At

the same time the existing EMD for the seat is automatically re-associated to the ticket. A manual association is not required.

- In general rebooking of a chargeable seat reservation is only possible if the routing remains unchanged. Any change in the routing involves a new chargeable seat reservation (sale of a new EMD). The original EMD is non-refundable. This applies also when the transfer point is changed and the ticket reissued (e. g. rebooking HAM-FRA-ATH to HAM-MUC-ATH).
- If a ticket requires a reissue after it has been rebooked (original routing) the EMD also requires a reissue. Please note: This only applies to reissues without change of routing. If the routing changes (e. g. new transfer point) the original EMD becomes invalid and non-refundable. The ASR needs charging again if advanced seat reservation is requested for the new flight and a new EMD must be issued.
- **Generally voluntary reissues of LH ASR EMDs are only allowed if the routing remains unchanged.** There is only one exception: In case of rebooking to an airport within the same city (LHR instead of LCY, or JFK instead of EWR) it is technically not possible to associate the EMD after revalidation. In that case the EMD can be voluntarily reissued.
- When upgrading to a **higher economy booking class** in which advanced **seat reservation** is still **chargeable** (e. g. T class to W class) the existing ASR EMD can be used for a seat characteristic with the same or less value on the new flight.
- When upgrading into a **higher compartment** (e. g. e. g. W to D class or W to E class) the ASR EMD becomes **refundable**. That also applies to upgrades into Business class within the new European fare structure.
- When upgrading into a **higher compartment with miles** the ASR EMD becomes **refundable**.
- When rebooking to another airline (as well codeshare) the original paid ASR EMD cannot be used and becomes non-refundable. Exception: Due to Lufthansa's and Austrian Airlines interline agreement an EMD can be transferred when rebooking LH/OS.

No charges apply for rebooking of ASR.

## 2.7. Refund (voluntary)

The refund of a chargeable ASR is only permitted if the ticket it is associated to is also refunded.

- Is the **ticket non-refundable** (NONREF fare), the associated **EMD is also non-refundable**.
- In case of refund of a refundable fare the associated EMD can be refunded as well. A refund fee does not apply. That applies also for part and full refunds.
- A standalone refund of an EMD (refund of the EMD without refunding the ticket) is only possible in the following cases:
  - Upgrade to a higher compartment regardless, how it was paid for (e.g. cash or miles)
  - INVOL refund (please refer to chapter 2.8)
- When **rebooking voluntarily** to new flights, routings and / or airlines the **EMD is non-refundable**, if on the new flight no or not the originally paid seat characteristic (e. g. window) is available.
- A cancellation of the EMD on the date of issue in the GDS is possible.
- In case of a refund of a ticket within Lufthansa's 24 hour grace period an associated EMD can also be refunded.
- ASR EMDs may not be re-used for a later trip / with another ticket.

## 2.8. Rebooking and refund in INVOL cases

In case of involuntary rebooking or refunds due to irregularities or schedule changes, chargeable advanced seat reservations can be changed and refunded free of charge.

- When a passenger is involuntarily rebooked onto an alternative flight / routing the original paid seat characteristic (e. g. window) is booked again (if possible) on the new flight / routing and the ASR EMD is re-associated automatically or must be re-issued on an involuntary basis. Is a seating on the original seat characteristic not possible, the ASR EMD can be refunded.

- Regarding handling of involuntary re-bookings and refunds of ASR EMD in travel agencies, the following applies:  
Travel agents can always rebook or refund ASR EMD involuntarily, when also the corresponding ticket is revalidated / reissued or refunded according to [Lufthansa standard INVOL rules](#). For any questions please contact your local Lufthansa Sales & Service Team.

## **2.9. Further information**

- Passengers booked in separate PNRs still have no guarantee of being seated together.
- Seat reservations on Lufthansa Air Rail segments remain free of charge in all booking classes.
- Within the Check-In process all passengers are able to select any available seats free of charge (exceptions for seats in exit rows apply please refer to chapter 2.1.2.).
- Discounts for CHD, INF (with own seat), are not applicable for chargeable seat reservations.
- Seat reservations for UMNR remain free of charge.
- For WCHC / WCHS passengers and their companions advanced seat reservation is free of charge, as long all passengers are booked in one PNR and the seats are requested in one transaction.
- For WCHR passengers and their companions seat reservation is chargeable according to the Lufthansa standard rules.
- Seat reservations in Business and First Class remain free of charge for all seats within these compartments.

Your local Lufthansa Service Team will assist you in any questions regarding chargeable advanced seat reservation!