2012/13 (US Eastcoast Weather Situation) – Version 1 Lufthansa



FRA XE/C Extending Waiver Policy 2012/13 (US Eastcoast Weather Situation) 29/10/2012

LH Expanded Waiver Policy – **US Eastcoast Weather Situation**

Situation:

This Expanded Waiver Policy is triggered by: US Eastcoast Weather Situation starting/on 29/10/2012

Eligibility:

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

- Flights from/to New York (JFK/EWR), Boston (BOS), Philadelphia (PHL) and Washington (IAD)
- ▶ from Oct 29, 2012 until Nov 02, 2012
- ► Tickets must be issued on/before Oct 29, 2012

Rebooking:

In addition to the standard involuntary policy for flight irregularities:

- ▶ One Rebooking permitted free of charge: If same booking class is used as per original ticket
- a) The new date of travel must be on/before Jan 31, 2013.
- b) The change of origin/destination and class of service/compartment is not permitted.
- c) Conditions regarding flight carrier restrictions must be observed any time.
- -Exception: Rebooking on LH Group flights (LH/LX/OS/SN-flight numbers) operated by LH Group carriers (LH/LX/OS/SN) is permitted for all fares
- d) All other conditions must be observed as per original ticket.
- ▶ Rebooking is subject to recalculation and additional fare collection: If customer wishes to change to a higher booking class
- a) The new date of travel must be within the ticket validity.
- b) Any change penalty/restriction will be waived.
- c) Fare difference between original and new fare must be collected.
- d) The change of origin/destination is not permitted.

Refund:

▶ No refund (refund is subject to original fare conditions only).

Instructions:

- ▶ In case of revalidation, OSI entry must be made: "OSI SANDY"
- ▶ In case of reissue, endorsement entry must be made: "SANDY"
- ▶ In case of cancelled flights: The standard involuntary policy for flight irregularities applies