eXperts

Disruptions to flight operations, especially at Frankfurt and Munich Airports

Dear travel agency partner,

Since Friday 18 January there have been severe problems caused by the sleet and snow, especially at Frankfurt and Munich airports. Flight cancellations and delays are unfortunately unavoidable.

Lufthansa is asking all its passengers to check the status of their flight at lufthansa.com before setting out for the airport. A regularly updated list of all cancelled flights is available under 'Current travel information' on the website. Individual flights can be checked under 'Flight information > Flight status'.

Wherever possible, passengers from cancelled flights have been placed on alternative flights. This is identifiable in the PNR by means of an SSR element, e.g.:
SSR OTHS 1A PASSENGER RECHECKED FROM LH1040/16FEB TO LH1042/16FEB DUE TO IRREGULARITY In this case the PNR will appear automatically in your queue.

Customers affected by a flight cancellation can be rebooked free of charge or have their ticket refunded. You may make rebookings/ticket reissues yourself for LH flights which are cancelled *more than* 24 hours before scheduled departure, in line with the **Lufthansa standard INVOL rules**. Please check with your Lufthansa Sales and Service teams to obtain a waiver or confirm that a waiver is not necessary.

For rebookings/ticket reissues for LH flights cancelled *within* 24 hours of scheduled departure, please contact your Lufthansa Sales and Service Team.

Austrian Airlines passengers affected by flight cancellations can also be rebooked free of charge.

If you have any questions about Lufthansa and Austrian Airlines bookings and tickets, please do not hesitate to contact your Lufthansa Sales and Service Team.

Lufthansa and Austrian Airlines are sorry for the inconvenience caused to you and your customers by these weather-related flight disruptions.

Yours sincerely,

Your eXperts team