2012/04 LH Contingency – Version 1

FRA XE/C 2012_04 Proceeding MA Grounding Version 1 03/02/2012 Proceed

03/02/2012; 10:00 UTC

LH Re-accommodation Policy – Grounding MA

Situation:

Grounding of MA operation, on 03 FEB 2012
This policy contains 2 sections

Section 1: passengers holding LH tickets (220 ticket numbers)
Section 2: passengers holding MA tickets (182) on LH Operating flight numbers

Section 1

Passengers holding LH Revenue ticket document (220- tickets)

Section 1 Eligibility:

Passengers holding LH ticket documents (220- ticket number) for any cancelled LH or MA flights
Tickets must be issued on/before 03 FEB 2012
"LH flight" means "LH operating flight number" on ticket
"MA flight" means "MA" operating flight number" on ticket

Section 1 LH Re-accommodation:

► **In case of cancelled flights:** The standard involuntary re-route policy in Chapter 13 of PSM (Passenger Service Manual) applies. Please refer to the standard involuntary policy for flight irregularities.

Section 1 LH Re-accommodation Policy Refund:

► **In case of cancelled flights:** The standard involuntary refund; Please refer to the standard involuntary policy for flight irregularities.

In addition to the standard flight irregularity policy:
► **Refund is permitted: any refund penalty will be waived.**

Section 1 Instruction:

► In case of revalidation, OSI entry must be made: OSI LH "**MA Grounding**"

Please note that by LH guidelines, any utilization of Good Will policies regarding rebookings/reroutings/re-issues on LH 220 tickets are restricted to be done by LH only and not by the travel agents, unless this change applies to/from LH operated flights only. Regarding refund please observe the carriers responsibility as well. In addition please be aware that UA staff does have the clearance to reissue on 220 when UA segment is involved in the routing.

Section 2

Passengers holding MA ticket document (182- tickets), ticketed on LH flights

Section 2 Eligibility:

Passengers holding MA ticket documents for LH operating flights
Tickets must be issued on/before 03 FEB 2012
Original ticket shows a LH operating flight number for unused portion(s) of the ticket

Section 2 LH Re-accommodation and handling policy:

► MA ticket documents issued prior to the date 03 FEB 2012 will accept on the LH operating flight(s) **as indicated on the original ticket**

► **MA Ticket with LH operating flight number on LH-operated flights:**
Accept on the originally ticketed LH-operating flight and sector
LH cannot arrange any connection flights that were not originally ticketed as LH-operating flight: passenger must arrange on their own any connecting/return flights that are not LH-operated flights.

► **In case of cancelled LH flights:** The standard involuntary re-route policy; Please refer to the standard involuntary policy for flight irregularities.

► **Passenger handling upon future cancellation of LH-operated flights**:
LH will handle, for the portion of LH-operated flights only, re-issue the original MA tickets using 220-document in case of A. passenger originally ticketed on the flight, and B. protection onto OAL is required.

► **Any voluntary changes from the originally ticketed itinerary must be handled by MA.**

Section 2 LH Re-accommodation Policy Refund:

► **All refund enquiries must be directed to MA**

Section 2 Instructions:

► **Endorsement entries:**
Tickets must be annotated „**MA Grounding**"

Stock	Flight Number	MA operating	LH operating
MA-Ticketstock 182..	MA	No acceptance	
	LH		Acceptance for LH portion only - LH cannot arrange any connection flights that were not originally ticketed as LH operating flight: Passenger must arrange on their own any connecting/return flights that are not LH-operated flights.
LH- Ticketstock 220..	MA	Rebooking INVOL on LH	
Third Party Stock // Star	MA	No acceptance	