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LH Group Ticketing Waiver Policy – **Situation Israel**

Situation:

This Expanded Waiver Policy is triggered by: the current situation in Israel starting/on November 16, 2012

Eligibility:

Passengers holding LH/LX/OS/SN tickets for the following LH/LX/OS/SN operated flights and/or OAL operated flights with LH/LX/OS/SN flight numbers (code-share):
- **Flights from/to Israel until 27/Nov/2012**
- **Tickets must be issued on/before 16/Nov/2012**

Rebooking:

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

- **One Rebooking permitted free of charge:**
  - **If <u>same</u> booking class (RBD) is used as per original ticket**

a) The new date of travel must be **on/before 16/Feb/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 (LX/LH/OS/SN-flight numbers) operated by LH Group carriers (LX/LH/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 <u>higher</u> booking class (RBD)**

a) The new date of travel must be **on/before 16/Feb/2013.**
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:
Swiss (LX):
- In general the standard irregularity policy for rebooking, refund and partial refund applies.
- Travel Agents **must** contact Swiss for re-bookings/ticket exchanges/re-issues.

Lufthansa (LH):
- **In case of revalidation, OSI entry must be made: "OSI LH 0212"**
- **In case of reissue endorsement entry must be made: "0212"**

Please note that by LH guidelines, any utilization of Goodwill policies regarding re-bookings / re-routings / 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.

Austrian Airlines (OS):
- Reissue is mandatory and an endorsement entry must be made: **"Ticketing Waiver Policy 0212"**

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Brussels Airlines (SN):
► In general the standard irregularity policy for rebooking and refund applies.
► Reissue is mandatory and an endorsement entry must be made: **"Ticketing Waiver Policy 0212"**

Information only: Standard involuntary policy for flight irregularities

► **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**.