

- Version 7-

(26.4.2010; 10:00 UTC)

LH Goodwill Policy Volcano

Trigger:

All LH Passengers affected by flight irregularities due to volcano disruption and possible further closure of airspaces **15-21 April 2010**.

Eligibility:

1. LH Passengers holding tickets for LH services on **cancelled flights 15-21 April 2010: Please see Section 1.**
2. LH Passengers holding tickets for LH services on flights **20 -24 April 2010: Please see Section 2.** These tickets had to be issued on/BEFORE **19 April 2010**.

LH Goodwill Policy:

Section 1: Following applies to the passengers holding tickets for LH services on Cancelled LH 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.**

In addition to the regular flight irregularity policy, LH offers:

☒ **Rebooking** free of charge:

- a) The new date of travel must be on/**before 31st December 2010** or must be within the ticket validity. The change of booking class, class of service and cabin/compartments are not permitted. Rerouting/reissue only permitted in selected cases within a reasonable geographic area.

Exception:

- b) According to the situation at the stations we need to give priority to our passengers **en route** who would like to return to their origin ☒ **Only for those passengers** change of booking class within same compartment is permitted on LH operated flights only **departing until Sunday May 02nd 24:00h (local time at departure station).**

☒ **Refund:**

a) For all passengers holding **Lufthansa Tickets** (ticket numbers starting with 220) on affected **(cancelled)** Lufthansa flights:

On passenger request tickets may be fully or partially refunded, possible cancellation penalties and/or cancellation service charge(s) may be waived.

b) For passengers holding **other carriers' ticket document** on affected Lufthansa flights:

For refund, passenger must contact the ticket issuing carrier.

☒ **Partial Refund:**

a) If the traveled **portion is identifiable through the fare calculation box (i.e. a fare component in entirety was traveled, such as half-return)** then LH will refund the remaining portion (plus any associated non-used/touched geographical taxes and charges).

Example: For ½ **Round Trip**, please refund ½ fare amount plus respective taxes/fees. Same applies when sector fares are used in original calculation. The flown sector fare should then be deducted from whole original fare.

b) If a traveled **portion is not identifiable through the fare calculation box** (i.e. IT tickets, or only a part of the fare component is traveled, such as only the feeder flight used), then please forward the refund request to our Refund Department at:

e-mail: nycrefunds.xr@dlh.de

Mailing address: Lufthansa Refunds

1640 Hempstead Tpke.

East Meadow, NY 11554

Please note: **wholly unused** tickets can be refunded by the travel agency according to the Goodwill Policy and normal refund procedures.

Section 2: Following applies to the passengers holding tickets for LH services on NOT-Cancelled LH flights between 20 April and 24 April 2010.

☒ **Rebooking** free of charge:

a) The new date of travel must be on **before 31st December 2010** or must be within the ticket validity. The change of origin/destination, booking class, class of service and cabin/compartment **are not permitted**.

b) All conditions regarding flight carrier restrictions must be observed any time.

Proceeding:

Endorsement entries:

Tickets must be annotated "**GOODWILL Volcano**"

Further publication:

Lufthansa's Amadeus "**GGAIRLHIRREG**" pages

Additional re-accommodation policy - Volcano irregularity

Please note the following suggestions when re-booking passengers on LH and partner airlines (OS/LX/SN/BD). This provides additional possibilities, particularly for the passengers who are stranded en-route.

Section 1. Passengers from cancelled LH flights 15-20APR10, who are stranded at their destination or in transit, may be re-booked onto first available OS/LX/SN/BD flights (including flight departures more than 24 hours in the future)

1-a. This rule applies only for passengers who have commenced their journey. 1-b. For OS/LX/SN/BD flights departing until 02MAY10, lowest available booking class in the compartment/cabin may be used.

1-c. For OS/LX/SN/BD flights departing after 03MAY10, refer to the booking class specified in the GG AIR LH pages as follows:

GG AIR LH OS for Austrian
GG AIR LH LX for Swiss
GG AIR LH SN for Brussels Airlines
GG AIR LH BD for BMI

1-c. Change of compartment/cabin is not permitted.

1-d. This rebooking will require a ticket re-issue.

Section 2. Passengers who have not started their journey:

2-a. Passengers whose flights have been cancelled but have not started their journey:

2-b. Rebooking onto first available OS/LX/SN/BD flights only using the booking class specified in the GG AIR LH pages as follows:

GG AIR LH OS for Austrian
GG AIR LH LX for Swiss
GG AIR LH SN for Brussels Airlines
GG AIR LH BD for BMI

2-c. The standard LH irregularity policy and the current LH Goodwill policy applies.

Section 3. Passengers whose flights have not been cancelled who are holding bookings on 20-24APR10: No change to the current LH Goodwill policy - rebooking onto LH flights only until 31DEC10 in the original booking class.