

LUFTHANSA GROUP SPECIAL WAIVER (CORONA AU SWP) – AUSTRALIA ONLY

(Version 1, as of 1 April 2020)

General Information

- Applicable for OS/LH/LX (257-, 220-, 724-) tickets
- Sold in Australia only
- Note:
 - Rebooking discount for passengers does not apply
 - Reissue bonus for agents does not apply

For customers affected by a schedule change on Other Airlines' (OAL) flight number or operated by OAL, a special waiver is now available for agents to rebook without contacting Lufthansa Group Agency Support:

- Customers with tickets issued from 01 April 2019 (last year) until 31 August 2020
- Schedule Change (UN/TK/SC or according own airline system sent to booking originator):
 - Lufthansa Group airline's flight number, operated by OAL (any airline different than OS/LH/LX/SN/EW including WK operated flights and wetlease flights)
 - Codeshare flights (either LHG flight numbers operated by OAL or OAL flight numbers operated by LHG, OAL: any airline different than OS/LH/LX/SN/EW including WK operated flights), excluding wetlease flights and codeshare flights amongst LHG
 - OAL's flight number, operated by OAL (any airline different than OS/LH/LX/SN/EW including WK operated flights and wetlease flights)
- Endorsement entry: CORONA AUSWP

For travel start date on/after 01 May 2021, rebookings permitted by special waiver:

- Passengers travelling from Australia to Europe
- Unused Tickets issued between 1 April 2019 and 31 March 2020
- New start of travel on/after 01 May 2021 until 31 December 2021
- Rebooking / reissue must be completed on/before 31 August 2020

Rebooking / Reissue Process

- Fare shown in the reissued ticket must always be the current fare for the trip
- Ticket validity of the original ticket can be ignored

Option 1 for passengers who already know when they want to fly:

- **Cancel original flights**
- **Book new flights** on original or different routing, Lufthansa Group airline flight or as per new fare rule
- **Price new flights** with current fares, taxes, fees and surcharges
- **Compare total price** of original ticket and new price

- Complete the ticket entries:
 - If new price is higher than original price, enter additional amount to be collected
 - If new price is lower than original price, set fare and all taxes/fees/surcharges to "paid"
 - Enter form of payment (original and new) if applicable
 - Enter original issue
 - **Endorsement entry: CORONA AUSWP**
- Reissue the ticket and the residual value EMD (if applicable) simultaneously. If passenger purchased an **ancillary service**, the respective EMD may be used again for the same service, e.g. ASR – EMD can be re-associated or reissued. If this is not possible, the EMD is non-refundable and the service must be purchased

Option 2 for passengers who do not yet know their new travel date:

- If possible, cancel original booking. The ticket remains valid, however, even if the customer is a no-show
- We recommend that you keep the PNR active, provided that the reservation system you are using offers this function
- If the reservation system you are using does not offer a function for holding the PNR or if the PNR is expired, create a new PNR at time of the new booking and perform the reissue with the existing ticket. Once passenger does the new booking, please proceed as described under option 1

GDS entries for holding the PNR

GDS	Entry
Amadeus (1A)	RU1AHK1FRA31DEC/CORONA/AUSWP
Apollo (1V)	0(=Zero)TURZZ(=airline)BK1(=number of pax)FRA(=issuing office)31DEC(=valid until)-**CORONA/AUSWP** Example: 0TURLHBK1FRA31DEC-CORONA AUSWP
Galileo (1G)	RT.T/31DEC(=valid until)*CORONA AUSWP

	Example: RT.T/31DEC*CORONA AUSWP
Worldspan (1P)	TNZZ(=airline)MK1(=number of pax)MIS31DEC(=valid until)/AN-CORONA AUSWP Example: TNLHMK1MIS31DEC/AN-CORONA
Sabre (1S)	00TH(=airline)GK1FRA(=city code)31DEC-CORONA AUSWP 00THLHGK1FRA31DEC-CORONA AUSWP The free text is not transmitted to the carrier; it is only for the agency to know the reason for the retention

For travel starting on/before 31 December 2020: refer to [TWP 2011](#)

For travel starting between 01 January 2021 and 30 April 2021: refer to [TWP 2011](#)