



Lufthansa Group suspends flights to Mainland China until 9 Februar 2020

goodwill rule

Austrian Airlines, Lufthansa and SWISS are suspending flights to and from Mainland China up to and including Sunday, 9 February 2020. This affects all flights to and from Beijing (PEK), Nanjing (NKG), Qingdao (TAO), Shanghai (PVG) and Shenyang (SHE). For operational reasons, all Lufthansa Group flights to and from Mainland China will be closed for bookings for travel until the end of February 2020.

Flights from and to Hong Kong (HKG) will be operated as planned.

Austrian Airlines, Lufthansa and SWISS will fly to their respective destinations in Mainland China one more time. This is intended to give passengers the opportunity to take their planned flight and Lufthansa Group crews to return.

The flight cancellations have already been carried out.

To ensure that Austrian Airlines, Lufthansa and SWISS passengers affected by the flight cancellations have the opportunity to reach their destinations, there are rebooking options on flights operated by the joint venture partner Air China. Please contact your Lufthansa Group Agency Support for this.

Lufthansa Group rules for rebooking/reissue/refund of **cancelled flights for the travel period from 31 January to 9 February 2020:**

Customers affected by a flight cancellation can have their ticket refunded free of charge. You are welcome to make refunds for cancelled flights on Austrian Airlines/Lufthansa/SWISS tickets yourself in accordance with the [Flight irregularities policy for business partners \(OS/LH/LX\)](#). **In the case of refunds of unused tickets, OPC and DCC (YR) are also refundable.**

Brussels Airlines INVOL rules apply to Brussels Airlines tickets.

For passengers of non-cancelled flights to and from China (travel period: 10 February to 23 February 2020), the goodwill rule already published will continue to apply.

Information for Lufthansa Group passengers from/to China

Due to the current spreading of the corona virus, Lufthansa Group passengers have the possibility to rebook or refund their travel to or from China free of charge.

Goodwill policy for a refund free of charge as well as rebooking/reissue of flights which are not cancelled

The goodwill policy is applicable if following prerequisites are fulfilled:

- Passengers with a booked flight between 24 January and 23 February 2020, whose OS/LH/LX/SN ticket has been issued on/before 23 January 2020, and
- Itineraries with origin or destination in Mainland China, excluding Hong Kong (HKG) and Macau (MFM), and
- Austrian Airlines/Brussels Airlines/Eurowings/Lufthansa/SWISS flights (operated by OS/LH/LX/WK/SN/EW/4U) between Europe and Mainland China (excl. HKG and MFM), or
- Flights operated by other airlines (OAL) with OS/LH/LX/WK/SN/EW/4U flight numbers ("code share") from/to Mainland China, (excl. HKG and MFM), or
- Air China flights (CA flight number and operated by CA) between Europe and Mainland China

Tickets which fulfill the above mentioned conditions can be refunded free of charge.

If you are doing the refund yourself, please note:

- No waiver is needed for refund of completely unused tickets provided all prerequisites as described above are fulfilled. OPC and DCC (YR) remain non-refundable.
- Refunds of partially used tickets should be requested via refund application, e.g. via *BSPlink*

For rebookings the following rules apply:

- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX, WK) – in the original booking class.
- New travel date latest on 30 September 2020
- The change of origin/destination is not permitted.
- In the case of reissues the endorsement entry should read: TWP 2002

If you do the rebooking/reissue yourself, a waiver by your Lufthansa Group Agency Support is needed.