



Revised guidelines for schedule changes and flight irregularities

Dear Mr Nagaraj ,

The Lufthansa Group airlines strive to ensure that passengers always arrive at their destination reliably and on time. Adjusted flight schedules, more staff, and optimized processes and procedures all contribute towards ensuring operational stability and reliability. Nevertheless, flight irregularities can still occur from time to time.

To make it easier for you to process schedule changes and flight irregularities in the future, we have further improved and simplified the **“Lufthansa Group Schedule Change/Irregularity Policy for Travel Agents”** (SKCHG/INVOL Policy).

The most important changes at-a-glance:

- **Flight cancellations and time changes** of Lufthansa Group airlines and OAL flights: Starting now, you can **reissue and refund tickets based on the SKCHG/INVOL Policy without a waiver and without a standard waiver code**. In addition, for reissues there is no need to enter the flight number/date in the endorsement box anymore.
- **Reimbursement for same-day returns**: In the event of a **time change (TK or UN/TK) of one hour or more**, you can process a refund on an involuntary basis without a waiver
- In the event of a **change of origin** (O&D change), you can rebook the return flight to the same place from which the outbound flight departs
- In the new **chapter 1.9 “Technical Reissues (UN/TK)”**, you can learn how to avoid ADMs when doing technical reissues.

► **Find out more about the changes**

With this new policy, we hope that we have succeeded in further simplifying the processing of schedule changes and flight irregularities for you. Thank you for your support in looking after our mutual customers.

Sincerely,

Your eXperts Team