

28 April 2023

Your eXperts Login: IN450320



Process schedule changes and flight irregularities more easily

Dear Mrs. Menon,

To enable you to provide your customers with the best possible support in the event of schedule changes and flight irregularities, we have revised the “**Lufthansa Group Schedule Change/Irregularity Policy for Travel Agents**” (**SKCHG/INVOL Policy**). In doing so, we have implemented many suggestions that we have received from travel agencies in recent months. The result: **a simplified policy that will make processing easier for you in the travel agency.**

The key changes at-a-glance:

- In the event of a **time change (TK)**, you can process rebookings/ticket reissues and refunds* on an involuntary basis with a **Standard Waiver Code (TKSKCHG)** independently in the travel agency.
- As an additional rebooking option, you can now **make an O&D (origin & destination) change without a waiver.**



► [To the SKCHG/INVOL Policy](#)

That will make processing easier for you in the travel agency

• **Reissues and refunds of ancillary EMDs** (e.g., for advance seat reservations) can now always be made without a waiver or with a Standard Waiver Code if this is also permitted for the associated airline ticket.

Another change:

• A “Quick Reference” offers you a simple overview of the most important rules. You will find the detailed guidelines in the “Main Policy” section; further explanations and examples of use are in the “Appendices” section.

Please familiarize yourself with the revised SKCHG/INVOL Policy.

Find out more

((lufthansaexperts.com > Products & Information LH > Agent Info > SKCHG/INVOL Policy))

We hope that with this new policy we have succeeded in significantly simplifying the processing of schedule changes and flight irregularities for you – and thank you for your support in looking after our mutual customers.

* Prerequisite for refunds: time change of at least two hours and/or bringing forward the departure time by more than one hour.

Yours sincerely,

Your eXperts Team India,

Service

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Corporate Headquarters: Deutsche Lufthansa AG, [Venloer Straße 151-153, 50672 Köln](#)

Registration: Amtsgericht Köln, HRB 2168

Chairman of the Supervisory Board: Dr. Karl-Ludwig Kley