



PRESSEMITTEILUNG

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Lufthansa is ready for the holiday season

- **280,000 passengers expected at Frankfurt and Munich Hub**
- **Airports recommend early arrival**
- **Longer waiting times possible, especially at the security checkpoint**
- **Lufthansa recommends the use of online services**

In almost all federal states of Germany, the Christmas holidays will start next weekend (21.12.). To ensure that the flight to the family, the snow or the sun will be relaxed, Lufthansa recommends an early arrival before departure. During the entire first holiday weekend, around 280,000 passengers will take off with Lufthansa from the hubs in Frankfurt and Munich only.

Weather conditions in winter can affect air traffic. Longer waiting times at security checkpoints are also expected, especially in Frankfurt. For a comfortable flight, Lufthansa recommends using its wide range of online services for check-in and baggage check-in. While using the Lufthansa App or the online check-in from 23 hours before departure, passengers can save valuable time at the airport and will be informed about flight changes or alternative rebooking options on time.

Questions regarding the flight will also be answered by the Lufthansa Chatbot. The only thing you need to start the dialogue with one of the digital helpers is the Facebook Messenger. If the app is already available on the smartphone, it is sufficient to enter lh.com/bot in the browser. Facebook Messenger can also be used without a Facebook profile, using your own mobile phone number. Should a flight be cancelled or the customer misses his connecting flight, the customer can, among other things, use the chatbot to rebook the flight independently.

In order to avoid longer waiting times at the security checkpoints, hand luggage should also be checked in at the check-in counters. On Lufthansa flights with a very high load factor, passengers receive an e-mail before departure notifying them that they can check-in their hand luggage free of charge. Less hand baggage at the gate and in the cabin ensures a smooth boarding and contributes to a punctual departure.

For families with children, Lufthansa offers special services for a relaxed start on their holidays: parents with children up to twelve years can use the Family Check-in areas

in Frankfurt. The Lufthansa employees at the family-friendly counters issue the board passes to the passengers and, if possible, consider special seating requirements. In order to shorten the waiting time, young passengers can use play corners especially designed for children at the airport.

During boarding, families with small children have the opportunity to board the aircraft before other passengers. On board, Lufthansa also offers their youngest guests sufficient entertainment, including toys specially developed for the airline or a child-friendly entertainment program. Especially in the time before Christmas and over the holidays, there are also special cuddly toys and a pilot's cap for the little ones. In addition, special children's menus and baby food, which can be pre-ordered up to 24 hours before departure, are being offered. This service is free of charge.

Adult guests are also spoiled with special Christmas treats during the Christmas season. Depending on the class and length of the trip, there are, for example, chocolate Santa Clauses, Christmas Stollen Confectionery, Pastry Bags or Christmas chocolate bars. Particularly popular each year is the Christmas goose with red cabbage and dumplings. This meal is being offered on long-haul flights from Germany in economy class from 20 to 26 December, in business and first class already since November, as a selection meal. The Advent wreath, of course without candles, also provides a Christmas atmosphere on board.

Further information on air travel and hand luggage can be found at <https://www.lufthansa.com/de/en/travel-preparation> or in the Lufthansa Customer Service App.

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