



PRESS RELEASE

Frankfurt, November 5, 2019

Free rebooking options now available for Lufthansa passengers during strike period

- **Effective today: Free rebooking options for Thursday and Friday regardless of flight cancellations**
- **On domestic routes: ticket exchange for Deutsche Bahn**
- **Special flight schedule for Thursday and Friday will be available tomorrow at noon on www.lufthansa.com**

The Independent Flight Attendants Organization (Ufo) has called full-day strikes for Lufthansa on Thursday 7 November and Friday 8 November. Lufthansa is currently working on a special flight schedule, which will be available at www.lufthansa.com at noon tomorrow. Passengers will then be able to check the status of their flights online at www.lufthansa.com by entering in the flight number.

Regardless of whether or not a their trip will be affected by a cancellation, all Lufthansa Group passengers with a booked flight to/from or via Frankfurt and Munich for Thursday, November 7 and Friday, November 8 can rebook their flight once free of charge, in exchange for an alternative Lufthansa Group flight within the next ten days.

Passengers can use the Deutsche Bahn in exchange for flights on domestic routes, regardless of whether or not their flight has been cancelled. Customers can convert their ticket into a Deutsche Bahn ticket under "My bookings" at www.lufthansa.com. Therefore, it is not necessary that passengers present themselves at the airport. Seat reservation is recommended.

Lufthansa passengers who have planned a trip for Thursday or Friday are requested to check the status of their flight at www.lufthansa.com before starting their journey. Passengers who have provided the relevant contact details will be actively informed of any changes by SMS or via e-mail. The contact details can be entered, viewed or changed at any time via www.lufthansa.com under "My bookings". Passengers can also inform themselves about changes to their flight status via Facebook Messenger or Twitter.

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