



PRESS RELEASE

East Meadow, NY, 06 April 2020

Lufthansa, SWISS and Austrian Airlines create even more flexibility for their customers

- Discount of 50 USD for rebooking existing tickets; Refund process

Against the backdrop of the exceptional circumstances caused by the spread of the coronavirus, and in the interest of flexible travel arrangements, the Lufthansa Group continues to offer greater flexibility to its customers. Lufthansa, SWISS and Austrian Airlines are changing their ticket fare structure. With immediate effect, all fares and ticket prices can be rebooked. This applies worldwide for new bookings on short, medium and long haul routes. For tickets purchased in the USA and Canada, the new policy will take effect on April 8th. Brussels Airlines will also apply the new fare structure on routes to/from North America.

Irrespective of the new fare structure, passengers whose flights have been cancelled or not addressed at this time, can still keep their reservations. This applies to flights with a booking date up to and including April 19, 2020. Customers do not have to commit to a new date at this point. The ticket and ticket value is retained and can be converted for a new booking with a departure date up to and including April 30, 2021. Customers who choose a new travel date up to and including the end of 2020 will also receive a \$50 discount on each rebooking.

In the event a customer prefers a refund in lieu of the voucher promotion, the customer may notify a Lufthansa Group representative that a refund is preferred and refunds will be processed as best as possible, while taking the global crisis circumstances into account.

Rebooking is handled via Lufthansa Group Customer Service and the airlines' online platforms or travel agencies. The conversion into a voucher is possible online via the airlines' websites. An automatic function for redeeming the voucher is currently being developed and will be available soon.

If the rebooked fare is more expensive due to a change of destination (rebooking from short-haul to long haul), change of travel class or similar, an additional charge may be necessary despite the discount.

Due to the current situation, Lufthansa Group Service Centers and stations are recording an exceptionally high number of customer communication. The Lufthansa Group is continuously working to adjust capacity to meet demand.

However, there are currently long waiting times, which unfortunately means that the processing of customer requests can be delayed.

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