



# PRESS RELEASE

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## **Customer flexibility remains a priority at Lufthansa Group**

**All Lufthansa Group fares can be rebooked, free-of-charge, until the end of February 2021**

**Rebooking fee for Lufthansa, SWISS, Austrian Airlines, Brussels Airlines and Eurowings remains suspended**

As of August 2020, all Lufthansa Group Passenger Airlines' fares (which include Lufthansa, SWISS, Austrian Airlines, Brussels Airlines and Eurowings) could be rebooked, as often as desired, free-of-charge. Originally, this fare offer was valid for (re-)bookings until the end of the 2020 year. Now, this customer offer is being extended: all airline fares can now be rebooked, free-of-charge, as often as one would like, up to February 28, 2021, if the rebooking is also made before that date. After that, another rebooking is also possible, free-of-charge. Travel can be taken later in the 2021 calendar year.

Lufthansa Group Airlines had already made it possible for its customers to rebook their tickets, free-of-charge, in the spring. The elimination of the rebooking fee applies worldwide for all new bookings in all fares on short, medium and long-haul routes. With this initiative, the Lufthansa Group airlines continues to be responsive to customer needs for flexible travel arrangements. Travelers may incur additional costs if, for example, the original booking class is no longer available when rebooking to a different date or destination.

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