LUFTHANSA GROUP

GROUPS BUSINESS SCHEDULE CHANGE AND IRREGULARITY POLICY

For Travel Agencies

This document is valid for
ticket stock of
Austrian Airlines (OS)
Brussels Airlines (SN)
Lufthansa (LH)
SWISS (LX)
Air Dolomiti (EN)

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1 OVERVIEW OF SUBSTANTIAL CHANGES

Version	Date	Chapter	Type	Content
1.0	June 2023		Initial Document	
1.1	August 2023	4.1	Clarification	Ticketing Instruction
1.2	October 2023		Additional SN	SN
1.3	April 2026		Additional EN	EN
1.3	April 2026		Review	Review of the whole document
1.3	April 2026	2.2	Additional	Information added on Weekend Group Support
1.3	April 2026	5.1	Update	Endorsement Entry
1.3	April 2026	5.1	Update	Fare Calculation box

Latest changes are highlighted in yellow.

2 INTRODUCTION

This policy informs Travel Agencies about the options and rules for handling **Group Business** in Schedule Change/Irregularity scenarios for **Austrian Airlines (OS), Brussels Airlines (SN), Lufthansa (LH), SWISS (LX) and Air Dolomiti (EN).**

It contains all information for group specific topics. General topics which apply for individual bookings and for group bookings alike are published in the "**Lufthansa Group Schedule Change/Irregularity Policy for Travel Agents"on** eXperts

- Definitions INVOL/SKCHG
- Cases which do not qualify for involuntary handling
- Ancillary Services
- Refund Handling

2.1 Scope and General Rules

This policy is valid for group bookings (before and after ticketing) affected by a schedule change or irregularity:

- Any flight(s) of any airline (incl. other airlines [OAL]) affected by a schedule change or irregularity on **OS (257), SN (082), LH (220), LX (724), EN (101) ticket stock.**
- For affected OAL flights, the Travel Agent may be asked to provide proof of their reservation system.

Must Know:

- Group bookings are made on the operating flight number, not on marketing flight numbers (with few exceptions, e.g., Discover Airlines (4Y) and Edelweiss (WK))
- The Book-a-Group tool is only used for new bookings and cannot be used for any rebooking or reaccommodation request.
- In case of INVOL flight cancellations no immediate UN will be set in the PNR.
- Any SKCHG/INVOL rebooking in a group PNR can only be done by the **Group Support.**
    - INVOL: Airport offices and the new "INVOL Group Assistance Team" may assist passengers directly. See Chapter 2.2 for the new required "Group Emergency Contact".
- In case of SKCHG/INVOL, passengers are entitled to a one-time free of charge rebooking/reissue without any additional collection.
    - This also applies if automated re-accommodation is not accepted by the passenger.
- **Once the passenger has accepted an alternative rebooking/ticket is reissued, any further change/cancellation or refund is considered voluntary, and the original fare and group rules (incl. group contract) apply.**
- Acceptance by passenger means:
    - `OSI REACC TO (new flight/date) "ACCEPTED BY PASSENGER"` is present in the PNR (see chapter 3.2.1) and/or the ticket is reissued.
    - **Exception**: if a ticket has been reissued by the airline's automated reissue tool (OPR) in short-term (INVOL) case, **one** further rebooking/reissue/exchange is permitted.

- Unneeded flight segments must be cancelled immediately after alternative flights have been confirmed in the PNR.
- Inactive segments (e.g., UN, HX) must be removed from the PNR at the latest 48h before departure of the flight.
- For all reprotections, travel documents are the responsibility of the traveler and must be considered before rebooking/reissue (e.g., Transit Visa).

2.2 Group Emergency Contact for INVOL/IRREG Scenarios

Since 2019 IATA Reso 830d obliges travel agents to actively collect the contact data of the travelers for every flight booking. This regulation also applies to group bookings and remains unchanged.

In case of short-term flight irregularities, standard processes for group PNRs are identical to individual PNRs:

- If a solution is found via the airline's automated tool (OPR) for the whole group PNR, tickets are automatically updated, and notifications are sent to the contacts available in the PNR.

Whenever no solution for the whole group PNR is available, automated reaccommodation is not possible. Manual rebookings are needed and in some cases, it might even become necessary to split groups.

Introduction of INVOL Group Assistance Team

To improve the group handling in **short-term irregularity** scenarios, the Lufthansa Group airlines are introducing a dedicated "INVOL Group Assistance Team" (24/7). This team will handle group rebookings manually if no automated solution for the whole group PNR is found.

Prerequisite for Handling:

- A **Group Emergency Contact** must be entered as an OSI (Other Service Information) element in every OS, SN, LH, LX, EN group PNR.
- The Group Emergency Contact (tour guide, hotline of the tour operator, etc.) should be available outside office hours, take responsibility for the whole group, and communicate with the Group Support in English.

Required Emergency Contact as OSI Element in OS, SN, LH, LX, EN Group PNR:

It is mandatory to enter an **e-mail address, telephone number, and** the **name** of the Group Emergency contact person.

The OSI elements must be entered by the travel agent and must start with "GRP EMERGENCY CTC".

1. First OSI Element: e-mail address.
2. Second OSI Element: name of the contact person and telephone number, **starting with the international country prefix.**

Example:

```
OSI YY GRP EMERGENCY CTC MUSTERMANN.FIRSTNAME//SUNTOURS.DE
OSI YY GRP EMERGENCY CTC MUSTERMANN/FIRSTNAMEMR TEL 0049 123456789
```

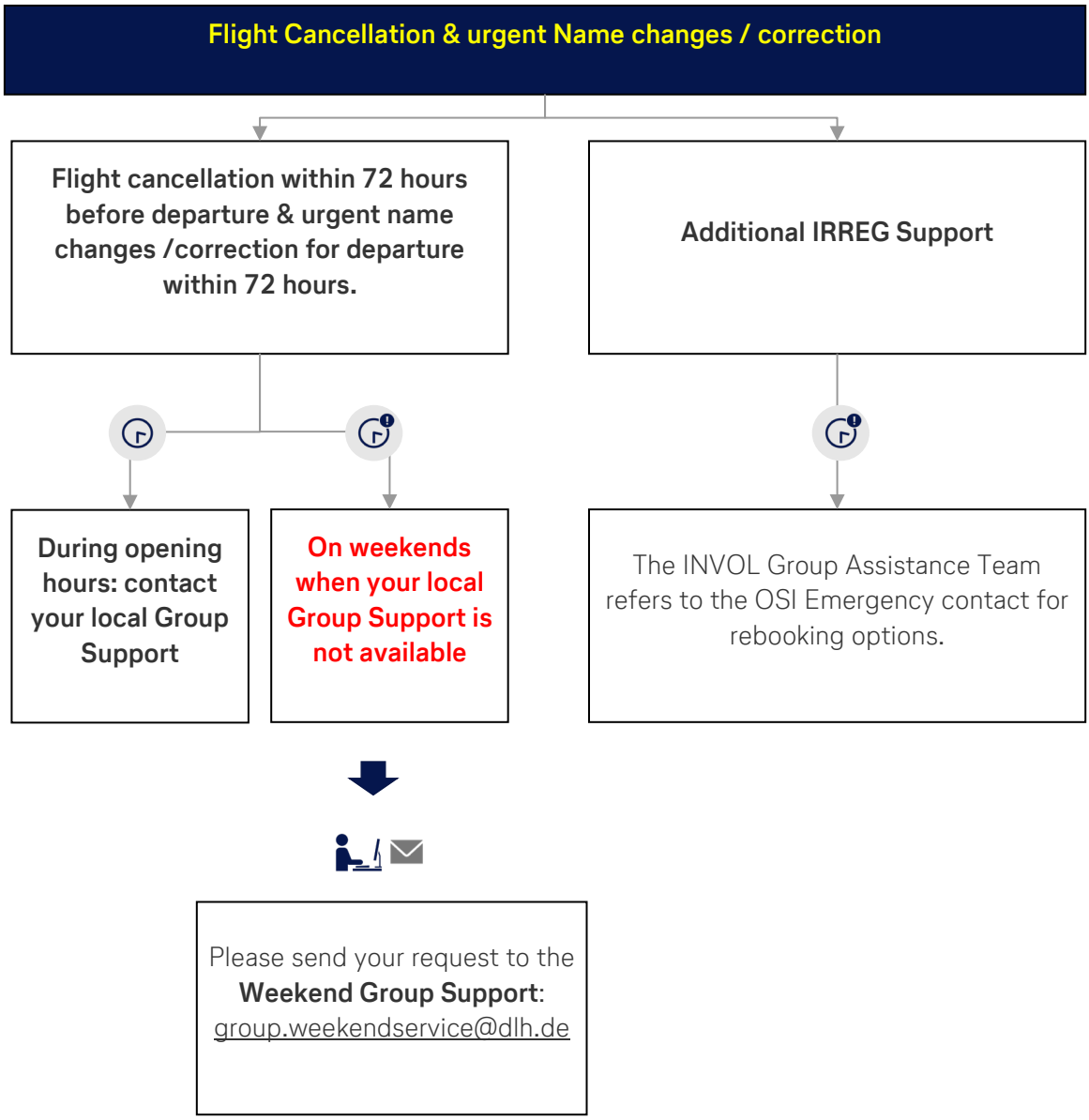
Input format for the OSI element is as per standard of the reservation system being used. If there is not enough space, a third OSI element may be inserted, starting with “GRP EMERGENCY CTC”.

The contact data must be present in every group PNR at the latest 5 days prior to departure.

Should you face any technical restrictions entering the Group Emergency Contact in your GDS and/or NDC, please contact your local **Group Support.**

In addition, as of **4 April 2025**, we have introduced our Weekend Group Support. Our team will assist groups affected by flight cancellations within 72 hours of departure.

Please refer to the guideline “**Weekend Servicing for Group Bookings**” on eXperts for detailed information on the services offered during the weekend.



- If automated handling via OPR tool is done, notifications will be sent to the standard contacts in the PNR.
- No automated notifications will be sent to the emergency contact entered in the OSI element – this contact is only used by the INVOL Group Assistance Team for manual handling purposes.

3 RULES FOR GROUP PNRS FOR SKCHG

Any change in time/date or cancellation of one of the booked flights in an OS, SN, LH, LX or EN Group PNR entitles to **one rebooking/reissue** on involuntary basis – this includes time changes and flight cancellations (with or without automatically booked alternatives).

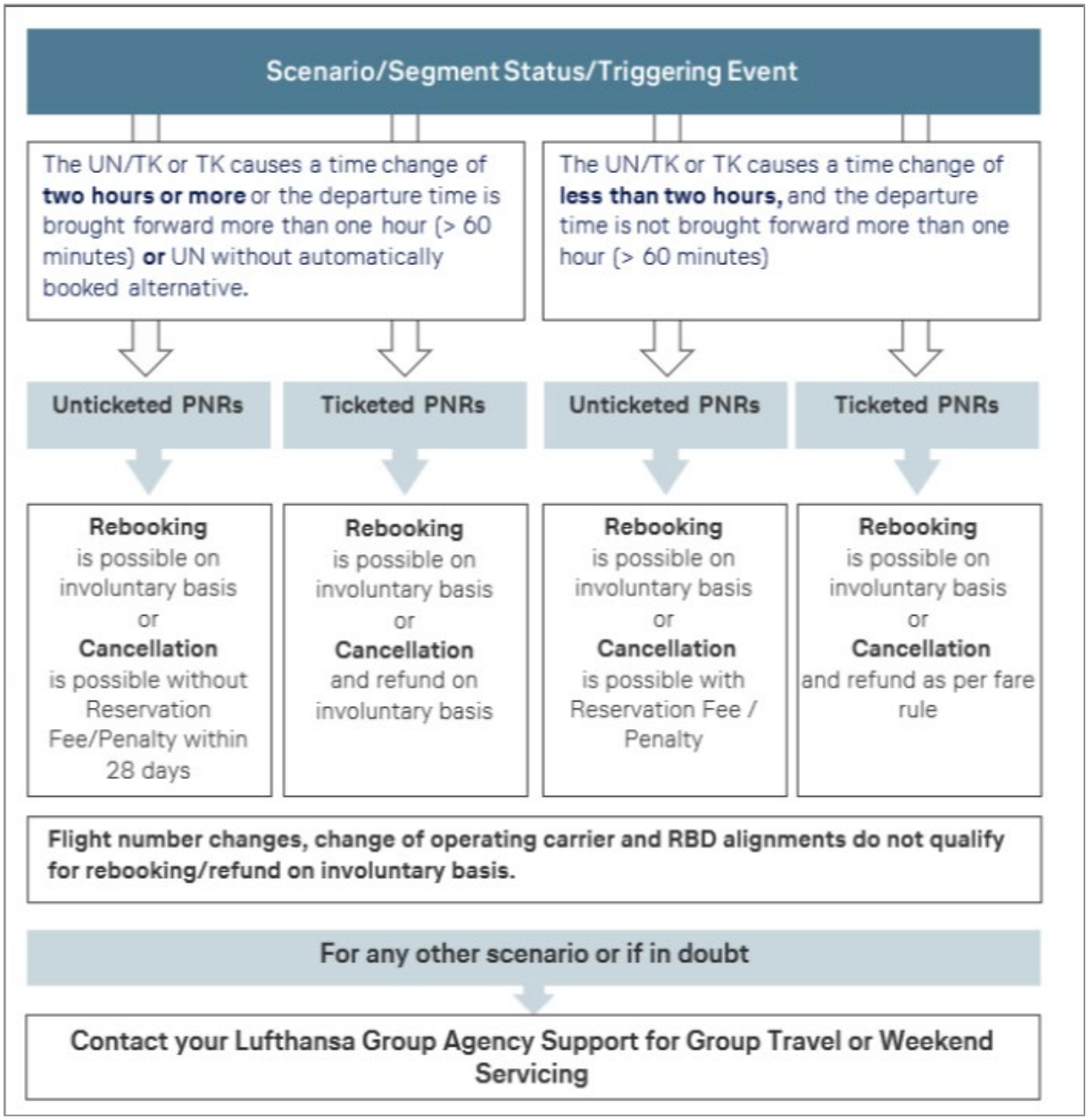
Prerequisites for contract withdrawal before ticketing or full involuntary refund after ticketing:

- Flight cancellation without automatically booked alternative **or**
- A schedule change (SKCHG) if it results in either:
    - a time change of 2 hours or more in departure and/or arrival time on complete origin and destination **or**
    - if the departure time is brought forward more than one hour (> 60 minutes).

This applies to time changes (TK) and flight cancellations with automatically booked alternatives (UN/TK).

OS, SN, LH, LX, EN will not charge any reservation fee or penalty, provided the group booking is cancelled (entire or partial cancellation) within 28 days after the publication of the SKCHG (UN/TK sent to PNR) **and** the prerequisites are fulfilled (i.e., time change 2 hours/1 hour).

3.1 Overview


Scenario/Segment Status/Triggering Event
The UN/TK or TK causes a time change of two hours or more or the departure time is brought forward more than one hour (> 60 minutes) or UN without automatically booked alternative.
The UN/TK or TK causes a time change of less than two hours, and the departure time is not brought forward more than one hour (> 60 minutes)
Unticketed PNRs
Ticketed PNRs
Unticketed PNRs
Ticketed PNRs
Rebooking is possible on involuntary basis or Cancellation is possible without Reservation Fee/Penalty within 28 days
Rebooking is possible on involuntary basis or Cancellation and refund on involuntary basis
Rebooking is possible on involuntary basis or Cancellation is possible with Reservation Fee / Penalty
Rebooking is possible on involuntary basis or Cancellation and refund as per fare rule
Flight number changes, change of operating carrier and RBD alignments do not qualify for rebooking/refund on involuntary basis.
For any other scenario or if in doubt
Contact your Lufthansa Group Agency Support for Group Travel or Weekend Servicing

3.2 Rebooking Standards

Whenever possible, automated reaccommodation is provided for flights affected by a SKCHG/flight cancellation. If no automated reaccommodation is offered or the alternative is not accepted by the passenger(s), Group Support assists to find alternative flights, as per group rules/group contract.

- Before contacting **the Group Support**, the travel agent should search for possible alternatives on OS, SN, LH, LX, EN prime flights.
- Changes to other Lufthansa Group airlines (EW, 4Y) are generally also possible, but subject to the respective airline procedure.
- Whenever no alternative on the original O&D is acceptable, upon request of the passenger, a change of origin or destination on a LHG flight to an alternate airport within 250 miles and a new travel date +/- 7 days from original travel date is permitted. Ground transportation costs will be at the expense of the passenger(s).
- Once aligned with the passenger(s), the travel agent contacts **the Group Support** for rebooking (if needed).
- After confirmation of the flights, the travel agent may either:
    - Unticketed PNRs: issue the tickets **or**
    - Ticketed PNRs: reissue on involuntary basis/request involuntary reissue from Group Support.

3.2.1 PNRs with automatically booked alternative accepted by passenger

- Change segments to HK (if not already done automatically)
- Enter: OSI REACC TO (new flight/date) ACCEPTED BY PASSENGER/XXXX/DATE
- For ticketed PNRs: Ticket needs to be checked:
    - if already revalidated – no further action needed
    - If not revalidated - reissue needed: travel agent may reissue on involuntary basis (no waiver needed) or contact Group Support.

3.2.2 PNRs which require manual intervention

Cases with no automatically booked alternative, misconnection, or the alternative is not accepted by the passenger(s), require manual intervention:

- Check for possible alternatives, align with passenger(s) and contact **the Group Support** for booking/rebooking.
- After confirmation of the flight(s), issue the tickets (unticketed PNRs) or reissue on involuntary basis/or request involuntary reissue from **the Group Support** for ticketed PNRs.
- If after a SKCHG/reaccommodation a feeder/defeeder rebooking is needed, travel agent should check possible alternatives, align with the passenger, and contact **the Group Support** for assistance.

If no acceptable alternative is available and prerequisites are fulfilled:

- Unticketed: the group can be cancelled without reservation fee / penalty within 28 days of the SKCHG.
- Ticketed: refund on involuntary basis.

Note: all remaining flight segments must be cancelled.

4 WAIVER RULES

Rebooking/reissue: since involuntary group rebookings are always handled by Group Support, **no waiver is needed for** the related **involuntary reissue.**

Refund: No waivers are needed for involuntary refund, provided the prerequisites are fulfilled.

In addition to the refund rules/prerequisites as above, specific additional refund for SKCHG and INVOL scenarios rules may apply for passengers with routings to/from/via US – contact your Group Support if needed.

For any other scenarios contact the Group Support for a waiver.

5 TICKETING

5.1 Unticketed PNRs – First Issue on Involuntary Basis

If a SKCHG for an unticketed group/individual group passenger results in a routing change, airline change, RBD change, or date change please observe below ticketing instructions. For all other changes, no specific ticketing requirements apply. If required, Group Support will assist.

Examples:
VIE-LON time change (TK) by 1 hour – standard ticketing process applies.
ZRH-OSL changes to ZRH–MUC–OSL due to SKCHG – routing has changed, original price remains and ticketing instructions below must be followed.

SKCHG Ticketing Instructions for routing/airline/RBD/date change
The travel agent must set up the first issue ticket mask/create the first issue TST.

- **Fare, YQ/YR and any surcharges** (stopover and/or YQ surcharge): to be used as originally confirmed in Book-a-Group's pricing container before the schedule change
- **FE element**: it is mandatory to enter in the endorsement box as mentioned below:
  - always start with "SKCHG" for long-term respectively "INVOL" for short-term
  - followed by free flow part of the endo box: keep the original standard endorsement text (shortened if needed): e.g., FARE RESTRICTION MAY APPLY

  Examples for the Endo Box:
  SKCHG FARE RESTRICTION MAY APPLY

- **Fare Calculation/Fare boxes:** Take over original routing, fares/taxes/fees/charges
- **Fare calculation box:** must start with **S-**

  Example **SKCHG**:
  S-VIE OS BER OS VIE END ROE1.0000

  Or in case of **INVOL**:
  I-VIE OS BER OS VIE END ROE1.0000

5.2 Ticketed PNRs – Involuntary Reissue

If the ticket has not been revalidated or reissued after a manual or automated rebooking, then it must be involuntarily reissued or revalidated. Manual ticket revalidation can only be done by Group Support. Ticket reissue may be done by the travel agent or **Group Support**.

In case of ticketed groups/individual group passengers:

- Check validity of the ticket(s)
- The whole ticket, including all remaining valid coupons, must be reissued after rebooking.
- The original FBA (Free Baggage Allowance) applies for the newly reissued ticket.

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