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PEP booking conditions (OS/LH/LX/SN/4Y)

(Status: 24.11.2021)

Below you will find all important information on the general fare conditions, booking modalities and ticket issuing. If you have any further questions regarding the PEP regulations, please contact your Lufthansa Group Agency Support as usual. Please understand that the Agency Support cannot make a PEP booking for you, i.e. neither can it issue PEP tickets for you nor prepare the tariff setup. NON-IATA travel agencies should contact their responsible IATA office or a consolidator.



1. Group of entitled persons

The use of PEP Tickets is only permitted for employees of actual commercial IATA and NON-IATA travel agencies in Switzerland. In addition, the PEP fare can be booked for a companion of your choice as well as your children (joint travel required). The PEP offers can be terminated or replaced by other PEP offers at any time without prior notice.

PEP bookings may only be made personally by eXperts participants and not for third parties, even if they are PEP authorized travel agency employees. In the event of misuse, an adjustment will be made to the normal applicable rates and the booker loses the right to continue using PEPs.

Please carry your company ID card with you for identification during the entire trip.



2. Fares

Standard rules:

- Sales & Booking Period: as of **09JAN23** - open
- Travel Period: open (except blackout period for LX)
- All PEP tariffs are available in your reservation system with account code **058765** (for Amadeus & Farelogix/SPRK) and account code "**PEP**" for Galileo and Sabre
- All Economy & Premium Economy classes are eligible (except Y-class)
- **20%** discount off of lowest applicable / available base fare
- YQ and taxes applies
- Infant < 2 without a seat charge 10% / no child discount
- 7 days Apex
- In Europe 1 day min stay / outside Europe 2 days min stay
- Rebooking: no rebooking fee: fare difference may apply
- Refund: no refund fee applies
- No mileage accrual

3. Processing / Approval

- **Reservation:** Made by you via your GDS
- Valid on direct and connecting flights
- Waiting lists and protection bookings are not permitted
- ASR (see seat reservation) may be possible for a fee
- Fill in and submit the "**PEP application**" form. Please bear in mind that your PEP request should not be sent later than 10 days before departure.
- As soon as the request has been approved, the approval code is entered in the PNR
- When issuing the ticket, the approval code must be entered in the Endorsement Box
- For bookings on UA: Instead of receiving a waiver code issue ticket and send PNR & Ticket number to: info@united.com
- For bookings on AC: Instead of receiving a waiver code issue ticket and send PNR & Ticket number to: Sales.GVA@aircanada.ca

4. Ticketing and payment

Booking and ticketing deadlines:

Up to 7 days before departure

Flight Application:

The PEP offer is valid for

- Outside the AJV:

- Applicable on all LH/OS/LX/SN/4Y flight number operated by LH/OS/LX/SN/4Y/WK/EN/EW

- Within the AJV:

- Between Europe/Middle East/India/Africa and Area 1: LH/OS/LX/SN/4Y flight number operated by LH/OS/LX/SN/4Y/WK/EN/EW
- From Europe/Middle East/India/Africa to Area 1: additionally LH/OS/LX/SN/UA/AC flight number operated by UA/AC

Transfer:

Analogue to the reference tariff before discounting

Stopover:

Analogue to the reference tariff before discounting

Ticketing Time Limits (TTL):

48 hours

Please note that the PEP reservations are also subject to Ticketing Time Limit checks and react to warnings in the PNR. Bookings cancelled by the TTL check will not be reinstated.

NVA / NVB:

According to the dates of travel. First and last day of travel must be within the PEP validity.

Minimum Stay (MN):

- AT and IATA Europe (except AZ): 1 night
- Intercont: 2 nights

Maximum Stay (MX):

- 12 months

Sales Restriction:

Coupon order: Please note that PEP tariffs are only valid if all coupons of the ticket are flown in the booked order. It is not permitted to make reservations that deviate from the actual itinerary, to book fictitious start and/or end points and thus undercut the applicable fare.

Form of Payment:

Cash, direct debit or private credit card.

Payment for PEP flights with Travel Vouchers is not permitted and will be checked and charged accordingly.

Endorsement Box:

The approval code must be entered in the Endorsement Box.

Change it manually to:

LHG + PEP + approval code, e.g. LHG PEP 123456

Fare, Surcharges, International / Domestic Surcharge:

PEP price (plus applicable taxes and fees as well as International / Domestic Surcharge)

Fare Basis Code / Ticket Designator:

When booking in the GDS, the Fare Basis Code (FBC) corresponds to that of the published fare and additionally receives the Ticket Designator /PP20.

Tourcode: no Tourcode needed for PEP bookings



5. Rebooking and refunds

Rebooking:

The PEP ticket can be rebooked without any rebooking fee. Before departure, the ADVP of 7 days must be observed. Please note that a recalculation of the fare (including taxes, fees and surcharges) may occur and a fare supplement, for example to the new route, booking class or season, may be required.

Refund:

Refunds are permitted before and after travel without cancellation fee. OPC and - if issued in GDS - DCC (YR) remain non-refundable. In the case of partially used tickets, the refund value will be prorated.

Name Changes:

Name changes are not permitted.



6. Accounting

If you issue a PEP ticket via your GDS, accounting is carried out via BSP.



7. Discounts

Infants (INF) under 2 years without seat entitlement pay 10% of the PEP tariff. Infants can be taken along in addition to one accompanying person (one infant can be booked per traveller).

There are no further discounts on the PEP offer (e.g. CH, ZZ).



8. Combination / Itinerary

- PEP prices cannot be combined with regular rates
- PEP prices can be combined with OS/LH/LX PEP prices on a half-return basis
- To the USA, Canada, Mexico and Central America (BZ, CR, GT, HN, NI, PA, PR, SV, VI): The PEP prices can be combined with the PEP prices of OS/LH/LX/SN/AC/UA to these destinations on a half-return basis
- PEP trips are possible as returns, one-ways and OJs, i.e. Origin Open-Jaws (OOJ), Turnaround Open-Jaws (TOJ) or Double Open-Jaws (DOJ), provided that the original reference fare permits this before discounting



9. Upgrades

Upgrades to a higher travel class (e.g. to Premium Economy Class or Business Class) are possible in principle, provided the reference fare from which the PEP fare is calculated allows an upgrade.



10. Miles & More

A mileage credit on PEP tickets is not permitted.

It is also not permitted to use Miles & More ad-hoc upgrades or bonus upgrade certificates on PEP flights.

Any Miles & More status customer benefits (such as increased baggage allowance, lounge access or limousine service) do not apply to PEP flights.



11. Irregularities

In case of irregularities, you will receive depending on the situation:

- Voucher for hotel/meal

- Rebooking/Rerouting: see Flight Application

You do not receive:

- Denied Boarding Compensation (DBC) / travel voucher
- Rebooking / re-routing to OAL

12. Black-out period for LX flights (only)

IC	10.02.2023 - 12.02.2023	24.02.2023 - 26.02.2023
IC & EU	06.04.2023 - 10.04.2023	21.04.2023 - 07.05.2023
EU	18.05.2023 - 21.05.2023	
EU	26.05.2023 - 29.05.2023	
IC & EU	07.07.2023 - 23.07.2023	07.08.2023 - 20.08.2023
IC & EU	06.10.2023 - 09.10.2023	19.10.2023 - 22.10.2023
IC & EU	15.12.2023 - 07.01.2024	

PEP application

PEP registration for agents in Switzerland

Terms & Conditions (*)

I am aware of the PEP-conditions

I am travelling (*)

alone together with a travel companion

Filekey/PNR (*)

Departure date (DDMMYYYY) - please bear in mind that your registration should not be sent later than 10 days before departure (*)

My data

First Name: Mario
Surname: Spadola
eXperts Login: CH80872
Agency Name: TUI Suisse Ltd
Email: mario.spadola@tui.ch

(*) Mandatory field

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