

Travel Agent PEP Special Terms & Conditions

Below you will find all important information on the general fare conditions, booking modalities and ticket issuance. If you have any further questions regarding the conditions of the PEP Special, please contact your Lufthansa Group Agency Support team. Please note, however, that the Agency Support cannot book any PEP Special on your behalf. This includes ticket issuance and fare construction. NON-IATA travel agencies should contact their responsible IATA office or a consolidator.

1. Eligibility

The PEP Special may only be used by employees of commercially active IATA and NON-IATA travel agencies. PEP fares can only be booked for private (leisure) travel and not for business trips. In addition, the PEP Special can be booked for one (1) travel companion of your choice as well as your dependent children (joint travel required). The PEP Special can be terminated or replaced by another PEP offer at any time without prior notice.

The PEP Special may only be booked and requested by the eXperts member traveling and may not be booked for third parties, even if they are PEP authorized travel agency employees. In the event of misuse, the fare will be recalculated according to the normal applicable fare and the booking party loses the right to continue using PEP fares.

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

2. Fares

- Booking period: up to and including 31 August 2024
- Travel period: from 1 November 2024 to 15 December 2024 and from 15 January 2025 to 28 February 2025
- Blackout period for SWISS flights (no inbound or outbound travel allowed):
 - For all continental destinations: 13DEC24-05JAN25
 - For all intercontinental destinations: 13DEC24-05JAN25 / 07FEB25-09FEB25 / 21FEB25-23FEB25
- All PEP fares are available in your reservation system with **account code 058765** (for GDS Amadeus and Farelogix/SPRK) and **account code "PEP"** for GDS Galileo, Worldspan and Sabre
- All Economy Class (except M-/B-/Y-class) and Premium Economy booking classes (except G-class) are eligible
- 75% discount on the lowest applicable / available base fare
- YQ and taxes apply
- Infant (INF) under two years of age without a seat will be charged 10% / no child (CHD) discount applicable
- Advance purchase: 7 days

- Minimum stay: 1 day (Europe) / 2 days (Intercont)
- Rebooking: not possible
- Refund: not possible
- No mileage accrual

3. Processing and approval

- Reservation: Made by you via your GDS or NDC
- Valid on nonstop and connecting flights
- Waiting lists and protection bookings are not permitted
- ASR (see seat reservation) possible for a fee
- Fill in and submit the "Request form for PEP Special". Please bear in mind that your PEP request must be sent immediately after booking
- We will check and approve your PEP request and send you the Approval Code by e-mail
- Enter the Approval Code in the Endorsement Box: LHG + PEP + Approval Code and issue the ticket.
- Please note: A missing or incorrect Approval Code will result in an ADM.

4. Ticketing and payment

- Booking and ticketing deadlines: Any reservations must be done at least 7 days before departure. Ticketing must be completed within 72 hours after reservation.
- Flight Application:
 - (a) From/to the USA, Canada, Mexico and Central America (BZ, CR, GT, HN, NI, PA, PR, SV, VI):
 - Between Europe/Middle East/India/Africa and Area 1: OS/SN/LH/LX/4Y flight number operated by OS/SN/EW/LH/LX/EN/WK/4Y
 - From Europe/Middle East/India/Africa to Area 1: additionally OS/SN/LH/LX/AC/UA flight number operated by AC/UA
 - Within area 1 (feed/defeed): OS/SN/LH/LX/AC/UA flight number operated by AC/UA
 - Tickets can be issued on OS/SN/LH/LX ticket stock only. For issuance of AC/UA ticket stock, please contact your local Air Canada or United Airlines office
 - (b) From/to any other destination:
 - Applicable on all OS/SN/LH/LX/4Y flight numbers operated by OS/SN/EW/LH/LX/EN/WK/4Y/VL
- Transfer: As per reference fare
- Stopover: As per reference fare

- Ticketing Time Limits (TTL): Please note that PEP reservations are also subject to Ticketing Time Limit checks. Kindly respond to alerts 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 offer validity.
- Minimum Stay (MN): IATA Europe (except AZ): 1 night / Intercont: 2 nights
- Maximum Stay (MX): 12 months
- Sales Restriction: Please note that PEP fares 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 /PP75.
- Tourcode: no Tourcode needed for PEP bookings

5. Rebooking and refunds

- Rebooking: Rebooking is not permitted.
- Refund: Refunds are not permitted.
- 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 who do not occupy a seat travel for 10 per cent of the PEP fare. Infants can be taken along in addition to one travel companion (one infant can be booked per traveler).

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

8. Combination / Itinerary

- The PEP Special cannot be combined with regular fares or the standard PEP offer (20 % discount)
- The PEP Special can be booked as return flights, one-ways and OJs, i.e. Origin Open-Jaws (OOJ), Turnaround Open-Jaws (TOJ) or Double Open-Jaws (DOJ), provided that this is permitted by the referential fare

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 Special 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 offers.

11. Irregularities

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

- Voucher for hotel/meal
- Rebooking/Rerouting: see Flight Application

You will not receive:

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

As at: 4 June 2024, Subject to changes.