



28.03.2024

New launch date 01JUL2024 for the updated LHG TO concept for Market Switzerland

Dear Tour Operator,

We are pleased to let you know that due to several requests from the Market Switzerland we can announce that the introduction of the updated LHG TO concept for Market Switzerland, planned for 01MAY24, will be postponed to **01JUL24**.

The update of the LHG TO concept for Switzerland is based on an overall Lufthansa Group Touristic Roadmap and will touch following three topics:

- ➔ Introduction of **TO Instant fare**-product on NDC-channel
- ➔ Differentiation **TO Instant fare**-product vs **TO Base fare**-product
- ➔ Differentiation of **channels** (GDS vs NDC)

What exactly will be updated by 01JUL24:

Please have a look at our overview in regards of the 3 different TO fare products

TO **Instant** fare, TO **Base** fare & TO **Flex** fare:

- ➔ What is **TO Instant** fare?
 - [Ticketing up to 7 days after booking](#)
 - No risk of potential fare increases at later stage
 - In case of irregularities tickets will be handled by LHG and not by the agent
 - Full refund until 21days before departure
 - For further information pls check the attached fact sheet
- ➔ What is **TO Base** fare?
 - Ticketing up to 21 days before departure
 - Risk of potential fare increases at later stage
 - Fares after ticketing non-refundable

→ What is **TO Flex** fare?

- Ticketing up to 21 days before departure
- Risk of potential fare increases at later stage
- Fares after ticketing refundable

Updated TO concept as of 01JUL24:

		IC/INTERCONT (incl. AJV) *exception for J+ (NH)				EU/CONT		
Compartment	RBD	GDS		NDC		GDS	NDC	
TO Fare-Product		Instant	Base/Flex	Instant	Base/Flex	Instant/Base/Flex	Instant	Base/Flex
First	A & F	not available	0%	discounted	0%	not available	-	-
Business	D-J		0%	discounted	0%		0%	+1 CHF
	P & Z		0%	discounted	0%		0%	+1 CHF
Premium Economy	G		0%	discounted	0%		-	-
	N & E		0%	discounted	0%		-	-
Economy	Q-Y		0%	discounted	0%		0%	+1 CHF
	K-V		0%	discounted	0%		0%	+1 CHF

*J+: no price differentiation between TO Base and TO Instant fare-product.

- **TO Instant fares** will automatically be filed for all Tour Operators in Switzerland working with LHG NDC-interfaces (direct API, Farelogix/SPRK, via TTP) for sales as of 01JUL24. If you do not plan to work with TO Instant fare, please inform us via leisure.sales@swiss.com.
- All **IC TO Base & TO Flex fares** will be reduced to 0% vs public fare.
- All **EU TO Base & TO Flex fares** in NDC will be offered with a mark-up of CHF 1 vs public fare.
- All other conditions for TO Base & TO Flex fares will remain unchanged.
- Existing TO bookings made until latest 30JUN24 can be issued before 01JUL24 for the current TO fare, otherwise new fares will apply.

In case of questions & feedback, please do not hesitate to write an Email to leisure.sales@swiss.com or contact your Leisure Key Account Manager.

Thank you and best regards,

Your Lufthansa Group Leisure Team