

# LUFTHANSA GROUP SCHEDULE CHANGE/ IRREGULARITY POLICY FOR TRAVEL AGENTS

This document is valid for:

- Austrian Airlines
- Brussels Airlines
- Lufthansa
- SWISS

Status: August 1, 2024

Version: 1.6.1

Valid from: August 2024

Public



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## QUICK REFERENCE

# QUICK REFERENCE SKCHG/INVOL POLICY FOR TRAVEL AGENTS

This Quick Reference serves as an overview. For full information check the [Main Policy](#). Additional Information and examples are provided in the [Appendices](#).



### Definitions in this policy (excerpt from main policy, Section [1.2 Introduction, Scope and Definitions](#))

**LHG flight is defined as:** OS, SN, EW, LH, LX, EN, 4Y flight number **and** operated by OS, SN, EW, LH, LX, EN, WK, 4Y, VL or their wetlease partners.

**AC, UA, NH flights is defined as:** AC, UA, NH flight number **and** operated by AC, UA, NH

**OAL flight is defined as:** flight operated **and/or** marketed by any airline except LHG (**and AC, UA, NH**)

**INVOL:** is an unplanned short-term Irregularity. It includes delays and cancellations that occur on the day of departure of the first impacted flight or the day prior. Also known as: Flight Irregularity, IRROP or IRREG. In this guideline, we use the term “INVOL”.

**SKCHG:** a planned long-term Schedule Change. It includes time changes and cancellations that occur earlier than one calendar day before scheduled departure of the first impacted flight.

### Useful links

[1.4 Rebooking Standards/ Reminders](#)

[1.6 Cases which DO NOT qualify for Involuntary Handling](#)

[1.8 Rules for Reissue, Refund and Waiver](#)

[1.9 Technical Reissues \(UN/TK\)](#)

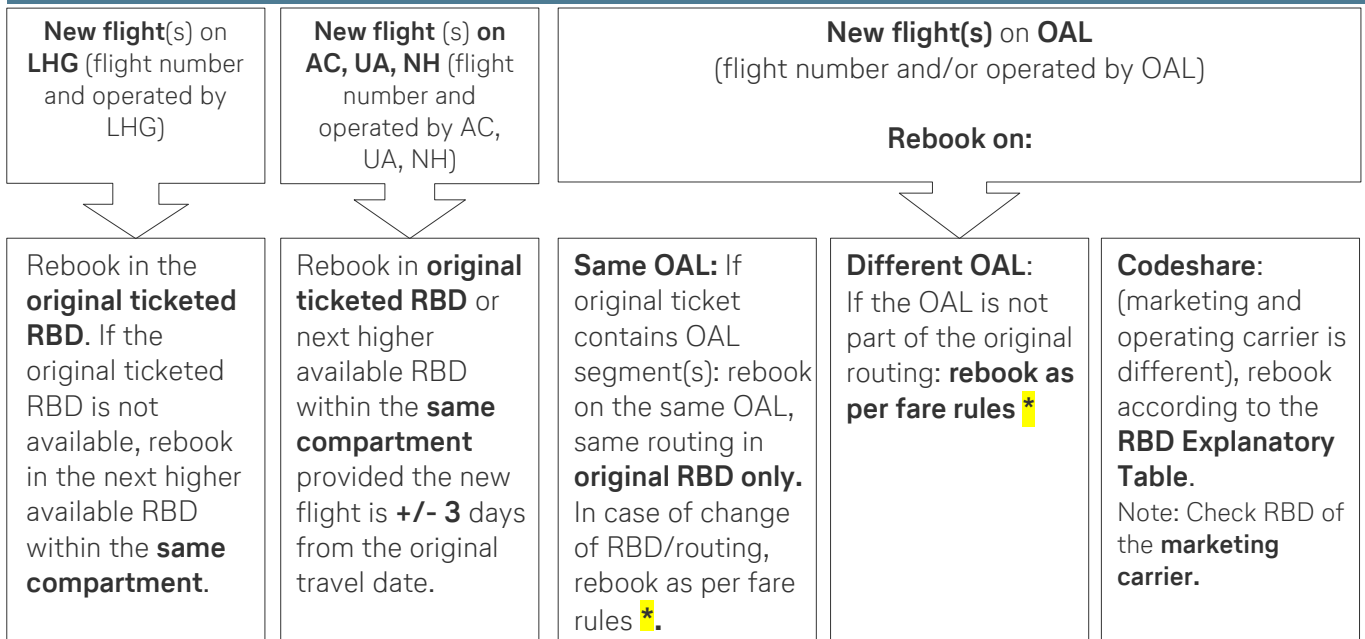
[1.10 Ancillary Services](#)

[2.2 Appendix D – details “No UN in PNR”](#)



# QUICK REFERENCE

## Standard Rebooking Options

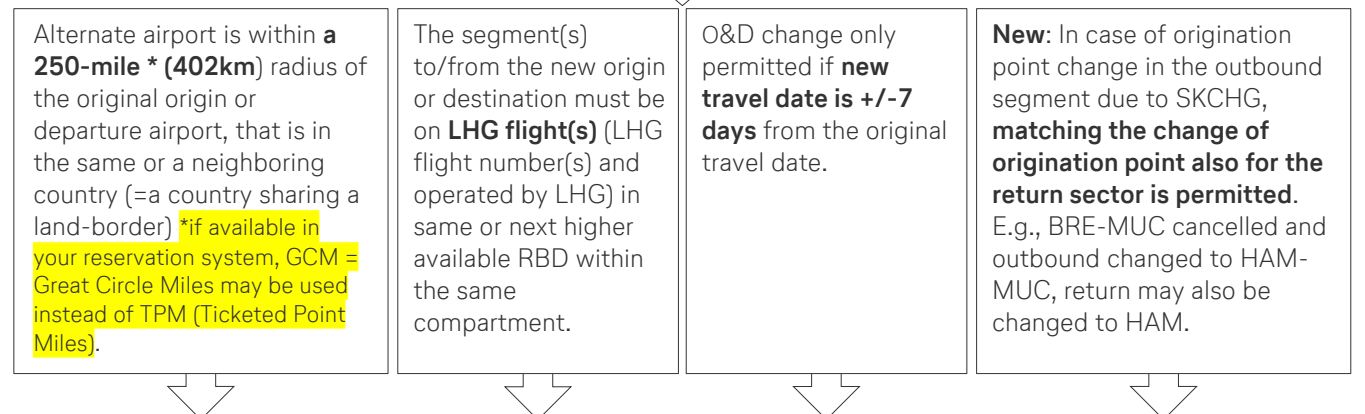


**\* Adhering to the fare rules requires checking the RBD, routing and carrier.**

- Segments on LHG may be booked in the next higher available RBD within the **same compartment** – this applies only if the new LHG flight is also **operated by LHG**.
- Rebooking Fee does not apply.**

## Change of Origin / Destination

If no alternative on the original O&D is acceptable for the passenger, upon request of the passenger, a change of origin or destination to an alternate airport is permitted on involuntary basis (reissue without waiver) when following rules are observed:



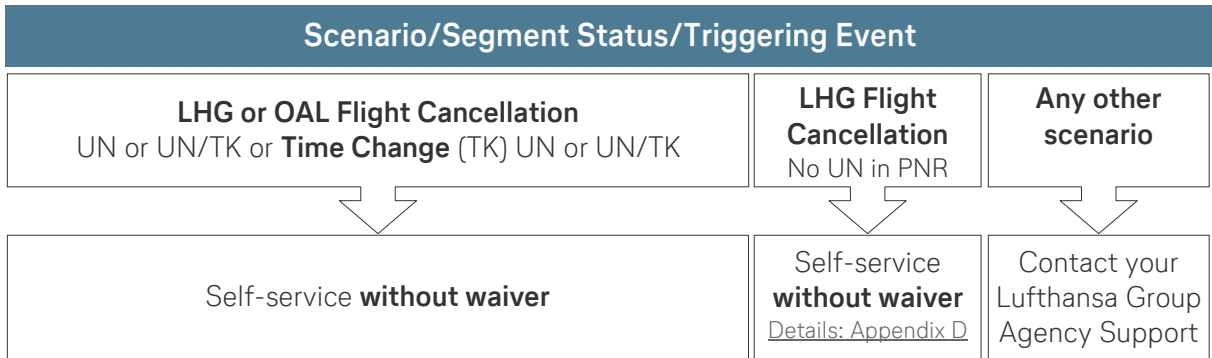
### Note

- Ground transportation cost will be on the expense of the passenger(s) with mandatory PNR entry (OSI element to be entered by travel agent): “PAX INFORMED NO FURTHER COSTS WILL BE ABSORBED BY THE AIRLINE”
- If no solution is found based on the rules above, contact the Lufthansa Group Agency Support team to check further possibilities.**



# QUICK REFERENCE

## Overview of self-service options for rebooking/reissue



### RBD Explanatory Table - Rebooking to

If new flight number is on	And operating carrier is	Then permitted RBD is
LHG	LHG	original ticketed RBD or next higher available RBD within the same compartment
LHG	AC, UA or NH	original ticketed RBD or next higher available RBD within the same compartment provided the new flight is +/- 3 days from the original travel date
LHG	OAL	original RBD only or as permitted in fare note
AC, UA or NH	LHG	original ticketed RBD or next higher available RBD within the same compartment provided the new flight is +/- 3 days from the original travel date
AC, UA or NH	AC, UA or NH	
AC, UA or NH	OAL	original RBD only or as permitted in fare note
OAL	LHG	
OAL	OAL or AC, UA, NH	

### Mandatory Elements on Reissue FE Box & Fare Construction

**Endorsement Box:** always adhere to the correct entry to avoid ADM:

1. always start with "SKCHG" for long-term or "INVOL" for short-term.
2. Free flow part of the endo box: keep the original endorsement text (shortened if needed).  
Standard entry for Lufthansa Group tickets is "FARE RESTRICTIONS MAY APPLY"

**Examples:**

OAL Flight cancellation: INVOL FARE RESTRICTIONS MAY APPLY

OAL Time Change: SKCHG FARE RESTRICTIONS MAY APPLY

LHG Flight cancellation: INVOL FARE RESTRICTIONS MAY APPLY

LHG Time Change: SKCHG FARE RESTRICTIONS MAY APPLY

**Fare Construction:** The fare construction must start with S- (for SKCHG cases) respectively I- (for INVOL changes).

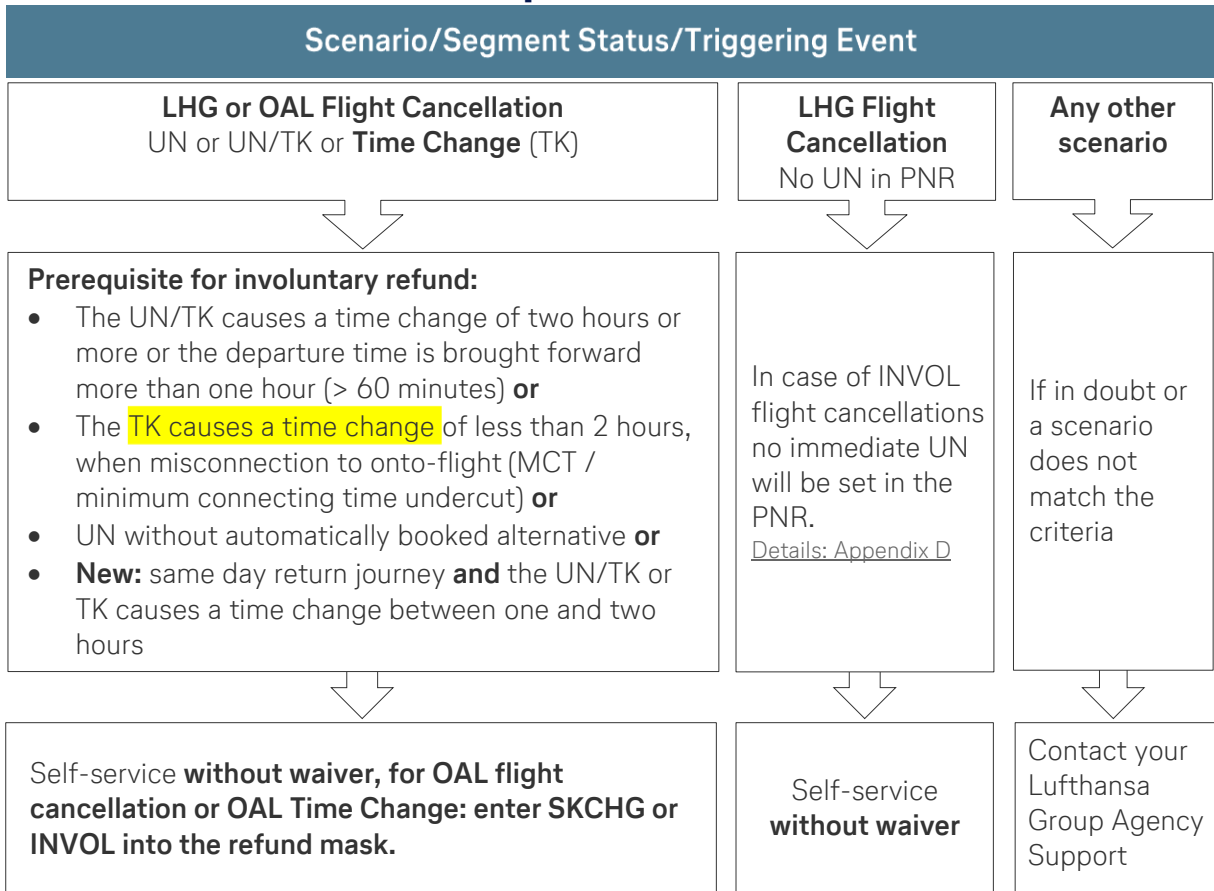
### Ancillary EMD

Same rules as for tickets apply, provided reissue of the ticket and EMD is done immediately after each other. See [Ancillary Services: EMD involuntary handling](#)



# QUICK REFERENCE

## Overview of self-service options for refund



### Ancillary EMD

Same rules as for tickets apply, provided reissue of the ticket and EMD refund is done immediately after each other. See [Ancillary Services: EMD involuntary handling](#)

### Explanatory Table – Refund

Scenario	Causes a time change of	Involuntary refund
SKCHG UN/TK or TK	Less than 2 hours (< 120 minutes)	<b>not</b> permitted
	2 hours or more (≥ 120 minutes)	permitted
	Departure time brought forward more than 1 hour (>60 minutes), e.g. new departure time 07.55h instead 09.00h	permitted
	Departure time brought forward one hour or less (≤ 60 minutes)	<b>not</b> permitted
	Misconnection to onto-flight (MCT/minimum connecting time undercut)	permitted
	1 – 2 hours <b>and</b> affects a same-day return journey	permitted
<b>SKCHG:</b> UN without alternative		permitted
<b>INVOL:</b> If the flight is cancelled (without UN) or if the flight is delayed by 5 hours or more		permitted
<b>In all other use cases or if in doubt: contact your Agency Support</b>		

# 1 MAIN POLICY

## 1.1 Overview of Content Changes

Version	Date	Chapter	Type	Content
1.6	May 2024	1.3	New + Update	Additional option for O&D change: return to same airport, clarification on rebooking to codeshare flights, RBD explanatory table, clarification on "same City"
	May 2024	1.8	New	Involuntary refund for same day return journey + SKCHG 1-2 hrs
	May 2024	1.8	Update	Simplified waiver rules, deletion of standard waiver codes, flight number/date no longer needed in endorsement box.
	May 2024	1.9	New	Technical reissues
1.6.1	July 2024	All	Update	Some wording changes marked yellow. Table updates based on feedback. Change Quick Reference to graphical overviews.
	July 2024	1.2	Update	JV clarified as AC, UA, NH for this policy
	July 2024	1.3	Update	Wording changes for Rebooking Options and in the RBD Explanatory Table
	July 2024	1.9	Update	Technical Reissues: various clarifications and new Overview Table
	July 2024	1.10.1	New	Upgrade handling information in involuntary scenarios
	July 2024	Appendix C	New	Examples for rebooking on AC, UA, NH/OAL/higher Compartment

# MAIN POLICY

## 1.2 Introduction, Scope, and Definitions

This policy applies to:

- Any flight(s) of any airline (incl. OAL) affected by a schedule change or irregularity on **OS (257), SN (082), LH (220), LX (724) ticket stock**
- Individual bookings (no group bookings)

**SKCHG** is a planned long-term Schedule Change. It includes time changes and cancellations that occur earlier than one calendar day before scheduled departure of the first impacted flight.

**INVOL** is an unplanned short-term Irregularity. It includes delays and cancellations that occur on the day of departure of the first impacted flight or the day prior. Also known as: Flight Irregularity, IRROP or IRREG. In this guideline, we use the term “INVOL”.

**LHG flight** in this policy is defined as: OS, SN, EW, LH, LX, EN, 4Y flight number **and** operated by OS, SN, EW, LH, LX, EN, WK, 4Y, VL or their wetlease partners.

**AC, UA, NH flights is defined as:** AC, UA, NH flight number **and** operated by AC, UA, NH.

**OAL flight** in this policy is defined as: flight operated **and/or** marketed by any airline except LHG (and AC, UA, NH).

## 1.3 Rebooking Options for SKCHG (long-term) and INVOL (short-term) scenarios

Any schedule change/flight cancellation entitles to a rebooking/reissue on involuntary basis – this includes time changes and flight cancellations (with or without automatically booked alternatives). **No waiver is needed** for rebooking/reissue based on the standard rebooking options and O&D change as described below.

### Standard Rebooking Options:

**New flight(s) on LHG** (=LHG flight number **and** operated by LHG):

- Rebook in the **original ticketed RBD**. If the original ticketed RBD is not available, rebook in the next higher available RBD within the **same compartment**.

**New flight (s) on AC/UA/NH** (flight number **and** operated by AC, UA, NH):

- Rebook in **original ticketed RBD** or next higher available RBD within the same compartment provided the new flight is **+/- 3 days** from the original travel date.

**New flight(s) on OAL** (flight number **and/or** operated by OAL):

- **Same OAL:** If original ticket contains OAL segment(s): rebook on the same OAL, same routing in original RBD only. In case of change of RBD/routing: rebook as per fare rules\*.
- **Different OAL:** If the OAL is not part of the original routing: rebook as per fare rules\*.
- **Codeshare flights** (=marketing and operating carrier is different)
  - rebook according to the RBD Explanatory Table.
  - Note: Check RBD of the marketing carrier.

\* Adhering to the fare rules requires checking the RBD, routing and carrier



# MAIN POLICY

## Important:

- Segments on LHG may be booked in the next higher available RBD within the same compartment – this applies only if the new LHG flight is also operated by LHG.
- Rebooking fee does not apply.

## RBD Explanatory Table – Rebooking to:

If new flight number is on	And operating carrier is	Then permitted RBD is
LHG	LHG	original ticketed RBD or next higher available RBD within the same compartment
LHG	AC, UA or NH	original ticketed RBD or next higher available RBD within the same compartment provided the new flight is +/- 3 days from the original travel date
LHG	OAL	original RBD only or as permitted in fare note
AC, UA or NH	LHG	original ticketed RBD or next higher available RBD within the same compartment provided the new flight is +/- 3 days from the original travel date
AC, UA or NH	AC, UA or NH	
AC, UA or NH	OAL	original RBD only or as permitted in fare note
OAL	LHG	
OAL	OAL or AC, UA, NH	

## Additional Option: Change of Origin / Destination

If no alternative on the original O&D is acceptable for the passenger, upon request of the passenger, a change of origin or destination to an alternate airport is permitted on involuntary basis (reissue without waiver) when following rules are observed:

- Alternate airport within a **250-mile \*** (402km) radius of the original origin or departure airport, that is in the same or a neighbouring country (=means a country sharing a land-border).
- The segment(s) to/from the new origin or destination must be on **LHG flight(s)** (LHG flight number(s) and operated by LHG) in same or next higher available RBD within the same compartment.
- **New:** In case of origination point change in the outbound segment due to SKCHG, matching the change of origination point also for the return sector is permitted. E.g., BRE-MUC cancelled and outbound changed to HAM-MUC, return may also be changed to HAM.
- O&D change only permitted if new travel date is +/-7 days from the original travel date.
- Ground transportation cost will be on the expense of the passenger(s) with mandatory PNR entry (OSI element to be entered by travel agent):

“PAX INFORMED NO FURTHER COSTS WILL BE ABSORBED BY THE AIRLINE”

\* If available in your reservation system, GCM = Great Circle Miles may be used instead of TPM (Ticketed Point Miles)

# MAIN POLICY

**Note:** A change of airport within the same city (e.g., LHR/LCY, EWR/JFK, ZMU/MUC) is not considered as a change of origin/destination. In addition, JFK/EWR is not considered as an O&D change for involuntary handling, at this time.

**If no solution is found based on the rules above, contact the Lufthansa Group Agency Support team to check further possibilities.**

## 1.4 Rebooking - Standards

- In case of a SKCHG/INVOL, passenger is entitled to a one-time free-of-charge rebooking/reissue (as per rules of this policy) without any additional collection.
  - This also applies if an automated re-accommodation is not accepted by the passenger.
- Once the customer has accepted an alternative rebooking/ ticket is reissued, any further change or refund is considered voluntary. 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 as per rebooking standard rules.** Additional information available in [Appendix D](#).
  - Note: any further voluntary change must be done as per fare conditions and RBD as applied in the original ticket (before the involuntary reissue).
- **New:** If segment(s) are rebooked/reissued by the airline's automated tool (e.g., OPR), any further change requires a mandatory waiver if not in line with the standard rebooking options.
  - **e.g., OPR has rebooked to OAL in Y class – if you want to change to another flight, a waiver is needed – even if rebooking is done to the same airline in Y.**
- For OAL cancellations, the Travel Agent may be asked to provide proof from their reservation system.
- Currently there is no time limit for the one-time free-of-charge rebooking as long as the ticket is reissued within the original ticket validity.
- In case of rebooking to a new travel date, the original length of stay should be maintained.
- **New:** Manual waitlist bookings are not permitted in case of INVOL rebookings.
- **New:** If using an automated reissue tool for involuntary reissues (e.g. Amadeus ATC Invol), make sure you observe all rules of the policy. Automated tools do not consider the rebooking rules of the carrier.

## 1.5 Rebooking - Reminders

- Always rebook in the same travel compartment. Note: G/E/N to be used for Premium Economy only.
- No additional stopovers unless permitted in the fare rule.
- Unneeded flight segments must be cancelled right away.
- Inactive segments (e.g., UN, HX) must be removed from the PNR 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).

# MAIN POLICY

## 1.6 Cases which DO NOT qualify for SKCHG/INVOL Handling

The following scenarios **do not** qualify for involuntary rebooking or refund and must be handled according to the fare notes:

- Flight number changes (e.g., OS123 changes to OS125) while all other flight details remain the same. \*
- RBD alignments – airlines align the use of their RBDs and therefore adjustments are made by the carrier. \*
- Change of operating carrier while all other details remain the same.
- Segment status HX: passenger was removed by carrier on an operating flight (for any reason, e.g., ticket time limit expired).

\* In these cases, reissue may be required, refer to chapter [Technical Reissues](#)

## 1.7 Other Use Cases

Please check with the Agency Support team to determine if eligible for a waiver for the below cases:

- Rebooking to OAL segment(s) /LHG codeshare flight(s) operated by OAL (except if in accordance with standard rebooking alternative as per chapter [Standard Rebooking Options](#))
- Handling based on Goodwill Policy (TWP), if not specified in the handling instruction
- Handling of tickets with any type of upgrade products
- Special cases – such as Extra Seat (EXST)/ Cabin Baggage (CBBG)
- Group bookings – the Lufthansa Group Groups Service Team must always be contacted.

Contact the Lufthansa Group Agency Support team for other cases or if requiring additional assistance.

## 1.8 Rules for Reissue, Refund and Waiver

There are no longer any standard involuntary scenarios which require a waiver from the Agency Support Team. The previously used standard waiver codes (CNXOAL and TSKCHG) are no longer needed – neither for reissue nor for refund.

Entry of SKCHG or INVOL in the endorsement box and S- or I- in the fare calculation remains mandatory. In case of refund caused by an eligible OAL change, enter SKCHG or INVOL in the refund mask.

If a rebooking/refund scenario does not match the criteria or if in doubt, always contact your Agency Support Team to check if a waiver can be provided.

If you are requested to provide the ticket number(s) to the Agency Support Team, follow their instructions/deadline to avoid ADM.

# MAIN POLICY

## 1.8.1 Reissue – SKCHG and INVOL

**No waiver/standard waiver code** is needed for reissue provided:

- LHG or OAL flight is cancelled or affected by a time change **and**
- Segment status is changed to UN, UN/TK or segment status is still unchanged (INVOL scenario) **and**
- new flight(s) are in accordance with the [Standard Rebooking Options](#) **and**
- the ticket is reissued correctly **and within ticket validity**

**Reissue Ticketing Rules to avoid ADM** (for examples see [Appendix B](#)):

- **Endorsement Box:** Always start with “SKCHG” for long-term or “INVOL” for short-term followed by free flow part of original endorsement text (shortened if needed):
  - SKCHG FARE RESTRICTIONS MAY APPLY
  - INVOL FARE RESTRICTIONS MAY APPLY
- **Fare Construction:** The fare construction must start with the involuntary indicator S- (for [SKCHG](#) cases) respectively I- (for [INVOL](#) cases). **Keep original fare calculation.**
- **Fare Basis:** **Keep original Fare Basis.**
- **FBA:** Keep original Free Baggage Allowance. Exception: Economy Light fare see [Ancillary Services - Prepaid Baggage](#).

**Note:** If the ticket has not been revalidated or reissued after an automated rebooking, it must be involuntarily reissued or revalidated. Manual ticket revalidation can only be done by the Agency Support team.

## 1.8.2 Refund – SKCHG and INVOL

**No waiver/standard waiver code** is needed for refund provided:

- LHG or OAL flight is cancelled or affected by a time change **and**
- Ticket is eligible for refund on involuntary basis as per prerequisites below.

**Note:** if the refund is due to OAL flight cancellation/eligible OAL time change, please enter SKCHG or INVOL in the refund mask.

### Prerequisites involuntary refund: SKCHG

A Schedule change (SKCHG, long-term) only entitles to **refund** on involuntary basis:

- if it results in a time change of 2 hours or more in departure and/or arrival time on complete origin and destination **or**
- time change (TK) **causes a time change** of less than 2 hours, when misconnection to onto-flight (MCT / minimum connecting time undercut) **or**
- if the departure time is brought forward **more than one hour** (> 60 minutes) **or**
- **New:** In case of same day return journey **and** the UN/TK or TK causes a time change between one and two hours.

This applies to flight cancellations with or without automatically booked alternatives (UN/TK or UN) or time changes (TK).

# MAIN POLICY

## Prerequisites involuntary refund: INVOL

A Flight Irregularity (INVOL, short-term) entitles to **refund** on involuntary basis:

- If the flight is cancelled (with or without automatically booked alternatives and with or without UN) **or**
- if the flight is delayed by 5 hours or more

**Note** (for details see [Appendix D](#)):

- In case of short-term flight cancellations, **no immediate UN will be set in the PNR.**
- Same day departure **delays** are not reflected in the PNR.

## Refund processing

- Fully unused tickets:
  - can be fully refunded – except for certain taxes (e.g., L8/Dominican Republic)
- Partially used tickets:
  - can be partially refunded on half-return basis or according to single unused coupons.
  - No refund of DCC and OPC for partially used tickets.

## Refund request if unable to process in own system

In case of refund request on **involuntary** basis via airline Refund Team (BSPlink or other known process): **no fee applies.**

In case you have received a waiver for refund, the waiver must be included in the request to the airline refund team.

**Note:** In case of any unjustified ADM, please dispute the ADM in BSPlink or other local process in non-BSP markets and attach proof (e.g., screen shot of UN) of the cancellation/time change – the ADM will be cancelled.

If a refund request is **submitted to the airline refund team** (BSPlink or other local process in non-BSP markets) following information must be included in the involuntary refund request:

- Details for the involuntary situation (SKCHG, INVOL, etc.).
- Details of the waiver (waiver number) in case you have received one for this refund.
- Ticket number to which the EMD was originally associated in case of EMD refund requests.
- For non-BSP markets, the standard email subject line must follow this example:
  - INVOL- Refund Request EMD 724 0000 000 000 or
  - SKCHG - Refund Request EMD 724 0000 000 000

**Note:** For China and USA use the respective email address below:

	China	USA
Austrian Airlines	<a href="mailto:austrian.airlines.refunds@gbs.dlh.de">austrian.airlines.refunds@gbs.dlh.de</a>	

# MAIN POLICY

<b>Brussels Airlines</b>	N / A	Please email your respective agency support team.
<b>Lufthansa</b>	<a href="mailto:bkk_refund@icat.dlh.de">bkk_refund@icat.dlh.de</a>	<a href="mailto:MEX_Refund@icat.dlh.de">MEX_Refund@icat.dlh.de</a>
<b>SWISS</b>	<a href="mailto:refundtravelagtCN@swiss.com">refundtravelagtCN@swiss.com</a>	<a href="mailto:refundtravelagtUS@swiss.com">refundtravelagtUS@swiss.com</a>

## 1.9 Technical Reissues (UN/TK)

As per standard, flight number and RBD changes do not entitle to any rebooking on involuntary basis. In some cases, a technical reissue is needed to match reservation and ticket. You may do such technical reissue without waiver as long as you **do not rebook the respective segment(s)** and observe the rules below:

### Rules:

- Prerequisite: **UN/TK must be present in the PNR**
- Reissue must be done as per standard Reissue Ticketing Rules ([Chapter 1.8.1](#))
- In case the segment(s) were **rebooked by LHG in same or lower compartment**:
  - contact the Agency Support Team for involuntary revalidation of the segment(s) **or**
  - reissue the ticket(s) with mandatory entry in the endorsement box: SKCHG + original endorsement text. No waiver needed.
- In case the segment(s) were **rebooked by LHG in higher compartment**, please contact agency support.
- In case segment(s) were **rebooked by OAL or AC, UA, NH to same or lower compartment** – reissue the ticket on involuntary basis. No waiver needed.
- In case the segment(s) were **rebooked by OAL or AC, UA, NH to higher compartment, never reissue the ticket in the higher compartment**
  - Such a reissue may only be done by the respective OAL on own ticket stock.
  - If the OAL refuses to reissue, contact your Agency support

### Overview:

Scenario with UN/TK in PNR	Technical Reissue without waiver?
Flight number change	Yes, as long as you do not rebook the segment(s)
Change of operating carrier	
Segment(s) rebooked by any airline to different RBD in <b>same or lower compartment</b>	
Segment(s) rebooked by LHG to any RBD in <b>higher compartment</b>	No, contact LHG Agency Support
Segment(s) rebooked by any OAL or AC, UA, NH to any RBD in <b>higher compartment</b>	No, contact respective airline for ticket reissue
<b>OAL or AC, UA, NH upgrade</b> (paid or mileage) on LHG ticket	No, see chapter <a href="#">Upgrade</a>

If in doubt or for other cases not mentioned here (e.g. specific INVOL/IRREG situations) please contact your Agency Support Team.

# MAIN POLICY

## 1.10 Ancillary Services

In Schedule Change/Irregularity situations, booked ancillaries are also affected, e.g.

- The booked service might not be offered/available on the new flight.
- The customer may no longer want/need the booked ancillary and thus request a refund.
- The customer may be rebooked to OAL.

You may rebook the ancillary service provided the new service is identical: i.e.: identical reason for issuance subcode (RFISC) or respective SSR code (e.g., SSR AVIH cannot be changed to SSR XBAG).

### 1.10.1 Upgrade

#### LHG Upgrade on LHG Ticket

- If the passenger has **purchased an LHG upgrade on LHG flight (e.g., fixed price upgrade)** and is affected by a schedule change/irregularity, automated reaccommodation is done in the upgraded RBD.
- In case the automated reaccommodation is not accepted by the passenger or no automated rebooking was done, a one-time free of charge rebooking on involuntary basis is permitted. Rebooking to the upgrade compartment is strictly only permitted on flights operated and marketed by LHG.

#### Overview involuntary rebooking with purchased upgrade:

Rebooking to	Compartment/RBD	LHG EMD
Flights operated and marketed by <b>LHG</b> (without change of transfer point or origin / destination)	Permitted in upgrade compartment in same or next higher available RBD	No further EMD handling required
LHG Codeshare flights operated by AC, UA, NH or flights operated and marketed by AC, UA, NH	Permitted only in originally booked (and paid) compartment (before any upgrade) in original RBD. Next higher RBD permitted in original compartment if the new flight is +/-3 days from original travel date.	Upgrade EMD to be refunded.
Any other flight: (OAL or codeshare)	Permitted only in original RBD in originally booked (and paid) compartment (before any upgrade) or as per fare note.	Upgrade EMD to be refunded.
In all other scenarios, contact your Agency Support Team		

- In case passenger holds an **LHG mileage upgrade** (in RBD O, I, R) rebooking can only be done by Miles & More Service Center or Agency Support Team.

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## OAL Upgrade on LHG ticket

- If an OAL or AC, UA, NH has done an upgrade (paid or mileage) on a LHG ticket with the other airline`s segment(s) booked in the upgrade RBD and the ticket is affected by an SKCHG:
  - **never reissue the ticket in the upgraded compartment**
  - Such reissue may only be done by the respective airline on own ticket stock only. Any EMD/mileage handling must be done by the respective airline.

## 1.10.2 ASR

For change of seat reservations, the same identical seat characteristic in the same cabin applies. This means e.g.:

- Standard seat (window, middle, aisle) → Standard seat (window, middle, aisle)
- Preferred seat → Preferred seat
- Legroom seat → Legroom seat

In case the original seat characteristic is **not available** after rebooking on involuntary basis, offer any seat of the same value as the original seat price (or EMD coupon value).

If the customer does not accept, the original EMD may be refunded and a new EMD may be sold for the required seat characteristic.

## 1.10.3 Prepaid Baggage

Rebook prepaid baggage according to the standard booking/requesting process, i.e., same baggage category.

## Exception for FBAG for Economy Light Fare (LGT)

The FBA can be updated from OPC to 1PC, regardless of whether a 1<sup>st</sup> bag EMD has been issued if rebooking occurs due to an irregularity (INVOL or SKCHG) to a flight not operated by OS, LH, LX. Already issued FBAG EMDs are not eligible for refund in this case.

For Amadeus users: using ATC Invol automatically makes this change.

For rebooking on OS, LH, LX operated flights, the original FBA applies.

## 1.10.4 EMD involuntary handling

If a flight is affected by a SKCHG/INVOL, the EMD may be reassociated, reissued, or respectively refunded. Reuse and reassociate existing EMDs when possible. If it is not possible to reassociate the EMD:

- The EMD can be reissued (e.g., due to routing change from a non-stop to a transfer connection)
- Use the original value, regardless of the price of the same ancillary service on the rebooked flights in the same compartment (i.e., additional collection does not apply)



# MAIN POLICY

## Waiver for Reissue/Refund of an EMD

Same rules as for tickets apply. This means:

- If the ticket is reissued or refunded without waiver (i.e., LHG flight cancellation), the EMD can also be refunded without waiver.
- If the ticket is reissued or refunded on involuntary basis enter SKCHG resp. INVOL into the EMD endorsement box during reissue / in the refund mask.
  - This also applies if reassociation or reissue are technically not possible (e.g., no EMD reissue possible via Accelya, F1): refund original EMD and issue new EMD with original price for original service.
- Prerequisite: Ticket refund and EMD refund/Ticket reissue and EMD reissue are to be done in one transaction (i.e., immediately after each other)

**Waiver is always needed** if EMD is reissued/refunded as **standalone**.

# APPENDICES

## 2 APPENDICES

### 2.1 Appendix A – Examples for SKCHG

Use Case	Booked flight	is changed to	therefore,
<b>Change of operating carrier</b>	LH 570 08AUG FRA WDH 21:50- 08:20+1 UN	LH4356/70/08AUG FRA WDH 21:50 - 08:20+1 TK  Change to operating carrier 4Y	No refund or rebooking on involuntary basis, as no change in departure/arrival time of 2 hours or more, respectively departure time not brought forward more than 1 hour.
<b>Change of arrival and/or departure time</b>	LH 123/25MAY AAA BBB 17:35 - 18:35	LH 123/25MAY AAA BBB 19:00 - 20:00 TK	No refund on involuntary basis, as no change in departure/arrival time of 2 hours or more, respectively departure time not brought forward more than 1 hour. Rebooking on involuntary basis permitted.
		LH 123/25MAY AAA BBB 21:00 - 22:00 TK	Refund and rebooking permitted on involuntary basis - change in departure/arrival time is 2 hours or more.
		LH 123/25MAY AAA BBB 16:30 - 17:30TK	Refund and rebooking permitted on involuntary basis - departure time brought forward more than 1 hour.
		LH123 / 25MAY AAA BBB UN  and  LH125/ 25MAY AAA BBB 18:35 - 19:35 TK	No refund on involuntary basis, as change in departure/arrival time is less than 2 hours and not more than 1 hour earlier. Rebooking on involuntary basis permitted.
		LH 001/25MAY AAA BBB 07:30 - 08:30 and LH 014/25MAY BBB AAA 16:00 - 17:00	LH 001/25MAY 08:30 - 09:30 TK

# APPENDICES

<b>Connecting flights</b>	OS456/25MAY AAA BBB 10:00 - 11:00	OS456 / 25MAY AAA BBB UN  OS458 / 25MAY AAA BBB 11:00 - 12:00 TK	Refund and rebooking permitted on involuntary basis - change in departure/arrival time is more than 2hours.
	and  OS788/25MAY BBB CCC 12:00 - 15:00	misconnex, therefore rebooking of connecting flight BBB CCC to  OS791 / 25MAY BBB CCC 15:00 - 18:00h	

## 2.2 Appendix B – Examples of ticket entries

Scenario	Definition	Endorsement Box	Fare Construction
<b>SKCHG</b>	Reissue after cancellation or time change of LHG flight  (Prime and Codeshare)	SKCHG FARE RESTRICTIONS MAY APPLY	Fare construction must begin with S-  S-03MAY22VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417
	Reissue after cancellation or time change of OAL flight  (Prime and OAL operating with any flight number)	SKCHG FARE RESTRICTIONS MAY APPLY	or  S-VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417
<b>INVOL</b>	Reissue after cancellation of LHG flight  (Prime and Codeshare among each other)	INVOL FARE RESTRICTIONS MAY APPLY	Fare construction must begin with I-  I-11JAN22MAN LH X/FRA LH MIA215.91LH X/FRA LH MAN138.57NUC354.4 8END ROE0.775763 PD XF MIA4.5
	Reissue after cancellation of OAL flight  (Prime and OAL operating with any flight number)	INVOL FARE RESTRICTIONS MAY APPLY	or  I-MAN LH X/FRA LH MIA215.91LH X/FRA LH MAN138.57NUC354.4 8END ROE0.775763 PD XF MIA4.5

# APPENDICES

## 2.3 Appendix C - Examples for rebooking on AC, UA, NH/OAL/higher Compartment

Use Case	Booked flight	is changed to	therefore,
<b>Rebooking on OAL as per Fare rules</b>	LH2235 CDG-MUC 29FEB cancelled Fare: SEUCLSP4	AF1422 CDG-MUC 29FEB	Change not permitted: Rebooking on <b>new OAL</b> must be as per <b>fare rules</b> : Rebooking not permitted as AF is not allowed in the routing and carrier of the SEUCLSP4 fare rules.  Possible routing would have been: PAR- <b>LG</b> -LUX- <b>LH</b> -FRA/MUC/VIE/ZRH/GVA/BRU- <b>LH/EN/VL</b> -MUC  Alternative as per fare rules: LG8022 CDG-LUX in « V » RBD as per fare rules LH2321 LUX-MUC « next higher available RBD within LHG »
<b>Rebooking on Codeshare flight</b>	UA054 EWR-CDG11OCT K UA6924 CDG-IST 12OCT K operated by TK cancelled	UA057 EWR-CDG11OCT U UA6923 CDG-IST 12OCT U	Change not permitted: RBD has been changed from K to U. Note: UA operated by OAL: original RBD only as per the RBD Explanatory Table.
	LH475 YUL-MUC 28OCT RBD "E" LH1612 MUC-WAW 29OCT RBD "Y" cancelled Fare: ENCB2	LH6795 operated by AC YUL-FRA 27OCT E LH5714 Y operated by LO FRA-WAW 28OCT Y	Change permitted as per the RBD Explanatory table: LHG operated by OAL: original RBD (E and Y) or as per the fare rules of "ENCB2".
<b>Rebooking on LHG operated by AC,UA,NH</b>	LH601 IKA-FRA 30MAY T AC73884 FRA-YYC 30MAY T operated by 4Y AC8138 YYC-YEG 30MAY T	OS872 IKA-VIE 02JUN Y OS073 VIE-YUL 02JUN Y OS8365 YUL-YEG 02JUN Y Operated by AC	Change permitted: Rebooking on <b>LHG operated by AC: original ticketed RBD or next higher</b> available RBD within the same compartment provided the new flight is <b>+/- 3 days</b> from the original travel date
<b>Rebooking of OAL segment in higher compartment</b>	LH510 FRA-EZE P <b>LA752 SCL-GRU W cancelled</b> LH507 GRU-FRA P	LA Revenue Management rebooked the passenger on LA752 SCL-GRU <b>J</b>	Change not permitted: Contact your Agency Support Team.

# APPENDICES

## 2.4 Appendix D – Automated Handling by Lufthansa Group airlines internal systems

### SKCHG (long-term Schedule Changes)

Whenever possible passengers are rebooked to an alternate flight/flight connection. The change of segment status to UN, TK or UN/TK results in an automated queue message to the booking office.

Tickets are automatically revalidated and EMDs automatically associated when possible. There is no automated long-term reissue process in place. If a reissue is needed (e.g., reaccommodation with routing change) this may be done by the travel agent.

Note: there are some technical limitations, which require manual intervention. Depending on the case, the travel agent may reissue with or without waiver, the Lufthansa Group Agency Support Team should be contacted in following scenarios:

- In some cases, the automated reaccommodation tool cannot consider connection flights (especially when involving OAL). In such cases, the Travel Agent should check the minimum connecting time and rebook/reissue (if in line with the rebooking options).
- In some cases, the automated rebooking tool cannot book an alternate flight/flight connection to the final destination of the passenger (partial reaccommodation).

### INVOL (short-term flight irregularities)

In case of short-term flight cancellations and delays, the segment status may remain unchanged in the PNR (HK). The actual flight status can be checked via the respective .com website "Flight Status". **Once the travel agent has verified the cancellation, reissue/refund can be done as self-service without waiver.** The flight status only changes after handling by the airline (OPR tool) which is done as fast as possible for OS, LH, LX, SN operated flights:

- Whenever possible passengers are rebooked to an alternate flight/flight connection. After rebooking, the segment status changes to UN, TK or UN/TK
- There is no queue message to the booking office. Exceptions may apply depending on the reservation system used.
- Whenever possible the tickets are automatically revalidated or reissued and associated EMDs are automatically reassociated.
- In addition, whenever possible, passengers are automatically checked-in on the new flight.

Technical restrictions exist for Travel Agents to access tickets after a reissue by the airline (OPR or manual). Travel Agents using Amadeus still have access to the ticket and may reissue again if technically possible. Travel Agents using other reservation systems must contact their Lufthansa Group Agency Support team for assistance.

# APPENDICES

## 2.5 Appendix E – Notification and Handling of Schedule Changes / Irregularities

Situation	Notification to the passenger	Further handling
<b>INVOL – short-term</b>	Automated notification email / SMS to passenger by the airline provided contact data of passenger available in the PNR (SSR CTC). In case of missing contact data, the passenger would only see the change during check-in.	No further handling required if passenger accepts the booked solution. If not, the passenger may change online or via App (depending on technical possibilities) or contact the airline or the travel agent. The Travel Agent may rebook as per rebooking options or contact the Agency Support team.
<b>SKCHG – long-term</b>	Automated queue message to the booking office. No direct information to passenger by the airline. Exception: SN notifies all passengers	Travel Agent should inform the passenger, check and update the PNR + ticket (reissue if needed). If booked solution not accepted by passenger, Travel Agent may rebook one-time free of charge as per rebooking options or contact Agency Support team.

## 2.6 Appendix F – Refund Mask Entries

Reservation System	Entry
Amadeus	TRFU/WA “SKCHG” / „INVOL“
Sabre	After direct refund “WFR” entry, enter “SKCHG” / “INVOL” in the waiver box
Galileo/Travelport	Start direct refund via TRNE entry. Enter “SKCHG” / “INVOL” in the waiver box (A/L authority)
Infini	Enter “SKCHG” / “INVOL” under Refunds “Reason Code”
TravelSky	Enter “SKCHG” / “INVOL” in the Refund window “RMK”
F1/SPRK	Enter “SKCHG” / “INVOL” in the Refund window “Waiver code box”

# GLOSSARY

## 3 GLOSSARY

Abbreviation	Description
<b>ADM</b>	Agency Debit Memo
<b>EMD(-S) / EMD(-A)</b>	Electronic Miscellaneous Document S = Standalone; A = Associated
<b>Exchange</b>	Change of unused tickets, where change includes the first flight coupon
<b>FBA</b>	Free baggage allowance
<b>Flight irregularity</b>	A flight irregularity is any situation that prevents a passenger from travelling as originally booked – where the passenger is not at fault
<b>HX</b>	Segment status code – holding cancelled (flight is operating)
<b>Lufthansa Group Agency Support</b>	Agency support for OS/LH/LX/SN
<b>OAL</b>	Other Airlines: all airlines except OS, LH, LX, SN, EW, 4Y, WK
<b>Prime Flight</b>	Flight operated and marketed by the same airline
<b>RBD</b>	Booking Class – Reservation Booking Designator
<b>Reissue</b>	In this policy: includes exchange (change of unused tickets, where change includes the first flight coupon) and reissue (change of partially flown tickets)
<b>SC</b>	Schedule Change (status code of the new flight segment), shown e.g., in Apollo 1V
<b>SSR</b>	Special Service Request
<b>TK</b>	Segment status code - Advise passenger new flight times
<b>UN</b>	Segment status code - Unable, does not operate
<b>Wetlease</b>	Wetlease is a leasing arrangement whereby one airline provides an aircraft including full crew, maintenance and insurance to another airline
<b>1day</b>	<p>“One day” is defined by <b>calendar day</b>.</p> <p>The flight segment status is changed on the day of departure (= day 0) or the day before departure (= day -1) of the original flight</p> <p>E.g.: Original flight departure 18FEB            Notification: 17FEB or 18FEB=&gt;INVOL            Notification: on/before 16FEB=&gt;SKCHG</p>
<b>OPR</b>	Optimized Passenger Recovery. Tool used in case of short -term irregularity, automated rebooking/reissue, taking in exchange only affected coupons