

# FLEXIBLE & FREE OF CHARGE REBOOKING OPTIONS

The airlines of the Lufthansa Group are now offering flexible and free of charge rebooking options, which also apply to passengers who did not take their originally booked flight (no-show). These enhanced rebooking options allow customers to flexibly adjust their travel plans.

**Customers may keep their ticket for a cancelled or future flight without the need to immediately decide on an alternative date or routing for a new flight**

**The value of the ticket will not expire and customers will also get a discount or credit of EUR 50/USD 50 on their rebooking**

**If you reissue tickets on behalf of passengers, your travel agency will also receive a bonus of EUR 10 for each ticket reissued**

Detailed instructions on how to make the new bookings/reissues are available at:  
[irreg.lufthansaexperts.com](https://irreg.lufthansaexperts.com)

For customers who do not wish to take advantage of these flexible rebooking options, you can still submit tickets for refund by e-mail to the Lufthansa Group service teams:  
[agencysupportna@lufthansa.com](mailto:agencysupportna@lufthansa.com)

We ask for your understanding that in the current situation it is not possible to process refund requests within the usual time limits. The automated refund process in the reservation systems, on the Lufthansa Group airlines' websites and through ARC has been temporarily disabled. Refunds already submitted will be processed with a delay.