



## BRUSSELS AIRLINES | TEMPORARILY SUSPENDS ALL FLIGHTS AS OF 21 MARCH 2020

Dear Associate,

Given the extraordinary circumstances caused by the worldwide Coronavirus crisis, Brussels Airlines has decided to temporarily suspend its flight operations from 21 March until 19 April 2020.

Brussels Airlines' flight operations will be reduced gradually in a controlled and structured manner in order to bring passengers and crews home. To enable customers to return home quickly, a simplified goodwill rule applies (TWP 2010):

- Passengers with booked Brussels Airlines flights for travel from 21 March to 19 April 2020, whose tickets was issued on OS/LH/LX/SN/EN documents
- Rebooking on an alternative Lufthansa Group flight/connection (operated by: OS, LH, LX, SN, EW, 4U, WK, EN) – in the original ticketed booking class or, alternatively, in the originally ticketed compartment.
- Rebooking on flights operated by other airlines (OAL) – in the original ticketed booking class only
- New travel date: 17 to 20 March 2020
- In the case of reissues the endorsement entry should read: TWP 2010

You can do these rebookings/reissues yourself, no waiver is necessary.

Please check back regularly to find out about further developments and previously published goodwill rules.

Brussels Airlines will continuously monitor the situation and communicate accordingly, planning a restart of operations on 20 April 2020 to welcome guests on board again.

Best regards,  
The Management