

LUFTHANSA GROUP | AUSTRIAN AIRLINES, LUFTHANSA AND SWISS REACTIVATE DIRECT REFUNDS VIA GDS AND NDC

In the past few weeks and months, we've had more questions about refunds than any other topic. Unfortunately, in the current situation, we are unable to meet our usual quality standards. Your passengers had to wait longer than usual for a refund and we know that refunds via BSPlink * mean extra work for you. We are sorry and apologize for that. We have increased our responsiveness in the respective departments to allow faster processing of refund requests and individual checks.

On July 27, 2020, we will re-enable direct refund functionality across all booking systems. You can use the automated process again on your GDS or NDC booking channel to make your refunds Austrian Airlines, Lufthansa and SWISS tickets and EMDs.

What to consider when processing refunds

- Refunds will be available again on all GDSs and via NDC as of July 27, 2020. Applies to all tickets and EMDs issued on Austrian Airlines (257), Lufthansa (220) or SWISS (724) documents
- In selected countries ** and for Brussels Airlines tickets (082) refunds must still be sent via BSPlink (Refund Request) *
- All unused and partially used tickets and EMDs with coupon status "O" (open) can be refunded

For canceled flights, refund request may be made involuntarily, according to Flight Irregularities Policy OS / LH / LX. For refunds of reservations not affected by flight cancellations, please refer to the fare conditions to avoid possible ADM's

- We want to remind you that in some cases, for example, if a flight operated by another airline (OAL) is canceled on an OS / LH / LX ticket, an approval (waiver) from the Helpdesk is required for the refund

What about refund requests that have already been submitted?

Pending refunds already sent via BSPlink * will be processed as soon as possible. However, it will still take four to six weeks to process all refunds sent for flights by the end of June. The most recent refund requests must be processed by the end of the summer. To expedite

payment to your customers, you can also use the direct refund process via GDS or NDC for tickets or EMDs that have already been sent for refund via BSPLink *. There is no need to cancel the original refund request. We will remove it from BSPLink * when the direct refund has changed the status of unused coupons to "R" (refunded).

Avoiding ADMs Due to the high complexity, we recommend that you continue to send refunds via BSPLink *, tickets reissued under Goodwill rules and partially used tickets.

All passengers who are entitled to a refund will receive it!

We know that these difficult times are times of frustration, disappointment and many uncertainties. We would like to sincerely thank you for your patience and understanding.

Kind regards,
Your eXperts team