

# LUFTHANSA GROUP SCHEDULE CHANGE/ IRREGULARITY POLICY FOR TRAVEL AGENTS

This document is valid for:

- Austrian Airlines
- Brussels Airlines
- Lufthansa
- SWISS

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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 (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 or their wetlease partners.

**OAL flight is defined as:** flight operated and/or marketed by any airline except LHG.

**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](#)

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

[1.8 Waiver Rules](#)

[1.9 Handling: Reissue/Ticketing](#)

[1.10 Handling Refund](#)

[1.11 Ancillary Services](#)

[2.2 Appendix C – details No UN in PNR](#)



## QUICK REFERENCE

Standard Rebooking Options after SKCHG/INVOL– from any segment (of any airline) on OS/SN/LH/LX ticket stock (excerpt from main policy, [Section 1.3](#))

### **New flights will be on LHG and/or AC/UA/NH:**

- 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.
- Exception: rebooking to flights of AC/UA/NH in higher RBD is only permitted if new flight is +/- 3 days from the original travel date – otherwise only original RBD permitted

### **New flights will be on LHG and/or OAL:**

- In case original ticket contains OAL segment(s): rebook on the same OAL, same routing in original RBD only. Segments on LHG may be booked in the next higher available RBD within the same compartment.
- In case of rebooking to different OAL / change of routing with OAL segments in the itinerary - rebook according to Fare Note:
  - Any alternative routing & carrier is permitted as indicated in the fare rule.
  - OAL segments must be booked in correct applicable RBD as per fare rule.
  - LHG and/or AC/UA/NH flights may be booked in same or higher RBD within same compartment. Exception: AC/UA/NH +/- 3 days as above
  - Rebooking fee does not apply.

## Additional Rebooking Option: Change of Origin / Destination

If no alternative on the original O&D is acceptable, upon request of the passenger, a change of origin or destination to an alternate airport is permitted on involuntary basis (reissue without waiver) as long as 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 neighboring country (=means a country sharing a land-border).
- The segment(s) to/from the new origin or destination must be on LHG flight(s) in the same or next higher RBD within the same compartment.
- 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”



# QUICK REFERENCE

## Overview of self-service options for rebooking

Scenario/Segment Status/Triggering Event				
<b>LHG Flight Cancellation</b> UN or UN/TK	<b>OAL Flight Cancellation</b> UN or UN/TK	<b>Time Change (TK) (SKCHG)</b> of any airline	<b>LHG Flight Cancellation</b> No UN in PNR	<b>Any other scenario</b>
Self-service <b>without waiver</b>	Self-service with <b>standard waiver code: CNXOAL</b>	Self-service with <b>standard waiver code: TSKKCHG</b>	Self-service <b>without waiver</b> <a href="#">Details: Appendix C</a>	Contact your Lufthansa Group Agency Support

### Rebooking to

From **any airline** to:

- **LHG/AC/UA/NH:** in original RBD or next higher RBD within the same compartment. **Exception: AC/UA/NH** flights in higher RBD within the same compartment only **+/- 3 days** from the original travel date
- **LHG and/or OAL:** See "[Standard Rebooking Options: new flights will be on LHG and/or OAL](#)" above.

### 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. flight number/date of affected flight e.g., OS225/03MAY
3. in case OAL flight is cancelled: add "CNXOAL" after the flight number/date.
4. In case of a pure time change of any airline: add "TSKKCHG" after the date.
5. 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 UA1234/03MAY CNXOAL FARE RESTRICTIONS MAY APPLY  
 OAL Time Change: SKCHG UA1234/03MAY TSKKCHG FARE RESTRICTIONS MAY APPLY  
 LHG Flight cancellation: INVOL LH123/03MAY FARE RESTRICTIONS MAY APPLY  
 LHG Time Change: SKCHG LH123/03MAY TSKKCHG FARE RESTRICTIONS MAY APPLY

**Fare Construction:** The fare construction should start with S- respectively I- when permitted by the reservation system.

### Ancillary EMD

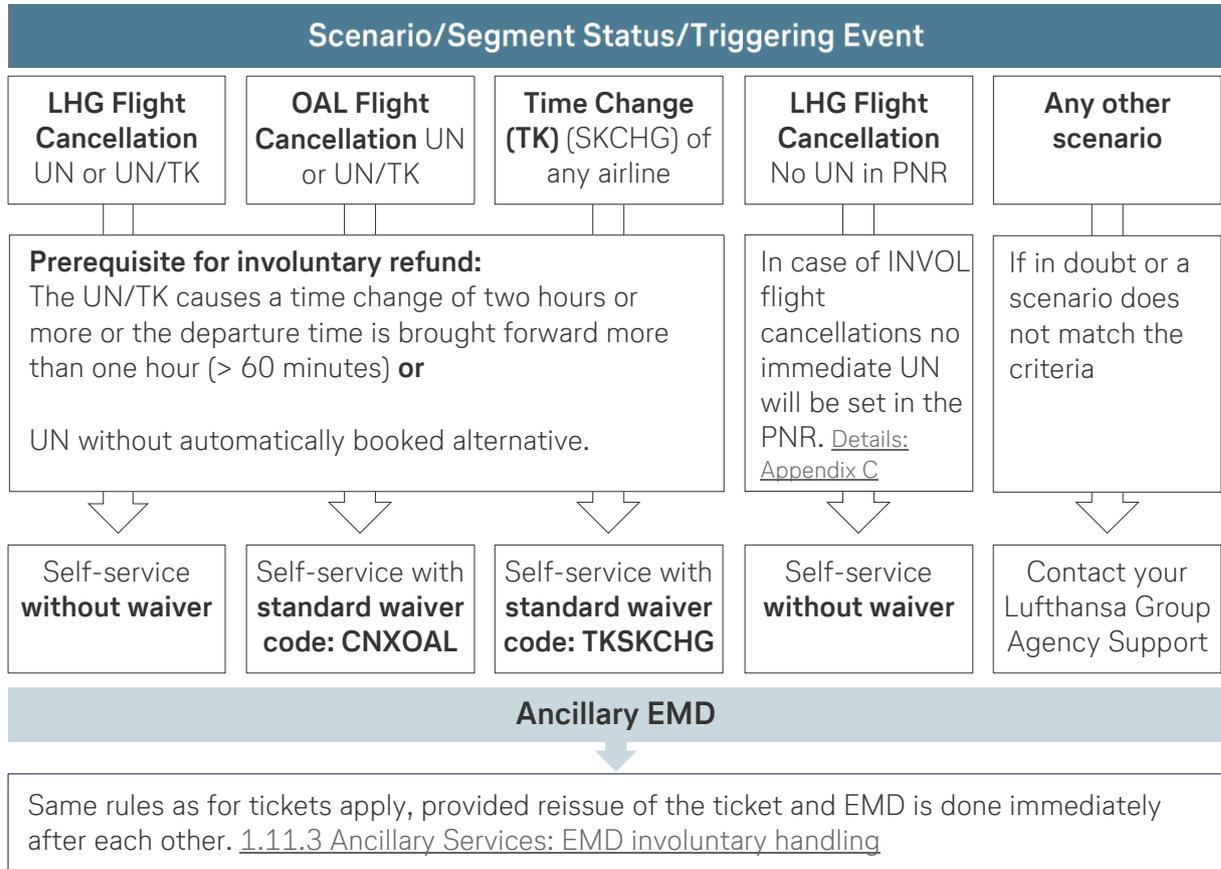
Same rules as for tickets apply, provided reissue of the ticket and EMD is done immediately after each other. [1.11.3 Ancillary Services: EMD involuntary handling](#)

**Important note for F1/NDC:** due to technical restriction, SKCHG appear as UN/TK in F1 PNRs, even if it is only a time change on the original flight number. You need to check if the UN is a flight cancellation or a pure time change.



# QUICK REFERENCE

## Overview of self-service options for refund



**Important note for F1/NDC:** due to technical restriction, SKCHG appear as UN/TK in F1 PNRs, even if it is only a time change on the original flight number. You need to check if the UN is a flight cancellation or a pure time change.

## 1 MAIN POLICY

### 1.1 Overview of substantial Changes

Version	Date	Chapter	Type	Content
1.5	Apr 2023		New	Quick Reference
1.5	Apr 2023	1.3	New	Additional rebooking Option: change of O&D within 250 miles
1.5	Apr 2023	1.8.2	New	Standard Waiver Code (TKSKCHG) for pure time changes of LHG and OAL
1.5	Apr 2023	1.3	Change	Rebooking Options simplified
1.5	Apr 2023	1.11.3	Change	EMD reissue/refund waiver process simplified

### 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 or their wetlease partners.

**OAL flight** in this policy is defined as: flight operated and/or marketed by any airline except LHG.

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## 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 needed** for rebooking/reissue based on the standard rebooking options and O&D change as described below.

### Standard Rebooking Options:

#### New flights will be on LHG and/or AC/UA/NH:

- 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.
- **Exception:** rebooking to flights of AC/UA/NH in higher RBD is only permitted if **new flight** is **+/- 3 days** from the original travel date – otherwise only original RBD permitted.

#### New flights will be on LHG and/or OAL:

- In case original ticket contains OAL segment(s): rebook on the same OAL, same routing in original RBD only. Segments on LHG may be booked in the next higher available RBD within the same compartment.
- In case of rebooking to different OAL / change of routing with OAL segments in the itinerary – rebook according to Fare Note:
  - Any alternative routing & carrier is permitted as indicated in the fare rule.
  - OAL segments must be booked in correct applicable RBD as per fare rule.
  - LHG and/or AC/UA/NH flights may be booked in same or higher RBD within same compartment. Exception: AC/UA/NH +/- 3 days as above.
  - Rebooking fee does not apply.

### 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) as long as 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)** in same or next higher RBD within the same compartment.
- 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 no solution is found based on the rules above, contact the Lufthansa Group Agency Support team to check further possibilities.**

# MAIN POLICY

## 1.4 Rebooking Standards/ Reminders

- 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. Additional information available in [Appendix C](#).
- 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.
- 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.
- 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).

## 1.5 Cases which DO NOT qualify for Involuntary Handling

The following scenarios **do not** qualify for involuntary handling (rebooking or reissue) 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 (i.e. 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)

## 1.6 Other Use Cases

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

- Rebooking to OAL segments (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

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- 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.

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

## 1.7 Rules for Refund

### Refund Rule - 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**
- if the departure time is brought forward more than one hour (> 60 minutes).

This applies to time changes (TK) and flight cancellations with automatically booked alternatives (UN/TK).

### Refund Rule – 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 (waiver needed)

## 1.8 Waiver Rules – Rebooking and Refund

### 1.8.1 Self Service without Waiver:

#### LHG flight cancellation with UN or UN/TK:

- Involuntary **rebooking as per Rebooking Options**.
- Involuntary **refund**: if the UN/TK causes a time change of two hours or more or the departure time is brought forward more than one hour (> 60 minutes)

#### LHG flight cancellation without UN in PNR (INVOL):

- In case of short-term flight cancellations, **no immediate UN will be set in the PNR**. See Appendix C for more explanations.
- Involuntary rebooking and involuntary refund is permitted without waiver.

### 1.8.2 Standard Waiver Codes:

#### OAL flight cancellations with UN or UN/TK - CNXOAL

- Involuntary **rebooking**: Add standard waiver code **CNXOAL** to endorsement box.

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- Involuntary **refund**: if the UN/TK causes a time change of two hours or more or the departure time is brought forward more than one hour (> 60 minutes). Enter standard waiver code **CNXOAL** into refund mask.

## LHG or OAL time change with TK – TSKCHG

- Involuntary rebooking. Add standard waiver code **TSKCHG** to endorsement box.
- Involuntary refund provided the schedule change (TK) causes a time change of two hours or more or the departure time is brought forward more than one hour (> 60 minutes). Enter standard waiver code **TSKCHG** into refund mask.

## 1.8.3 Waiver by Agency Support team required

### Delay (INVOL): HK

Delays do not reflect in the PNR or in the audit systems (segment status remains HK). Affected tickets may be refunded on involuntary basis for delays of five hours or more. **A waiver is always required** for rebooking/refund on involuntary basis due to delay.

## 1.8.4 Exception in Advice Codes for Farelogix/NDC

Due to different system processing all schedule changes appear as UN/TK in Farelogix/NDC. This applies even in case there is only a time change on the original flight number. As a standard only TK is shown in such cases, and standard TK rules apply (i.e., rebooking/refund as self-service with standard waiver code TSKCHG).

The travel agent needs to check if the UN which is shown in NDC is a flight cancellation or a pure time change on the original flight number.

For examples, see [Appendix E](#).

## 1.9 Handling: Reissue/Ticketing

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.

- **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. flight number/date of affected flight e.g., OS225/03MAY
  3. in case OAL flight is cancelled: add “CNXOAL” after the flight number/date
  4. In case of a time change of any airline: add TSKCHG after the flight number/date
  5. 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 see [Appendix B](#)

- **Fare Construction**: The fare construction should start with S- respectively I- when permitted by the reservation system.

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- **Free Baggage Allowance (FBA):** The original FBA applies for the newly reissued ticket. Economy Light fare exception see below in [Ancillary Services - Prepaid Baggage](#).

## 1.10 Handling: Refund

- 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.

In case an **OAL flight is cancelled** on an OS, SN, LH, LX ticket, it is mandatory to enter the standard waiver code **“CNXOAL”** into the refund mask in. In case of **refund** due to **eligible time change** (LHG and OAL), the standard waiver code **“TKSKCHG”** must be entered.

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

## Refund request if unable to process in own system

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

**Note:** for cases, which require a waiver, the waiver must be obtained and included in the request to the airline refund team.

In case of any unjustified ADM in which an OAL flight was cancelled or affected by a time change before the refund was initiated, please dispute the ADM in BSPlink or other local process in non-BSP markets and attach proof of the OAL 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) due to an OAL cancellation, please enter **“CNXOAL”** respectively **“TKSKCHG”** if a refund is requested due to an eligible time change.

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The following information must be included in the involuntary refund request:

- Details for the involuntary situation requiring the document to be refunded. Text format must be in the IATA standard (e.g., SKCHG OS123/01DEC)
- For EMD refund requests, the original ticket number to which the EMD was originally associated
- For non-BSP markets, the standard email subject line must follow this example:
  - \*INVOL \* LX123/12MAR - Refund Request EMD 724 0000 000 000 or
  - \*SKCHG\* LX123/12MAR - Refund Request EMD 724 0000 000 000

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

	China	USA
<b>Austrian Airlines</b>	<a href="mailto:austrian.airlines.refunds@gbs.dlh.de">austrian.airlines.refunds@gbs.dlh.de</a>	
<b>Brussels Airlines</b>	N / A	<a href="mailto:Refunds.us@brusselsairlines.com">Refunds.us@brusselsairlines.com</a>
<b>Lufthansa</b>	<a href="mailto:bkk_refund@icat.dlh.de">bkk_refund@icat.dlh.de</a>	<a href="mailto:MEX_Refunds@icat.dlh.de">MEX_Refunds@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>

## 1.11 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). Note:

- If the passenger has bought an **upgrade** and is affected by a schedule change/irregularity, an involuntary rebooking in the **upgraded compartment** is strictly only permitted on flights operated **and** marketed by LHG.
- In case of involuntary rebooking to e.g., LX flight number operated UA, rebooking must be done in the **original compartment** and (as per standard rules) in the original RBD or in the example of UA in the same compartment if the new flight is +/- 3 days from the original travel date. Upgrade EMD to be refunded.

### 1.11.1 ASR

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

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- 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.

## 1.11.2 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 0PC to 1PC, regardless of whether a 1<sup>st</sup> bag EMD has been issued if the 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: ATC INVOL reissue automatically makes this change.

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

## 1.11.3 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)

### 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 with standard waiver code (i.e., OAL flight cancellation, eligible TK of any airline), the respective standard waiver code (CNXOAL or TSKCHG) has to be entered 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 Farelogix, F1): refund original EMD and issue new EMD with original price for original service.

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- 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 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 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.
		LH 123/25MAY AAA BBB 21:00 - 22:00 TK	Refund permitted on involuntary basis, as the change in departure/arrival time is 2 hours or more.
		LH 123/25MAY AAA BBB 16:30 - 17:30TK	Refund permitted on involuntary basis, as 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 the change in departure/arrival time is less than 2 hours and not more than 1 hour earlier.
<b>Connecting flights</b>	OS456/25MAY AAA BBB 10:00 - 11:00 and OS789/25MAY BBB CCC 12:00 - 15:00	OS456 / 25MAY AAA BBB UN  OS458 / 25MAY AAA BBB 11:00 - 12:00 TK  misconnex, therefore rebooking of connecting flight BBB CCC to  OS791 / 25MAY BBB CCC 15:00 - 18:00h	Refund permitted on involuntary basis, as the change in departure/arrival time is more than 2hours.

# APPENDICES

## 2.2 Appendix B – Examples of ticket entries

Scenario	Definition	Endorsement Box	Fare Construction
<b>SKCHG</b>	Reissue after cancellation of LHG flight  (Prime and Codeshare among each other)	Endobox: SKCHG + affected flight number/date  SKCHG OS225/03MAY FARE RESTRICTIONS MAY APPLY	Fare construction must begin with S-  S-03MAY22VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417  or  S-VIE OS BER30.66OS VIE30.66NUC61.32END ROE0.880417
	Reissue after cancellation of OAL flight  (Prime and OAL operating with any flight number)	Endobox: SKCHG + affected flight number/date + CNXOAL  SKCHG UA1234/03MAY CNXOAL FARE RESTRICTIONS MAY APPLY	
	Reissue after time change of any airline (LHG or OAL)	Endobox: SKCHG + affected flight number/date + TSKCHG  SKCHG LX123/03MAY TSKCHG FARE RESTRICTIONS MAY APPLY	
<b>INVOL</b>	Reissue after cancellation of LHG flight  (Prime and Codeshare among each other)	Endobox: INVOL + affected flight number/date  INVOL OS225/03MAY 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  or  I-MAN 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)	Endobox: INVOL + affected flight number/date + CNXOAL  INVOL UA1234/03MAY CNXOAL FARE RESTRICTIONS MAY APPLY	

# APPENDICES

## 2.3 Appendix C – 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". 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.
- 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

## 2.4 Appendix D – 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.

## 2.5 Appendix E – Examples of exception in Advice Codes for F1/NDC

Examples original flight number and [view in NDC](#)

- In this example there is a pure time change of more than 2 hours
  - passenger is entitled to refund on involuntary basis. Enter TSKCHG into the refund mask.
  - passenger is entitled to rebooking/reissue on involuntary basis – Enter TSKCHG into the endorsement box.

```

RP/FLXMIA/          F1/AKHI   F1:XXXXXX OS:XXXXXX
RF XXXX_PK          18FEB2021 1637Z
=====SCHEDULE CHANGED, USE ERK/ETK TO ACCEPT=====
OS45 P 29OCT 3 VIEMLE UN5      2005 0805+1
OS45 P 29OCT 3 VIEMLE TK5      2220 1020+1
    
```

# 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 documents
<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