

More flexibility: all fares are now changeable free of charge

We want your customers to be able to book with confidence and flexibility and not miss out on their next business trip, city break or holiday. Even when travel plans have changed, the wanderlust and unforgettable experiences have not.

In order for your customers to adapt their travel plans flexibly at any time, all Austrian Airlines, Lufthansa, SWISS, Air Dolomiti and Brussels Airlines **tickets issued between 25 August and 31 December 2020 can be rebooked as often as necessary and without a change fee.*** For additional flexibility, **the origin and destination of the journey can also be changed.**** Please note, however, that a fare difference may have to be charged and all fare conditions must be adhered to when rebooking/reissuing tickets.

These changes apply to all distribution channels as well as to all published and unpublished/private fares. Since the more flexible fare conditions have been included in the fare rules, you can use the automated reissue functionalities of your reservation systems if CAT-31-based reissue tools are being used.

For existing bookings, the previously published goodwill policies (TWP 2011 and TWP 2013) continue to apply. These allow a one-time rebooking without a change fee as well as a change of origin and destination when rebooking/reissuing tickets for flights which have not been cancelled.

We hope that by making the fare conditions more flexible, we can give your customers the peace of mind to plan their upcoming trips even in these times.