

LUFTHANSA GROUP

25 February 2021

Lufthansa Group airlines to publish flight cancellations summer 2021 |
Reconfirmation required



Lufthansa Group airlines to adjust flight schedule from 1 May to 30 October 2021

The pandemic continues to have a firm grip on all of us. Even though the desire to travel is palpable, the tightened travel restrictions still have a significant impact on air traffic.

As a result, **Austrian Airlines, Lufthansa, SWISS, Air Dolomiti and Brussels Airlines are reducing their flight offer for summer 2021** (1 May to 30 October 2021). This early adjustment of the timetable ensures that new bookings for the summer are based on the reduced flight schedule, making future cancellations less likely.

Yet we are looking ahead with optimism: As soon as travel will be possible again, we anticipate increased demand for vacations – and are therefore upgrading our touristic offer with numerous new leisure destinations.

Flight cancellations and rebooking options

The flight cancellations will be gradually implemented in the booking systems **starting 25 February 2021** and will appear in your queue.

- Passengers affected by flight cancellations will be rebooked automatically as much as possible
- In the case of transfer connections, manual rebooking of feeder and de-feeder flights may be required
- You can make changes to the automated rebookings yourself within the framework of the OS/LH/LX/SN/EN Flight Irregularities Policies
- Alternatively, it is also possible to rebook customers who wish to change their routing, for example, without a change fee based on the goodwill rule TWP 2101 (for tickets issued up to and including 31 August 2020) or in accordance with the fare conditions

For Important information on rebooking and how to avoid ADMs, click [here](#).

Reconfirmation for bookings affected by flight cancellations/schedule changes

With this adjustment of the flight offer and in addition to the UN or UN/TK, an SSR element ("PLS VERIFY IF PAX DEF TRVL AND INSERT OSI YY PAX DEF TRVLG") with a **standard deadline of 21 days** will be entered into all PNRs in which at least one Austrian Airlines, Lufthansa or SWISS flight segment is cancelled and/or automatically rebooked. Please note that the SSR element will also be entered in case of a schedule change (TK). If your customer wants to use the remaining flights as booked, please confirm this by **entering an OSI element ("PAX DEF TRVLG")** within 21 days after the flight cancellation/schedule change. Otherwise, the booking will be cancelled automatically.

After entering an OSI element, the ticket can of course still be used for a reissue based on the goodwill rule or Flight Irregularities policy.

For the reconfirmation process in detail, click [here](#).

We would like to thank you very much for the trust you have placed in the Lufthansa Group and the care you have given to our mutual customers.

Best Regards,

Lufthansa Team

Austrian 



Lufthansa

 **SWISS**



brussels airlines

Eurowings 