

TICKETING WAIVER POLICY FOR TRAVEL AGENTS



Valid for flights which are not cancelled.

For the handling of cancelled flights please refer to the → [SKCHG/INVOL Policy](#))

Number and version: **TWP 2414, Version 3**

Date: **01NOV24**

Reason: **Refund offer for TLV / THR**

Eligibility / Scope

Tickets issued by	OS (257), LH (220), LX (724), SN (082), EN (101)	
Ticket Issue Date	On/before 01NOV24	
Ticketed Flights and geographical Scope	<ul style="list-style-type: none"> LH/LX/OS/SN/EN/EW/4Y/UA/AC operated flights OAL operated flights with LH/LX/OS/SN flight numbers (code share) 	To/from TLV / THR
Ticketed Dates of Travel	On/after 01NOV24 and on/before 28FEB25	

Voluntary Rebooking

Rebooking Rules	Per original fare rule only
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Voluntary Refund

Refund Rules	Refund permitted before departure (travel date to/from TLV / THR) Fare rule refund penalties and restrictions waived
Refund transaction date	Last date of refund transaction: on 30NOV24 or the ticketed travel date, whichever is earlier
Unused Tickets	Full refund permitted. OPC and DCC remain non-refundable.
Ancillaries	Refund of unused ancillaries associated with refunded coupons is permitted.

Handling instructions for travel agents:

- Travel agents may not use automated refund tools (e.g. Amadeus Ticket Changer, NDC TrueReshop, Travelport Rapid Reprice, etc.). Manual processes apply.
- Waiver not required provided TWP conditions are fulfilled.
- You can do the **refund for unused tickets** in accordance with this Ticketing Waiver Policy (TWP 2414) and entry of the waiver code without having to request a waiver from your Lufthansa Group Agency Support.
- **Partially used tickets:** Please raise refund application via BSP or other local processes (in non-BSP markets).
- All transactions are subject to audit. Non-compliance with TWP rules will result in an Agent Debit Memo (ADM).

Refund mask:

Mandatory entry of **“TWP2414”** in waiver field / airline authority box of the refund mask.

- Amadeus: TRFU/WA TWP2414
- Farelogix-SPRK: Enter “TWP2414” in the Refund window / Waiver code box
- Galileo/Travelport: Start direct refund via TRNE entry. Enter “TWP2414” in the waiver box (A/L authority).
- Sabre: After direct refund “WFR” entry, enter “TWP2414” in the waiver box
- Infini: Enter “TWP2414” under Refunds – Reason Code

Note: GDS/NDC entries are subject to change. Please contact the respective helpdesk for details.

Lufthansa Group rules for rebooking/reissue/refund for cancelled flights



Please refer to the Schedule Change/Irregularity Policy ([SKCHG/INVOL Policy](#)) for the handling of flights which have already been cancelled or which have been automatically rebooked by the airline.

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