

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 2502, Version 1**

Date: **29JAN25**

Reason: **Unrest in DR Congo**

Eligibility / Scope

Tickets issued by	OS (257), SN (082), LH (220), LX (724), EN (101)	
Ticket Issue Date	On/before 29JAN25	
Ticketed Flights and geographical Scope	<ul style="list-style-type: none"> SN operated flights 	To/from FIH
Ticketed Dates of Travel	On/after 29JAN25 and on/before 12FEB25	

Voluntary Rebooking

Rebooking Rules	Per fare rule
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Voluntary Refund

Refund Rules	Refund permitted before departure (coupon flight date to/from FIH). Fare rule refund penalties and restrictions waived.
Refund transaction date	Last date of refund transaction: on 12FEB25 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 2502) 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 **“TWP2502”** in waiver field / airline authority box of the refund mask.

- Amadeus: TRFU/WA TWP2502
- Farelogix-SPRK: Enter “TWP2502” in the Refund window / Waiver code box
- Galileo/Travelport: Start direct refund via TRNE entry. Enter “TWP2502” in the waiver box (A/L authority).
- Sabre: After direct refund “WFR” entry, enter “TWP2502” in the waiver box
- Infini: Enter “TWP2502” 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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