

# Extra Seat (EXST)

## Factsheet

This factsheet describes the rules and processes to book and sell an **Extra Seat (EXST)** for **personal comfort** on Austrian Airlines (OS), Brussels Airlines (SN), Lufthansa (LH) and SWISS (LX) flights.

Please contact the helpdesk of your reservation system for specific transaction related or technical questions.

In case an EXST shall be added to an already existing PNR or in case by error two tickets have been issued, please contact your Lufthansa Group Agency Support Team.

- The EXST must be booked in the **same PNR** as the passenger; separate PNR is not permitted
- Only **one** ticket must be issued for the passenger and the EXST
- The ticket mask must be created manually for first issue as well as for any exchange/reissue scenarios
- Same fare in the same fare family applies for passenger and the EXST
  - Exception: discounted fares (e. g. INF/CHD/ZZ, Companion), Round-the-World fares or fares with no value on ticket (e. g. IT/BT) cannot be applied for EXST – please contact your Agency Support
- The fare for the EXST must be shown as **Q surcharge** in the fare calculation
- **'EX'** must be added to the **ticket designator**
- YQ to be charged for passenger and for EXST in separate tax fields (do not add in one tax field)
- DCC (YR), if applicable to be charged only once
- OPC, if applicable, to be charged on total ticket price
- All other taxes, fees and surcharges to be charged for passenger only
- Baggage allowance of the passenger is not increased

### 1. Fare Conditions EXST

- In case of subsequent voluntary exchange/reissue, any fare difference must be charged for passenger and EXST
- Re-booking fee and cancellation fee: applicable for passenger only (=x1)

## 2. Booking and Ticketing Process

- a. **Book two seats** from availability
- b. Enter the **name elements** as follows:  
GDS Amadeus, e. g.: 1. SMITH/PETER MR(IDEXST) 2. SMITH/EXST
  1. Name of the passenger with Passenger Type Code/ID Code (IDEXST)
  2. First name „EXST“ in the second name elementOther Reservation systems, e. g.: 1. SMITH/PETER MR 2. SMITH/EXST
  1. Name of the passenger without Passenger Type Code/ID Code:
  2. First name „EXST“ in the second name element
- c. Enter **SSR Element** “EXST-PERSONAL COMFORT/P1“
- d. Do a standard-**pricing**
- e. Book two adjacent **standard seats (ASR)**. Should the seats not be bookable free of charge (technical reason), please contact your Lufthansa Group Agency Support.
  - o Standard seat free of charge only; For any other seat types, e. g. Preferred Seat or Extra Legroom Seat, the ASR fee applies
  - o EXST is not allowed to be seated in Emergency Exit row
- f. Amend the **Ticket Designator** „EX“, e. g. KDECLSP9 EX
- g. Change the **fare (double the value)** and **add** an additional **YQ** (same level as for the passenger)
- h. Add the **Q Surcharge** to the fare calculation
- i. Issue the **ticket**

(As at: 1 November 2024. Subject to changes.)