

Grace Period Refunds

Factsheet

Within the grace period you can **self-refund** Austrian Airlines, Brussels Airlines, Lufthansa and SWISS tickets as well as Ancillary EMDs – **without having to request a waiver** from the Lufthansa Group Agency Support. The grace period is applicable through the **next calendar day: 23:59 hrs** local time at the point of sale **after issuance of the ticket and/or EMD**.

Example: If the ticket has been issued on 2 November 2024, you can refund the ticket and any associated EMDs based on the grace period through 3 November 2024, 23:59 hrs. If refunded on/after 4 November 2024, the fare conditions will apply. Please note that there is no special provision for weekends or bank holidays.

1. Prerequisites and Restrictions

Prerequisite for refunds within the grace period:

- The ticket or any EMDs are **completely unused**, and the refund is made **before the departure** of the originally booked flight

Restrictions:

- **DCC (YR) and OPC** remain **non-refundable**.*
- Bid upgrades, Medical Services* (Stretcher, AOXY) and Rebooking Fee EMDs may not be refunded based on the grace period
- **Standalone EMD Grace Period Refunds** for ASR, Baggage and fixed price upgrades are only permitted up to and including **5 days before departure** of the flight concerned.

** Exception: DCC and OPC as well as Medical Services must be refunded when doing a grace period refund for routings from/to/via USA and tickets/EMDs originally issued 7 days or more before departure.*

2. Handling Process

Amadeus Ticket Changer (ATC) refund and possibly other **automated refund tools** automatically take the standard grace period into account for ticket refunds during the grace period. In the case of a manual refund or different market-specific legal requirements, the refund must be processed in your reservation system. A waiver is not required.

Grace Period refund requests via **Refund Application** (BSPlink or other local process):

- The standard fee for refund requests (40 Euro or equivalent in local currency) will apply.
- For EMD refunds which cannot be handled by you, no fee will be collected.
- Always make sure that PNR and/or Ancillary Service is cancelled during grace period when requesting the refund.

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