

Frequently Asked Questions

# ECONOMY LIGHT FARES TO SELECTED INTERCONTINENTAL ROUTES



# CONTENTS

<b>1 INTRODUCTION</b>	<b>3</b>
<b>2 GENERAL INFORMATION</b>	<b>4</b>
<b>3 Product &amp; Conditions</b>	<b>5</b>
<b>4 Baggage</b>	<b>7</b>
<b>5 Advance Seat Reservation (ASR)</b>	<b>10</b>
<b>6 Miles &amp; More / Star Alliance Gold benefits</b>	<b>11</b>
<b>7 Filing Specifics</b>	<b>12</b>

# 1 INTRODUCTION

As of Oct 30th, 2019 the existing Economy Light product - a fare product which does not include checked baggage (currently only available on routes between Europe and the US and Canada) - will be extended from Europe to further selected Intercontinental destinations and vice versa.

It will be offered by Austrian Airlines, Lufthansa and SWISS.

The Economy Light fare to and from the US and Canada will continue to be offered by Austrian Airlines, Brussels Airlines, Lufthansa and SWISS together with our joint venture partners United Airlines and Air Canada in all sales channels.

**The further extension to other IC origins/destinations will only be available through NDC/Direct distribution channels, [lufthansa.com](https://lufthansa.com)/ [swiss.com](https://swiss.com)/ [austrian.com](https://austrian.com)/ [lhgroup-agent.com](https://lhgroup-agent.com) as well as the LHG service centres\*.**

For Lufthansa Group airlines the product is branded as 'Economy Light'.

United Airlines names it 'Economy First Bag Charge / No Changes Allowed' and Air Canada calls it 'Basic'.

Identical to the existing Economy Light fares to and from the US and Canada the new Economy Light fare is designed for customers who travel on definite dates without checked baggage. Besides the new Economy Light fare all participating carriers continue to offer a range of fare products with different rebooking and refund conditions as well as different inclusive services. Customers are able to personalize their product experience by choosing services that best meets their needs. Hence, customers only need to pay for services they actually want to use.

Customers who purchase a Light fare have the option to purchase a "First Bag" in addition to the fare.

Customers who intent to travel with checked baggage may buy one of the standard fares which include 1 piece of free baggage.

\* Intercont Economy Light fares with POC BA/SI/MK/XK will be filed in all channels (incl GDS).

## 2 GENERAL INFORMATION

<p>1. Through which sales channels will the Economy Light fares be offered?</p>	<ul style="list-style-type: none"> <li>- The extension of the Economy Light fares to other intercontinental routes will be available on <a href="http://lufthansa.com/">lufthansa.com/</a> <a href="http://swiss.com/">swiss.com/</a> <a href="http://austrian.com/">austrian.com/</a> <a href="http://lhgroup-agent.com/">lhgroup-agent.com</a>, LHG service centres, through Direct/NDC distribution channels. (Exception: Economy Light fares with POC BA/MK/SI/XK will be filed in all channels incl GDS). Booking of the new product via LH.com mobile/LH App available at a later point.</li> <li>- The Economy Light fares between Europe and North America will continue to be bookable via all sales channels.</li> </ul>
<p>2. What defines the new Economy Light fare on intercontinental routes?</p>	<ul style="list-style-type: none"> <li>- The Economy Light fare does not include free baggage allowance.</li> <li>- The Economy Light fare is non-refundable and non-changeable.</li> </ul>
<p>3. Is there a service differentiation in Economy Class on board?</p>	<ul style="list-style-type: none"> <li>- No, the Economy Light fare is subject to the same on-board services as all other Economy Class fares.</li> </ul>
<p>4. Will there be product changes in other compartments as well?</p>	<ul style="list-style-type: none"> <li>- No, not for the time being. The product offers in Premium Economy, Business and First Class will remain unchanged.</li> </ul>
<p>5. Will the new Economy Light fare result in fare changes?</p>	<ul style="list-style-type: none"> <li>- Irrespective of the new Economy Light fare, all fares are subject to changes.</li> <li>- The new fare is introduced as an additional option at an attractive price.</li> <li>- However, structural changes might lead to fare increases.</li> </ul>
<p>6. Will the fare be available from other cities or to other intercontinental destinations which are currently not included?</p>	<ul style="list-style-type: none"> <li>- The scope will continuously be expanded to other origins and destinations. Information will be circulated in advance.</li> </ul>

## 3 PRODUCT & CONDITIONS

<p>1. How is the Economy Light fare integrated into the existing structure?</p>	<ul style="list-style-type: none"> <li>- The new fare will be offered as an additional fare in parallel to lowest existing standard fares in respective booking classes.</li> <li>- Any Economy Light fare is associated with a standard fare in the same booking class.</li> <li>- Associated fares have identical day of week application, season, minimum stay and advanced purchase.</li> <li>- Economy Light fares are non-changeable and non-refundable regardless of the booking class.</li> </ul>
<p>2. Which booking classes are in scope?</p>	<ul style="list-style-type: none"> <li>- Economy Light fares from Europe to US/CA and vice versa are offered in the booking classes K-CI up to U-CI (differs per POC).</li> <li>- Economy Light fares on routes other than to/from US/CA are offered in K, L, T, S, W-CI.</li> <li>- The booking class scope might be extended.</li> </ul>
<p>3. Is the offering of Economy Light fares subject to limited availability?</p>	<ul style="list-style-type: none"> <li>- Yes, in case booking classes in scope are not available customers can still purchase the standard fare in higher booking classes.</li> </ul>
<p>4. What will be the price difference between the Economy Light fare and the standard fare?</p>	<ul style="list-style-type: none"> <li>- The actual price difference between Economy Light fares and standard fares depend on the origin- and destination airport, booking class, and season.</li> </ul>
<p>5. Is the new product combinable with other fares?</p>	<ul style="list-style-type: none"> <li>- No, fares cannot be combined with fares other than the Economy Light fares.</li> </ul>

6. Can Economy Light fares for intercontinental travel be combined with fares within Europe?	<ul style="list-style-type: none"> <li>- No, combinations between the Light fares within Europe and intercontinental Light fares are not permitted.</li> </ul>
7. Which other fare restrictions apply on Economy Light fares?	<ul style="list-style-type: none"> <li>- Economy Light fares may be subject to Advance Purchase and Minimum Stay rules.</li> <li>- These restrictions are the same as per corresponding standard fare in the respective booking class.</li> </ul>
8. Is there an Infant/Child discount on the Economy Light fare?	<ul style="list-style-type: none"> <li>- Child discount on structural Economy Light fares is 25%.</li> <li>- No Child discount on promotional Economy Light fares.</li> <li>- Infant discount on Economy Light fares is 90%.</li> </ul>
9. Can the Economy Light fare option be booked on code share flights?	<ul style="list-style-type: none"> <li>- Yes, between Europe and US/Canada the Economy Light fare is applicable on LH/LX/OS/SN/AC/UA operated flights with LH/LX/OS/SN/AC/UA flight numbers.</li> <li>- For all other intercontinental routes the Economy Light fare is applicable on LH/LX/OS operated flights with LH/LX/OS flight numbers.</li> </ul>
10. Are fare conditions identical on all participating carriers?	<ul style="list-style-type: none"> <li>- Yes.</li> </ul>
11. How is the new product branded?	<ul style="list-style-type: none"> <li>- LH/LX/OS/SN: Economy Light</li> <li>- AC: Basic</li> <li>- UA: Economy First Bag Charge / No Changes Allowed</li> </ul>
12. What happens if customers realize they should have bought a different fare than the Economy Light fare?	<ul style="list-style-type: none"> <li>- Services, such as the First Bag (FBAG) or advanced seat reservation (ASR) can be added to the Economy Light fare for an additional fee.</li> <li>- Ticket flexibility cannot be added against a fee, which means customers who have opted for an Economy Light fare cannot rebook, refund or upgrade to any other fare in the same or any other compartment.</li> </ul>
13. Is the Economy Light fare applicable for group bookings?	<ul style="list-style-type: none"> <li>- No, for group bookings please refer to the standard fares.</li> </ul>

## 4 BAGGAGE

<p>1. Can customers with Economy Light fares purchase a First Bag?</p>	<ul style="list-style-type: none"> <li>- Yes, customers with an Economy Light fare can purchase a First Bag for outbound and/or inbound travel.</li> </ul>
<p>2. How much does the First Bag cost in connection with the Economy Light fare?</p>	<ul style="list-style-type: none"> <li>- Between Europe and US/Canada the price of a First Bag is 50EUR/60USD/60CAD/60CHF/45GBP regardless which channel/customer touchpoint it is sold in/at.</li> <li>- For all other regions the price of a prepaid (.com/DC/NDC API) First Bag is 60EUR/70USD/70CHF/55GBP. A prepaid First Bag purchased via GDS costs 70EUR/80USD/80CHF/65GBP (applicable to point of commencement BA/SI/MK/XK). At the airport upon Check-In the amount for a First Bag would be 90EUR/105USD/105CHF/85GBP.</li> <li>- Above amounts will be converted to local currency and apply per direction of travel</li> <li>- First Bag fee applies equally for ADT and CHD.</li> </ul>
<p>3. Can First Bag be purchased for infants?</p>	<ul style="list-style-type: none"> <li>- No, infants have no free baggage allowance when travelling on an Economy Light fare.</li> <li>- A First Bag cannot be purchased for infants either.</li> </ul>
<p>4. What type of baggage is allowed as First Bag in connection with an Economy Light fare?</p>	<ul style="list-style-type: none"> <li>- The First Bag purchased in connection with an Economy Light fare must be a standard piece of luggage.</li> <li>- Limitations: max. 23kg / 158cm (W+H+D).</li> </ul>
<p>5. What happens if the First Bag is heavier/larger than allowed?</p>	<ul style="list-style-type: none"> <li>- If a customer has paid for a First Bag but wants to check in an oversized and/or overweight bag, special excess baggage charges apply.</li> <li>- The passenger will have to pay accordingly for the heavy and/or oversized bag at the airport.</li> <li>- The original EMD/ First Bag fee can be neither reissued/honoured nor refunded.</li> </ul>

6. Are Ski/Snowboard/ Golf equipment or other special baggage items included in the Economy Light fare free of charge?	<ul style="list-style-type: none"> <li>- No, The Economy Light fare does not include free ski-/ snowboard, golf equipment or special baggage items.</li> <li>- Any First Bag purchased online may not be used towards ski/golf equipment or other special baggage items.</li> <li>- Ski/golf equipment or other special baggage items are subject to a special fee.</li> </ul>
7. How can customers purchase a First Bag?	<ul style="list-style-type: none"> <li>- For itineraries that include flights operated by LH, LX, and/or OS a First Bag can be obtained online, via service centers or at the airport. For routes other than to the US/Canada a First Bag can be purchased in addition through NDC travel agents.</li> <li>- For itineraries including flights operated by SN, AC and/or UA the First Bag can only be obtained at the airport.</li> </ul>
8. Can customers purchase a First Bag in the travel agency?	<ul style="list-style-type: none"> <li>- On routes between Europe and US/Canada depending on ticket stock and GDS used, agents may be able to issue an EMD for First Bag. For all other regions NDC agents are able to sell a First Bag.</li> <li>- In case of technical restrictions a First Bag can always be purchased at the airport.</li> </ul>
9. Can customers purchase a Second Bag online (Second Bag only applies to and from the US/Canada)?	<ul style="list-style-type: none"> <li>- A Second Bag is considered excess baggage and can currently be purchased online for LX operated flights via swiss.com.</li> <li>- For all other cases customers would have to contact the Lufthansa Group service center or contact the ticket counter at the airport.</li> <li>- The fee for a second bag is 90 EUR / 100 USD / 100 CAD / 100 CHF.</li> <li>- Applicable for all other regions: For any bag accepted beyond the First Bag the general excess baggage charges apply</li> </ul>
10. Can customers rebook the First Bag purchased in connection with the Economy Light fare?	<ul style="list-style-type: none"> <li>- No, a First Bag cannot be rebooked if purchased in connection with an Economy Light fare.</li> <li>- The Economy Light fare itself cannot be rebooked either.</li> </ul>
11. Can customers refund a First Bag EMD, when a trip is cancelled?	<ul style="list-style-type: none"> <li>- No, just like the Economy Light fare itself, the First Bag fee cannot be refunded and cannot be used towards a different trip.</li> </ul>



12. What happens if the customer has purchased a First Bag but does not check in any baggage?	<ul style="list-style-type: none"> <li>- If a customer has paid for a First Bag but does not check in any baggage the EMD/fee for the First Bag remains non-refundable.</li> </ul>
13. Will customers with a standard fare obtain a refund for not checking-in baggage?	<ul style="list-style-type: none"> <li>- No, there are no refunds for unused services included in a fare.</li> </ul>
14. Which refund rules apply on EMDs for First Bag?	<ul style="list-style-type: none"> <li>- EMDs for First Bag are non-refundable Exception: involuntary refund of ticket.</li> </ul>
15. If customers purchased their First Bag, can they check in directly or do they have to go to the ticket counter as if they were to pay for excess baggage?	<ul style="list-style-type: none"> <li>- The customer can check-in directly.</li> </ul>
16. Will carry-on baggage limits be enforced at the gate?	<ul style="list-style-type: none"> <li>- Yes, the control of permitted carry-on baggage is a part of the standard process at the check-in counter and at the gate.</li> <li>- Baggage that is too big or too heavy to be taken as carry-on baggage must be checked-in.</li> <li>- Fee for First Bag or Excess Bag – depending whether a bag had already been checked-in can be charged.</li> </ul>
17. Can customers travelling with an infant check-in strollers or child seats free of charge?	<ul style="list-style-type: none"> <li>- Yes, strollers or child seats for infants remain free of charge.</li> <li>- Note: Infants with an Economy Light fare will have no free baggage allowance.</li> <li>- A First Bag cannot not be purchased for infants.</li> </ul>

## 5 ADVANCE SEAT RESERVATION (ASR)

1. Can customers with an Economy Light fare purchase advance seat reservations (ASR)?	- Yes, in general, customers with an Economy Light fare can purchase advance seat reservations for any LH, LX, or OS sector of the journey.
2. How much does a seat reservation cost?	- The fee for ASR is the same for Economy Light and standard fares.
3. Via which channels an ASR can be purchased?	<ul style="list-style-type: none"> <li>- An ASR for LH, LX, and OS operated sectors can be purchased via all channels.</li> <li>- In case of technical restrictions customers will receive a seat during check-in free of charge.</li> </ul>
4. Can EMDs for ASR be rebooked?	- No, ancillary products like ASR cannot be rebooked if purchased in connection with an Economy Light fare.
5. Which refund rules apply for the EMDs of ASR?	- EMD for ASR are non-refundable (exception: involuntary refund of ticket).

## 6 MILES & MORE / STAR ALLIANCE GOLD BENEFITS

<p>1. Will HON Circle members, Senators and Star Alliance Gold members get free First Bag when travelling on Economy Light fares?</p>	<ul style="list-style-type: none"> <li>- No, the Economy Light fare does not include additional free baggage or golf equipment for any passengers. This also applies to members of SWISS Golf Traveller.</li> <li>- However, for the time being the fee for the First Bag for HON/SEN/Star Alliance Gold (not for FTL) customers will be waived at the airport upon check-in.</li> <li>- The waiver will exclusively be granted at the airport.</li> <li>- Customers/agents will be informed with advance notice once grace period ends.</li> </ul>
<p>2. Will HON Circle members and Senators get free advanced seat reservation when travelling on Economy Light fares?</p>	<ul style="list-style-type: none"> <li>- No, the Economy Light fare does not include complimentary advanced seat reservation.</li> <li>- However for the time being HON/SEN customers obtain the Advance Seat Reservation free of charge.</li> <li>- Customers/agents will be informed with advance notice once grace period ends.</li> </ul>
<p>3. What about other Status benefits?</p>	<ul style="list-style-type: none"> <li>- All other status benefits such as lounge access will remain unchanged for this fare.</li> </ul>
<p>4. Can ancillary (e.g. First Bag) services be paid for with miles?</p>	<ul style="list-style-type: none"> <li>- No, this is currently not possible.</li> </ul>
<p>5. Are Economy Light fares eligible for mileage accrual within the Miles &amp; More frequent flyer program?</p>	<ul style="list-style-type: none"> <li>- Yes.</li> </ul>
<p>6. Can Economy Light fares be upgraded with miles?</p>	<ul style="list-style-type: none"> <li>- Mileage Upgrade not permitted in booking class K/L/T.</li> <li>- Mileage Upgrade permitted in booking class S and W.</li> </ul>

# 7 FILING SPECIFICS

1. How can the Economy Light fares be identified?	<ul style="list-style-type: none"> <li>- For routes between Europe and US/Canada: The last 3 digits of the FBC of all participating airlines are '-LGT'.</li> <li>- For all other intercontinental routes the FBC of the Economy Light fares of all participating carriers will end with the 2-digit code -LQ.</li> </ul>
2. Will Economy Light fares be filed as unbundled fares?	<ul style="list-style-type: none"> <li>- Yes, Economy Light fares will be filed with Fare Type code ERU (RT) and EOU (OW) for all carriers.</li> </ul>
3. Will the further extension of the Economy Light Fares to other regions change the structural setup (brands/fare families) in the GDS?	<p>Yes, for Lufthansa Group airlines the following brands/fare families will be filed for all intercontinental structures (differing Fare Families for POC CH/PL):</p> <ul style="list-style-type: none"> <li>- Brand name: ECO LIGHT Brand code: ECOLIGHT (applicable to existing Economy Light fares between Europe and US/CA in the published display only)</li> <li>- Brand name: ECO STANDARD Brand code: ECOSTAND</li> <li>- Brand name: ECO FLEX Brand code: ECOFLEX</li> <li>- Brand name: PREM ECO STANDARD Brand code: PRESTAND</li> <li>- Brand name: PREM ECO FLEX Brand code: PREFLEX</li> <li>- Brand name: BUSINESS STANDARD Brand code: BUSSTAND</li> <li>- Brand name: BUSINESS FLEX Brand code: BUSFLEX</li> <li>- Brand name: FIRST STANDARD Brand code: FIRSTSTAND</li> <li>- Brand name: FIRST FLEX Brand code: FIRSTFLEX</li> </ul>
4. What is the reason for the introduction of new fare families?	<ul style="list-style-type: none"> <li>- To improve accuracy in fare display a wider range of fare families will be introduced.</li> </ul>

5. What is the logic behind the new fare families?	<ul style="list-style-type: none"> <li>- The brand code ECOLIGHT contains - where offered - fares without free baggage allowance.</li> <li>- The brand code ECOSTAND/ PRESTAND/ BUSSTAND/ FIRSTSTAND contains all fares other than fares without free baggage allowance and fully flexible fares.</li> <li>- All fully flexible fares will be filed under brand code ECOFLEX/ PREFLEX/ BUSFLEX/ FIRSTFLEX.</li> </ul>
6. Will these fare families be applicable to all Intercontinental fares structures?	<ul style="list-style-type: none"> <li>- Yes, as of 30Oct19 all intercontinental fare structures will be filed with the above stated fare families.</li> </ul>
7. How can fares <u>with</u> 1PC baggage allowance be quoted in Amadeus?	<ul style="list-style-type: none"> <li>- In Amadeus agents can use extend parameters to filter to “bundled fares” that include a bag by adding /R,*BD to pricing command. This option exists in connection with pricing commands FQD, FXA, FXB, FXR, FXX, FXD.</li> <li>- Further, Amadeus agents can use the option /SBF-1 to display fares that include at least one piece of baggage in connection with pricing entries FXX, FXP, FXA, FXL, FXB, FXR, FQP.</li> </ul>
8. How can fares be quoted based on brands/fare families in Amadeus?	<ul style="list-style-type: none"> <li>- Enter command “FF-“ plus applicable Brand code, e.g. FF-ECOSTAND (for fares other than Light and fully flexible fares) FF-ECOFLEX (for fully flexible fares)</li> </ul>
9. How can fares be quoted based on brands/fare families in other GDS?	<ul style="list-style-type: none"> <li>- Sabre: Enter command “WNBR“ plus applicable Brand code, e.g. WNBRECOSTAND</li> <li>- Apollo: Enter command “BF“ plus applicable Brand No., e.g. \$B*.BF02 (for ECOSTAND)</li> <li>- Galileo : Enter command “.BF“ plus applicable Brand No., e.g. FQ*.BF2 (for ECOSTAND)</li> <li>- Worldspan: Enter command “.BF“ plus applicable Brand No., e.g. 4P.BF2 (for ECOSTAND)</li> </ul>
10. Will there be changes in the FBCs of the current fares?	<ul style="list-style-type: none"> <li>- No, not for the time being.</li> </ul>