



BOOKING GUIDELINES

Essential information on booking Eurowings flights via GDS or ticketless booking channels.

Contents

Fleet & services	3
Our fleet.....	3
Our airline partners	3
Privileges for status customers	4
Lounge access.....	4
Ticketed GDS	5
Ticketed fare options in GDS.....	5
Ticketed fare conditions in GDS.....	6
Booking changes & refunds	8
Seat reservations	8
Baggage booking & other extras	9
Check-in for direct & non-direct connections.....	9
Combined flights.....	10
Ticketless.....	11
Fare options in ticketless channels.....	11
Fare conditions in ticketless channels	12
Notes on the bookings	14
GDS light ticketing.....	16
Light ticketing fare options in GDS	16
Availability of fares (Amadeus / Sabre)	16
Light ticketing fare conditions in GDS.....	17
Notes on the bookings	18
Baggage booking & other extras	18
Our quickest direct connection.....	19
Your contact to us	19

Last updated: May 2023| Subject to change.

Fleet & services

Our fleet

The Eurowings fleet consists of aircraft from the Airbus family:

- A319
- A320
- A320neo

For more information about our fleet, please visit our [Eurowings homepage](#)

Our airline partners

Why do we use airline partners?

In order to compensate particularly high demand weeks and months during the peak season and to bring our passengers to their desired destination, we use additional aircraft from our airline partners airBaltic, Avion Express Malta and TUIfly at selected locations. Even if the product differs slightly from our usual standard on-board product in some cases, this still allows us to offer many destinations in our flight program. At the same time, safety remains our top priority: All airline partners are selected according to the highest quality and safety standards of the Lufthansa Group and the aircraft are maintained accordingly.

- A220-300 (airBaltic wet-lease)
- A320 (Avion Express Malta wet-lease)
- B737 (TUIfly wet-lease)
- B737 – 800 (Smartwings)
- A319 (Lufthansa CityLine)

You can find more details about our airline partners on the [Eurowings homepage](#)



Privileges for status customers

Miles & More status members enjoy many benefits with Eurowings, e.g. priority check-in, executive bonus and lounge access (depending on fare and destination).

[More information](#)



BENEFITS	HON CIRCLE MEMBER	SENATOR	FREQUENT TRAVELLER
Priority check-in ¹ (including airport check-in)	✓	✓	✓
Priority boarding	✓	✓	–
Security fast lane access ¹	✓	✓	–
Large piece of hand luggage up to 8 kg in BASIC fare	✓	✓	–
Lounge access in BASIC fare ¹	✓	–	–
Lounge access in SMART fare ¹	✓	✓	✓ ²
Lounge access in BIZclass fare ¹	✓	✓	✓
Executive Bonus	✓	✓	✓
HON Circle miles ³ /Select miles	✓	✓	✓
Companion Award	✓	✓	–

¹ At BIZclass airports (if available)

² Frequent Travellers receive exclusive access to Lufthansa, Austrian Airlines and Swiss business lounges as well as to Brussels Airlines lounges

³ When booking in BIZclass

Lounge access






Free lounge access depends on the range of services booked and/or the passenger's status. For more detailed information on lounge access, please visit eurowings.com/lounge


Ticketed GDS

Ticketed fare options in GDS

SMART









The standard fare







-  Online check-in
-  Check-in at airport¹
-  Preferred seating in the standard category
-  1 bag up to 23 kg
-  1 personal item and 1 item of hand baggage – on board
-  Free booking changes or cancellation with Flex Premium³
-  Miles
-  Lounge access for HON, SEN und FTL⁴
-  Priority boarding

 Bookable add-ons²

BIZclass

The premium fare⁵

-  Online check-in
-  Priority check-in at airport
-  Preferred seating in rows 1–3
-  Best-in-class seat pitch in the Airbus fleet
-  Adjacent seat free
-  2 bags up to 32 kg each
-  1 personal item and 2 items of hand baggage – on board
-  Reserved hand baggage compartment

-  Free booking changes or cancellation with Flex Premium³
-  Miles including HON Circle miles
-  Lounge access⁶
-  Access to the security fast lane⁶
-  Priority boarding
-  À la carte catering⁷

1 HON, SEN and FTL may use airport check-in as well as priority check-in at selected airports.

2 More information at eurowings.com

3 A rebooking or cancellation until the end of the departure day is possible free of charge if the Flex fare is booked for SMART or BIZclass.

4 At selected airports, HON, SEN and FTL have lounge access. Depending on availability, HON and SEN may also use the security fast lane as well as priority boarding. Further information regarding the benefits of Miles & More status customers is available at eurowings.com/milesandmore

5 BIZclass fare: only available on selected routes.

6 At selected airports.

7 Spirits are excluded.

Ticketed fare conditions in GDS

Published				
	SMART	SMART FLEX	BIZclass	BIZclass FLEX
Booking class	E,N,X,T,L,K,G,S,W,Q,H,M,B,Y V on selected routes	I	D	J
Booking changes	For a charge, plus fare difference where applicable	Free of charge up to and including the scheduled date of departure, thereafter for a charge	For a charge, plus fare difference where applicable	Free of charge up to and including the scheduled date of departure, thereafter for a charge
Refunds	Not permitted	Free of charge up to and including the planned date of departure, thereafter for a charge	Not permitted	Free of charge up to and including the planned date of departure, thereafter for a charge
Name changes	Permitted before tickets are issued, not permitted after tickets have been issued			
Ticket Time Limit	24 hours after booking	24 hours before departure	24 hours after booking	24 hours before departure
Seat reservation	Free of charge		Free of charge + adjacent seat free + more legroom ² + guaranteed seat in rows 1-3 ²	
Lounge access	Lounge access at selected airports for HON, SEN and FTL		Included at selected airports	
Routes	All routes		All routes within Germany and to selected European destinations	

1 Round-trip only

2 This refers to the Airbus fleet

Corporate Customer Program: EW4Business

EW4Business corporate discounts are available via all common GDS distribution channels (e.g. Amadeus, Galileo, Sabre, Worldspan, Abacus, Apollo, Infiniti).

To participate, it must be noted that only corporate customers who are serviced by Lufthansa under a CIP/global contract are eligible to receive a corporate discount in the GDS.

Our offer for small and medium-sized enterprises and corporations:

	Short and medium-haul
Minimum annual turnover	From 2,000 Euro
Corporate Discount	From 2% on EW fare ¹ , Available on the following booking classes: G,S,W,Q,H,M,B,Y,D; Additional services are excluded from the discount
Conditions	According to LHG booking guidelines (Branded Fare Classic)
EW Flight Network	NON-Stop <u>and</u> Connecting Flights

¹ EW4Business in GDS can be combined with LHG flights. Discount is valid only on Eurowings flights itself or by an operating airline on behalf of Eurowings.



Booking changes & refunds

Modification of bookings

The Eurowings fare system has differing fare basis codes (FBC):

- **NN** (V-fares only) = non-refundable, non-changeable (FBC, e.g. VNNWGRDE)
- **NC** = non-refundable, changeable (FBC, e.g. BNCWGDE)
- **FLEX** = refundable, changeable, (FBC, e.g. IFLEX)

NN (solely V-fares) are non-changeable, only available as a return fare and combinations are only possible with another V-fare. All other fares are changeable in accordance with fare rules.

Booking changes to a desired new flight are always possible up to the check-in deadline (taking into account the fare rules; information on check-in times can be found on the [Eurowings website](#)). If a flexible fare booking is not changed by 11.59 p.m. on the originally scheduled day of departure, a separate charge will apply.

After a booking change, a ticket reissue is always necessary.

Important: A prior check-out is always necessary when performing booking changes. This can be done via the Eurowings call center or the Eurowings homepage.

Rerouting is not permitted. In the event of an IRREG and a related rerouting, please contact the Eurowings call center.

Refunds are always possible for Flex fares (class I for SMART and J for BIZclass). If the refund is made by 11:59 p.m. on the originally scheduled departure date, the refund is free of charge. If the refund is made later, a fee will be charged according to the fare notes.

Seat reservations

Reservation of a seat:

- A generic seat request can be used. This request is confirmed and updated with the actual seat.
- A seat map is available in Amadeus only.
- Please check whether the desired seat is available and book it accordingly.
- The reserved seat can be changed free of charge afterwards or from 72 hours before departure during web check-in.

Special service request (SSR) notification:

Please note that the SSR notification (SSR OTHS 1A PLEASE UPDATE TO SYNCHRONIZE PNR) is purely for information and no further action is required.

Baggage booking & other extras

SSRs available in GDS:

- **PRM SSRs for passengers with reduced mobility (free of charge)**
DEAF, WCHC, WCHR, WCHS, WCMP, WCBD – when booking SSR codes WCMP as well as WCBD, after booking an e-mail must be sent to assistance@eurowings.com with information on wheelchairs, providing the booking details (file key, names).
- **Requests and registration of passengers with disabilities**
In the course of diversity and inclusion in our society, travel for guests with physical and mental impairments is increasing more and more. Eurowings has always supported and prioritized requests and suggestions from this group of people. For faster communication between you in the travel agency and the Eurowings specialist departments as well as Eurowings reservations, we kindly ask you to include the guests' existing flight details with their full names in every request. Please direct inquiries and registrations on all topics related to "Accessible Travel" to assistance@eurowings.com.

Non-available SSRs:

The SSRs XBAG, BLND, UMNR and WEAP are not bookable via GDS. These can be booked and paid via our call center as well as at Eurowings airport sales counters, depending on availability.



Check-in for direct & non-direct connections

Important to know:

- For both direct and connecting flights, passengers must always check in with the first operating carrier (1st segment).
- Online and mobile check-in is possible at Eurowings from 72 hours before the scheduled Eurowings departure.
- For online and mobile check-in, Eurowings recommends the more restrictive check-in period, e.g. when transferring from Eurowings to Lufthansa, 23 hours before the scheduled Lufthansa departure apply to ensure check-through.

All relevant information on check-in options as well as check-in times that passengers should take into account can be found on the [Eurowings homepage](#)

Combined flights

Combined flights have always to be booked via a GDS ticketed channel. This option is not available ticketless.

Interline agreements

- Air Canada (AC)
- ANA (NH)
- Austrian Airlines (OS)
- Brussels Airlines (SN)
- Cathay Pacific (CX)
- Etihad Airways (EY)
- EVA Air (BR)
- Hainan Airlines (HU)
- LATAM Airlines (LA)
- Lufthansa (LH)
- Singapore Airlines (SQ)
- South African Airways (SA)
- SWISS (LX)
- United Airlines (UA)

Codeshare agreements

- Air Canada (AC)
- ANA (NH)
- Austrian Airlines (OS)
- Brussels Airlines (SN)
- Lufthansa (LH)
- Singapore Airlines (SQ)
- Smartwings (QS)
- SWISS (LX)
- United Airlines (UA)



Ticketless

Fare options in ticketless channels

[WF1][SJ2]

BASIC	SMART	BIZclass
<p>The budget fare</p> <ul style="list-style-type: none"> Online check-in¹ 1 personal item – on board Miles Lounge access for HON³ Bookable add-ons² 	<p>The standard fare</p> <ul style="list-style-type: none"> Online check-in Priority check-in at airport¹ Preferred seating in the standard category 1 bag up to 23 kg 1 personal item and 1 item of hand baggage up to 8 kg – on board Miles Lounge access and Priority services for HON, SEN and FTL³ Priority boarding Bookable add-ons² 	<p>The premium fare⁴</p> <ul style="list-style-type: none"> Online check-in Priority check-in at airport Preferred seating in rows 1-3 Best-in-class seat pitch in the Airbus fleet Adjacent seat free 2 bags up to 32 kg each 1 personal item and 2 items of hand baggage – on board Reserved hand baggage compartment Miles including HON Circle miles Lounge access⁵ Access to the security fast lane⁶ Priority boarding À la carte catering⁶ Bookable add-ons²

1 HON, SEN and FTL may use airport check-in as well as priority check-in at selected airports.

2 More information at eurowings.com

3 At selected airports, HON, SEN and FTL have lounge access. Depending on availability, HON and SEN may also use the security fast lane as well as priority boarding. Further information regarding the benefits of Miles & More status customers is available at eurowings.com/milesandmore

4 BIZclass fare: only available on selected routes.

5 At selected airports.

6 Spirits are excluded.



[WF3]

Fare conditions in ticketless channels

Published			
	BASIC	SMART / SMART FLEX	BIZclass / BIZclass FLEX
Booking changes	For a charge (per person / per leg), plus fare difference where applicable	SMART: For a charge (per person / per leg), plus fare difference where applicable SMART Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ¹	BIZclass: For a charge (per person / per leg), plus fare difference where applicable BIZclass Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ¹
Refunds	Not permitted	SMART: Not permitted SMART Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ²	BIZclass: Not permitted BIZclass Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ²
Name changes	For a charge (per person), plus fare difference where applicable		
Seat reservation	For a charge	Free of charge	Free of charge + adjacent seat free + more legroom ³ + guaranteed seat in rows 1-3 ³
Lounge access	At selected airports for HON	At selected airports for HON, SEN and FTL	Included at selected airports
Routes	On selected routes		All routes within Germany and to selected European destinations

¹ Booking changes made later than 11:59 p.m. of the originally scheduled day of departure will be subject to a fee.

² Refunds made later than 11:59 p.m. of the originally scheduled day of departure will be subject to a fee.

³ This refers to the Airbus fleet



Corporate customer program: EW4Business^[SJ4]

EW4Business corporate benefits are available via eurowings.com and online booking engines (OBE).

Corporate customers can register free of charge here: eurowings.com/ew4business.

The company EW4Business access data can be used worldwide.

Our offer for small and medium-sized enterprises and corporations:

	Short- and Medium-haul
Minimum annual turnover	2,000 Euro
Corporate Discount	2% of EW flight price ¹
Conditions	Refers to Eurowings' GCC ²
EW Flight Network	NON-Stop <u>and</u> Connecting Flights
Prioritized Corporate Service Hotline	

¹ Additional services are excluded from the corporate discount. Corporate discount on flights with EW flight number. Corporate discount not available on the following booking classes: I, J, E, N, X, T, L, K. Not combinable with Flex Premium

² Please find our General Conditions of Carriage here: [General Conditions of Carriage](#)



Notes on the bookings

Modifications

- **Booking changes:** until check-in closes via [eurowings.com](https://www.eurowings.com), the Eurowings call center or the Eurowings airport sales counter / after departure via the Eurowings call center or the Eurowings airport sales counter
- **Name changes:** basically, until the end of check-in via the Eurowings call center or the Eurowings airport sales counter
- **Cancellation of flexible fares:** according to conditions via [eurowings.com](https://www.eurowings.com), the Eurowings call center or the Eurowings airport sales counter / after departure via the Eurowings call center or the Eurowings airport sales counter
- **Seat reservation:**
 - When booking via [eurowings.com](https://www.eurowings.com) as well as via some partners, the chosen seat can be reserved immediately using an interactive seat map
 - Subsequent seat reservations possible at any time with booking reference and surname via [eurowings.com](https://www.eurowings.com)
 - “Extra Seat” service can be booked at the current daily price via our call center
- **Additional bookings for baggage and other extras:** The following options are available for subsequent bookings up to the check-in closure.
 - On [eurowings.com](https://www.eurowings.com) by entering the Eurowings booking code and surname only
 - Via the Eurowings call center
 - At the Eurowings airport sales counter

Combined flights

Combinations with airline partners are not possible with ticketless bookings.

GDS light ticketing

Light ticketing fare options in GDS

BASIC The budget fare	SMART The standard fare	BIZclass The premium fare ⁵
<ul style="list-style-type: none"> Online check-in¹ 1 personal item – on board Miles 	<ul style="list-style-type: none"> Online check-in Check-in at airport¹ Preferred seating in the standard category 1 bag up to 23 kg 1 personal item and 1 item of hand baggage – on board Free booking changes or cancellation with Flex Premium³ Miles Lounge access for HON, SEN und FTL⁴ Priority boarding 	<ul style="list-style-type: none"> Online check-in Priority check-in at airport Preferred seating in rows 1–3 Best-in-class seat pitch in the Airbus fleet Adjacent seat free 2 bags up to 32 kg each 1 personal item and 2 items of hand baggage – on board Reserved hand baggage compartment Free booking changes or cancellation with Flex Premium³ Miles including HON Circle miles Lounge access⁵ Access to the security fast lane⁶ Priority boarding À la carte catering⁷
<ul style="list-style-type: none"> Bookable add-ons² 	<ul style="list-style-type: none"> Bookable add-ons² 	

1 HON, SEN and FTL may use airport check-in as well as priority check-in at selected airports.

2 More information at eurowings.com

3 Flex Premium with SMART and BIZclass fares can be booked for an extra fee; free booking changes or cancellations are permitted up until the end of the day of departure.

4 At selected airports, HON, SEN and FTL have lounge access. Depending on availability, HON and SEN may also use the security fast lane as well as priority boarding. Further information regarding the benefits of Miles & More status customers is available at eurowings.com/milesandmore

5 BIZclass fare: only available on selected routes.

6 At selected airports.

7 Spirits are excluded.

Availability of fares (Amadeus / Sabre)

Overview	BASIC	SMART	BIZclass
Amadeus	✓	✓	✓
Sabre	✓	✗	✗

Light ticketing fare conditions in GDS

Published			
	BASIC	SMART / SMART FLEX	BIZclass / BIZclass FLEX
Booking changes	For a charge (per person / per leg), plus fare difference where applicable	SMART: For a charge (per person / per leg), plus fare difference where applicable SMART Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ¹	BIZclass: For a charge (per person / per leg), plus fare difference where applicable BIZclass Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ¹
Refunds	Not permitted	SMART: Not permitted SMART Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ²	BIZclass: Not permitted BIZclass Flex: Free of charge up to and including the scheduled day of departure, thereafter for a charge ²
Name changes	For a charge (per person), plus fare difference where applicable		
Seat reservation	For a charge	Free of charge	Free of charge + adjacent seat free + more legroom ³ + guaranteed seat in rows 1-3 ³
Lounge access	-	At selected airports for HON, SEN and FTL	Included at selected airports
Routes	All routes		All routes within Germany and to selected European destinations

¹ Booking changes made later than 11:59 p.m. of the originally scheduled day of departure will be subject to a fee.

² Refunds made later than 11:59 p.m. of the originally scheduled day of departure will be subject to a fee.

³ This refers to the Airbus fleet

Notes on the bookings

Modifications

- **Booking changes:** until check-in closes. Important: A prior check-out is always necessary for bookings changes. This can only be done via the Eurowings call center.
- **Name changes:** basically, until the end of check-in via the Eurowings call center
- **Cancellation of flexible fares:** according to conditions via eurowings.com or the Eurowings call center
- **Seat reservation:** Seat reservations are possible via Amadeus light ticketing, the Eurowings website and the Eurowings call center.
- **Additional bookings for baggage and other extras:** The following options are available for subsequent bookings up to the check-in closure.
 - Via Amadeus
 - On eurowings.com by entering the Eurowings booking code and surname only (not possible with the Amadeus booking code)
 - Via the Eurowings call center
 - At the Eurowings airport sales counter

Combined flights

Combinations with airline partners are not possible for GDS light ticketing bookings.

Baggage booking & other extras

SSRs available in GDS light ticketing:

- **PRM SSRs for passengers with reduced mobility (free of charge)**
DEAF, WCHC, WCHR, WCHS, WCMP, WCBD – when booking SSR codes WCMP as well as WCBD, after booking an e-mail must be sent to assistance@eurowings.com with information on wheelchairs, providing the booking details (file key, names).
- **Bookability of chargeable additional services**
BIKE, SPEQ, GOLF, SKI, SPEQ/SURF, PETC (pets cannot be carried to and from the UK and Ireland due to local immigration regulations) – charge as per EW GCC charge schedule.

Non-available SSRs:

The SSRs BLND, UMNR and WEAP are not bookable via GDS. These can be booked and paid via our call center as well as at Eurowings airport sales counters, depending on availability.

Our quickest direct connection

Your contact to us

General

- Contact: www.eurowings.com/contact
- Exclusive hotline for travel agencies available after registration in the Eurowings travel agency portal

Group booking of 10 people and up

- Information & inquiries: www.eurowings.com/groups
- Call center groups: +49 221 599 882 96 [S]5 (for queries on group bookings made online for 10 people and up)

Charter flights

- Information & inquiries: www.eurowings.com/en/booking/flights/charter-flight-service.html
- Inquiries & consultation: chartersales@eurowings.com

Register for the travel agency portal and benefit

www.eurowings.com/en/information/eurowings-for-business/for-travel-agencies/registration.html

Information for passengers

- Website: www.eurowings.com
- Contact: www.eurowings.com/contact