Frequently asked questions in connection with Lufthansa flight irregularities

Is it possible to rebook my Lufthansa flights to another day?

Yes. We either provide you an alternative under the quick link „My Bookings“ or the ticket issuing office can arrange a change for you.

Is it possible to refund my unused / partially unused Lufthansa ticket free of charge?

Yes, in case of flight cancellations due to **poor weather or strike situations** it can be refunded free of charge. In this case completely unused flight tickets will be refunded in full and partially used tickets will be refunded in the amount of the value of the unused segments.

Where can I apply for a refund of my Lufthansa flight ticket in cases of flight irregularities?

Please contact the ticket issuing office, e.g. your travel agency, for a refund. If you have a ticket which was directly purchased at Lufthansa, e.g. online or via our Service Centre, please use the button “cancellation” under the quick link “My Bookings”. Please note the information given for the refund calculation. If you are only offered a refund with deduction, please abort the process and contact our Service Centre (+49 - (0)69 86 799 799). Thank you.

How much will the refund of my partially used ticket be?

Please contact the office which has issued your ticket for information regarding the refund value of tickets which were partially unused due to flight cancellations.

How will my refund amount be transferred?

Generally, the refund will be made in the same form as you had paid for your ticket, i.e. if you have paid with your credit card the refund will be arranged to your credit card as well. In cases of cash, electronic direct banking scheme and cheque payments we require the bank details of the payer (IBAN).

How fast will the refund be arranged?

We will handle your refund request as quickly as possible. Today, we already kindly ask for your understanding that, despite all efforts, your refund may take up some more time than usual due to an extraordinary high amount of requests.

How can I be reimbursed for the costs of my train ticket within Germany?

Passengers, travelling within Germany, whose flights have been cancelled due to **poor weather conditions or strike,** could use the trains of the German railways “Deutsche Bahn”. Therefore, we have offered the exchange of the etix® to a travel voucher via lh.com or at a Lufthansa Check-in machine.

If you could not exchange your flight ticket online or at a machine due to temporal or technical reasons, we have commended to purchase a train ticket. At this point, we kindly hope for your understanding that we take the value of the unused flight segment as a basis for a retroactive refund. Please kindly contact the ticket issuing office for the refund of your flight ticket on conclusion of your journey.

Am I entitled to compensation?

There is no entitlement to additional compensation. Cancellations and delays due to **strike or poor weather conditions** are based on extraordinary circumstances as defined by the EU Regulation. Thus, Lufthansa can exonerate from the duty of compensation payments.

Will Lufthansa reimburse consequential costs incurred caused due to the flight irregularity?

Cancellations and delays due to **strike or poor weather conditions** are based on extraordinary circumstances as defined by the EU Regulation. Thus, airlines can exonerate from the duty of compensation payments. For this reason, costs incurred for further damages (e.g. missed business appointments) will neither be compensated.

My luggage did not arrive yet; how can I ask for the delivery status?

Our telephonic customer service will inform you about the status of the baggage tracing. Your may find the telephone number on the written confirmation of your declaration. There you will also find the reference number (e.g. FRALH12345), which is required for the identification.

Moreover, you may check the current status of your baggage tracing online with its reference number under the following link.

Please find further information regarding the liability regulation in cases of baggage loss here.

I had to wait a long time at the airport.

We very much regret that you were affected by a flight irregularity and that you were disappointed with the waiting time at the airport. Please be assured that we have done our utmost to reduce the consequences for all guests. At the same time, we kindly ask for your understanding that, unfortunately, waiting times could not be prevented due to the dimensions of the irregularity. Please accept our most sincere apologies for the inconvenience this caused you.

I had to wait a long time when calling your Service Centre.

It is to our regret that you are affected by a flight irregularity and its consequences to our complete flight plan. It is especially unpleasant if you are disappointed with the availability of our Service Centres in this connection. Please be assured that we have done our utmost to reduce the consequences for all guests as much as possible. At

the same time, however, we kindly ask for your understanding that due to the dimensions of the situation it was, regrettably, not possible to prevent waiting times while calling our Service Centre. Of course, we have worked with maximum manning. Please accept our most sincere apologies for the inconvenience.

Do I receive mileage credit when my flight was cancelled?
No, you will not receive miles for the cancelled flight. However, you can use your ticket for another flight and you then may receive the corresponding miles on that flight.

Do I receive mileage credit when my flight ticket is refunded?
If you want to have your ticket to be refunded you will not receive mileage credit for these routings on your Miles & More account.

I was rebooked to travel by train due to a cancellation caused by poor weather coditions or strike; do I still receive mileage credit?
Yes, please kindly contact Miles & More under www.miles-and-more.com.