

Deutsche Lufthansa AG

Special Terms of Transport for Lufthansa Bus (TT Bus)

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For Lufthansa Express Bus (TT Bus)

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1. Scope of application

The transport of passengers and baggage on Lufthansa Express Bus scheduled services is governed by the German ordinance on conditions of transport for trams, buses and motor vehicles: 'Verordnung über die Allgemeinen Beförderungsbedingungen für den Straßen- bahn- und Omnibusverkehr sowie den Linienverkehr mit Kraftfahrzeugen (BefBedV)'. As a supplement to and, where applicable, at variance with thereto, these Special Terms of Transport for Lufthansa Express Bus (TT Bus) apply.

Exclusive contractor of the passenger is the Deutsche Lufthansa AG (the transport company). The bus journeys are operated by cooperation partners (subcontractors) of Deutsche Lufthansa AG.

The terms 'flight', 'aircraft' or 'airline travel' refer solely to flights that are booked with Deutsche Lufthansa AG or a Lufthansa Group airline or operated by one of these airlines.

2. Tickets and payment

- 2.1. Entitlement to transport only exists if a valid booking (electronic ticket) has been issued in the passenger's name and for a specific route at a specific time. Please note that you must bring with you a legible print-out or an electronic version on a mobile device as proof of booking (ticket) as well as proof of your identity. The ticket (coupon) is only valid in combination with a valid passport / identity card.
- 2.2. Transport must be booked and paid for before the start of the journey on lufthansa.com or in a travel agency. The fare cannot be paid on the bus. The contract is concluded with the issuing of the electronic booking confirmation.
- 2.3. The ticket is non-transferable. If, however, the ticket is presented by someone other than the person who is entitled to transport or to a refund, the transport company has no liability towards the person who is entitled to transport or to a refund if it undertook the transport or granted a refund in good faith.

3. Validity, rebooking and reimbursement

- 3.1. Subject to variations in the ticket conditions, in these Special Terms of Transport or in the applicable fares, a ticket is valid for one year from the date of booking.
- 3.2. Provided that a bus journey has not been booked in conjunction with a flight (then the flight rules are applicable), all bus transport changes (i.e. rebooking, cancellation, No-Show) are possible by paying a charge of 20.00EUR.
- 3.3. The transport company reserves the right to levy a cancellation fee for short-notice cancellations up to three days before departure for group bookings (10 passengers or more). This amounts to 50% of the fare price in the event of a cancellation within 48 hours of departure and 100% of the fare price in the event of a cancellation on the day of travel. The passenger has the right to provide proof that the transport company's loss is less than this amount.
- 3.4. **If a bus journey is booked in conjunction with a flight, the rebooking and reimbursement terms and the General Conditions of Carriage (Passenger and Baggage) that apply to the flight booking also apply to the bus journey.**

4. Timetables and restrictions on transport

- 4.1. Insignificant changes to the timetable which come into effect after contract conclusion and which have not been implemented by the transport company in bad faith, do not entitle the passenger to raise claims for compensation. Variations of up to 120 minutes are deemed to be 'insignificant'. A significant timetable change entitles the passenger to withdraw from the bus transport contract.
- 4.2. The passenger must be at the bus stop or the check-in point designated by the transport company in good time, i.e. no later than the time specified by the transport company or, if no time has been specified, **no later than 15 minutes before the bus is scheduled to depart.**
- 4.3. If the passenger does not appear on time or if the passenger cannot prove his/her booking or provide proof of identity, the transport company can refuse transport. The transport company has no liability towards the passenger for damages or expenses which may result from the passenger's failure to comply with these regulations.

5. The passenger's obligations

- 5.1. For their own safety passengers should remain seated during the journey and not move around the bus. If seat belts are provided, all passengers are obliged to fasten their seat belts.
- 5.2. Instructions by the driving personnel about the transport operation must be complied with. The driving personnel and check-in staff are authorized to refuse transport to any individual who is obviously under the influence of alcohol or drugs. The same applies to customers who, for other reasons, are endangering the safety of other customers or who are having a highly adverse impact on the comfort of the other customers. In such cases there is no right to alternative transportation.

- 5.3. Smoking is not permitted on the bus. Food and beverages may only be taken on board if other passengers are not inconvenienced by this and the bus is not soiled or damaged.
- 5.4. The transport company shall be entitled to demand payment of a cleaning charge of 50.00EUR from customers who willfully or negligently make the bus dirty, unless the customer proves that damage did not occur or is substantially less. If the cleaning is verifiably more expensive, the transport company can demand a higher amount of compensation for the damage.
- 5.5. Clauses 3 and 4 of the BefBedV shall remain unaffected.

6. The passenger's obligations

- 6.1. The transport of unaccompanied children under the age of 12 is not permitted. Unless accompanied by a parent, children under the age of 12 may only travel when accompanied by a person who is at least 18 years old. Lufthansa does not take over supervision towards people under age travelling alone.
- 6.2. Infants until a weight of 13kg or the age of one and a half year have to be transported in suitable child car seat. Toddlers to approximately 18kg or till the age of 4 have to be carried in a suitable child car seat. Children until the age of 12, who are smaller than 150cm, need a raised seat. You will find a list of suitable child restraint systems at <http://www.lufthansa.com/de/en/Flying-with-small-children>. Also for a child under two years it is necessary **to book** an extra seat.
- 6.3. Baby seats, child seats or raised seats are to be brought.

7. Carriage of passengers with a disability or reduced mobility

- 7.1. The companion travelling with a person with a severe disability (at least 50% degree of disability) is transported free of charge on buses in Germany. The travelling companion must be registered via the following telephone number: +49 (0) 800 - 838 4267. The respective booking confirmation and the disability card shall be presented to the bus driver before the start of the journey.
- 7.2. Disability cards from countries other than Germany only be taken into consideration if they have been translated into German in written form by an officially recognized (certified) translator.
- 7.3. Please note that because of the design of the vehicles and the infrastructure it is not possible to support a person with reduced mobility with embarking, disembarking or during the journey in a safe and operationally feasible manner. Passengers must therefore be able to board the bus and get to their seat independently or with the help of a travelling companion. Wheelchairs can only be carried if these are collapsible and can be stowed in the hold.

8. Transport of baggage

- 8.1. Each passenger may take one piece of baggage with them with a maximum weight of 23 kg as well as one piece of hand luggage up to a maximum of 8 kg. The hand luggage must fit into the luggage rack above the seats and may be a maximum size of 50 x 30 x 20 cm.
- 8.2. Personal documents, medication, valuables, mobile phones and laptops should be taken with you into the passenger compartment. In addition to the piece of hand luggage, you may bring with you an extra piece of luggage (max. size of 30 x 40 x 10 cm, e.g. a hand-bag, a laptop case), one baby carrier per child travelling with you or a child's car seat or a foldable pushchair/buggy and wheelchairs/mobility aids (see also no. 7.3. above).
- 8.3. Pieces of baggage or larger items such as pushchairs/buggies or wheelchairs/larger mobility aids cannot be transported in the passenger compartment but must be loaded into the luggage compartment. **Items are to be packed appropriately to protect them against soiling or damage.**
- 8.4. If the bus service is used in combination with a flight for the journey to or from the airport or onward journey, the baggage regulations applicable for the respective flight booked also apply to the bus transport. An exception is made for hand luggage (see also no. 8.1.). See comment at 8.1 above.
- 8.5. Additional pieces of baggage, excess, special or bulky pieces of baggage will only be carried if the bus service is booked in combination with a flight and the baggage for the flight has been registered for carriage and has been confirmed by the airline company. The excess baggage charges are calculated at baggage check-in at the airport. You will find an overview of the excess baggage charges that currently apply at <http://www.lufthansa.com/de/en/Excess-baggage>.
- 8.6. Baggage that does not satisfy the requirements laid down in these Terms of Transport or does not meet the safety requirements in accordance with clause 11 of the BefBedV can be excluded from transport.

9. Transport of Animals

- 9.1. You may take a recognized assistance dog (i.e. a recognized service dog) with you free of charge. Please inform us in good time, at the latest 36 hours before starting your journey, if you are travelling with an assistance dog.
- 9.2. If the bus service is used in conjunction with a flight for the journey to or from the airport or onward journey and a so-called 'Pet in Cabin' has been registered and confirmed by the airline company, a dog or a cat can be transported in the cabin in a box (maximum measurements: 55 x 40 x 23 cm, waterproof, bite proof); (max. weight of animal + box: eight kilos). The airline confirmation is to be presented to the bus driver before the start of the journey. **Transportation of larger or heavier animals or boxes is not possible either in the passenger or luggage compartment.**

- 9.3. Assistance dogs and boxes for the transport of animals must fit in front of your seat (in the footwell of your seat) and remain there for the duration of the journey.

Assistance dogs must be leashed and lie or sit on the floor in front of your seat. We recommend the dog be secured not with a collar but with a harness. The dog will under no circumstances be transported on a seat.

A prerequisite for the safe and interruption-free completion of the journey is that your animal has been trained in such a way that it behaves well in public surroundings. That is why we allow you to take the animal with you only with the prerequisite that your animal obeys you and behaves itself appropriately (e.g.: no barking, snarling, jumping up at people or other animals and/or that the animal under no circumstances defecates in the bus). If your animal does not behave itself appropriately, you may be asked to put its muzzle on it during the journey or transport may be refused.

- 9.4. Where international travel is involved, please note that special conditions apply to the entry of animals in some countries about which you must inform yourself in advance and for adherence to which you are responsible.

10. Liability and limitations of liability

- 10.1. Under no circumstances shall our liability exceed the amount of the damage proven. We are only liable for indirect or consequential damages if these have been caused by gross negligence or intentionally. We assume no liability for impaired performance due to an act of God or non-foreseeable or non-influence able circumstances such as, for example, war or war-like events, acts of hostility, riot or civil war, confiscation or obstruction by government bodies or other persons, street blockades, quarantine measures as well as strikes which are not attributable to the transport company, lockouts or walkouts.
- 10.2. The transport company is liable per claim for:
- λ damage to pieces of baggage up to a maximum amount of 1,200.00EUR for each piece of baggage and
 - λ damage to items, which are not pieces of baggage, up to the amount of 1,000EUR per passenger, as well as
 - λ damage to wheelchairs and other mobility aids or auxiliary equipment up to the amount of the replacement value or the repair costs of the equipment lost or damaged,
- unless the damage is attributable to the intent or gross negligence of the transport company or its agent.
- 10.3. Deviations from the timetables due to traffic hold-ups, breakdowns or operational disruptions shall establish no claims for compensation.
- 10.4. No liability will be assumed for errors or omissions in timetables or other publications of schedules or for information from agents, employees or authorized representatives of the transport company.
- 10.5. Moreover, contractual liability is limited to three times the price of the bus journey irrespective of the legal grounds. Liability for indirect or consequential damage is excluded.

- 10.6. Costs of alternative transport, for example, where there has been a significant delay or cancellation, will only be refunded if all reasonable efforts were made to choose the cheapest alternative form of transportation.
- 10.7. Baggage is to be examined for damage immediately after return or removal from the luggage compartment. If damage is discovered, this should be brought to the attention of the driving personnel immediately. An additional statement in writing must follow within seven days of the end of the bus journey. You must prove in the additional statement that the irregularity occurred during the bus journey.
- 10.8. No liability is assumed for damage to or loss of breakable or perishable items, valuables or identification papers which are contained in the passenger's luggage that has been handed over for loading in the luggage compartment.
- 10.9. Should items (in the baggage) of a passenger cause damage to the baggage of another passenger or to the property of the transport company, the passenger has to reimburse the transport company for all damage and expenditure which arises to it here from.
- 10.10. No liability is assumed for items which are left behind on the bus.
- 10.11. If the transport company is obliged to place a hotel room at the passenger's disposal, the total cost of the accommodation will be limited to 80.00EUR per night per passenger and to a maximum of 2 nights.