

# Special Conditions of Carriage of Deutsche Lufthansa AG for Lufthansa Express Bus (CC Bus)

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## 1. Scope of application and validity of Lufthansa Express Buses

The carriage of passengers and baggage on the scheduled services of Lufthansa Express Buses is governed by the General Conditions of Carriage in accordance with the German Regulation on the General Conditions of Carriage for Tram and Bus Services and Scheduled Services by Motor Vehicles (Verordnung über die Allgemeinen Beförderungsbedingungen für Strassenbahn- und Omnibusverkehr sowie den Linienverkehr mit Kraftfahrzeugen - BefBedV). These Special Conditions of Carriage (CC Bus) apply in addition and may differ from these.

The sole contractual partner of the passenger is Deutsche Lufthansa AG (carrier). Journeys are operated by cooperation partners (subcontractors) of Deutsche Lufthansa AG.

The terms “flight”, “aircraft” or “air travel” only refer to flights booked with Deutsche Lufthansa AG or a company of the Lufthansa Group, or flights operated by one of these companies.

## 2. Tickets and payment

An entitlement to carriage only exists if a valid booking (electronic ticket or etix) 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 readable printout of your boarding pass or an electronic version on a mobile device as evidence of the booking (ticket) and show proof of your identity. Your boarding pass in conjunction with a valid ID is valid as a ticket for the Lufthansa Express Bus.**

**2.1.** Carriage must be booked and paid for on [lufthansa.com](https://www.lufthansa.com) or at a travel agency before commencement of travel. **It is not possible to pay the fare on the bus.** The contract comes into effect with the electronic confirmation of the booking.

**2.2.** The ticket is not transferable. However, if the ticket is presented by someone other than the person entitled to carriage or a refund, the carrier is not liable to the person entitled to carriage or a refund if it has operated the carriage in good faith or has granted a refund.

### 3. Validity, rebooking and refunds

**3.1.** Notwithstanding provisions to the contrary on the ticket, in these terms and conditions or in the applicable fares, a ticket is valid for one year, calculated from the date of booking.

**3.2.** If carriage by bus is not booked in connection with a flight, carriage may be rebooked within this period subject to a fee of EUR 20.00 or refunded if the journeys are unused.

**3.3.** In the case of **group bookings** (10 passengers or more), the carrier reserves the right to charge a cancellation fee for cancellations at short notice up to three days before departure. In the case of a cancellation less than 48 hours before departure, the fees are 50% of the fare, and in the case of cancellation on the day of travel 100% of the fare. The passenger has the right to prove that the carrier's loss is lower than this amount.

**3.4. If carriage by bus is booked in connection with a flight, the bus carriage is governed by the terms and conditions for rebookings and refunds that apply to the flight booking and the General Conditions of Carriage for Passengers and Baggage (GCC Passage).**

### 4. Timetables, booking seats and restrictions on carriage

**4.1.** Insignificant timetable changes that become effective after conclusion of the contract and were not caused by the carrier contrary to good faith do not entitle the passenger to claim compensation. Insignificant changes mean those of up to 120 minutes. A significant timetable change entitles the passenger to withdraw from the bus carriage contract.

**4.2.** The passenger must arrive at the bus stop or the check-in location specified by the carrier in good time, i.e. no later than the time specified by the carrier or, if no time is specified, **no later than 15 minutes before departure.**

**4.3.** The carrier may refuse carriage if the passenger does not arrive in good time, cannot prove his/her booking or cannot present a valid ID. It is not liable to the passenger for losses or expenses caused by the passenger failing to observe these provisions.

## 5. Obligations of passengers

**5.1.** For their own safety passengers should remain in their seats and not move around during the journey. Passengers must fasten their seat belts where seat belts are provided.

**5.2.** The bus crew's instructions relating to travel operations must be observed at all times. The bus crew and check-in staff are authorised to refuse carriage to persons who are visibly intoxicated with alcohol or under the influence of other drugs. The same applies to customers who otherwise put the safety of other customers at risk or have a significantly negative effect on the wellbeing of other customers. In this case there is no entitlement to replacement travel.

**5.3.** Smoking is not permitted on the bus. Food and drinks may only be carried on board providing these do not inconvenience other passengers and do not soil or damage the bus.

**5.4.** The carrier is entitled to demand customers who wilfully or negligently cause soiling to the bus pay a cleaning fee of EUR 50.00, unless the customer can prove that no damage was caused or that any damage was significantly lower. If cleaning is demonstrably more expensive, the carrier can demand greater compensation for the damage.

**5.5.** Sections 3 and 4 BefBedV remain unaffected.

## 6. Carriage of children

**6.1.** The carriage of unaccompanied children who have not completed their 12th year of age is excluded. Without an accompanying parent, children who have not completed their 12th year of age may only travel accompanied by someone of at least 18 years of age. Lufthansa does not undertake any supervision of unaccompanied minors.

**6.2.** Babies up to approx. 13 kg in body weight or up to one and a half years of age may only be carried in an appropriate baby carrier. Infants up to approx. 18 kg in body weight or four years of age must be carried in an age-appropriate child's seat. Children up to their 12th year of age who are shorter than 150 cm require a booster seat. You will find a summary of suitable child restraint systems at <https://www.lufthansa.com/de/en/flying-with-small-children>.

Babies under two years travelling with you must always be stated in the reservation. Since babies must be carried in a baby carrier in the bus, the necessary seat blocking will be carried out by Lufthansa as soon as the booking has been confirmed (within 24 hours).

**6.3.** You must bring the baby carrier / infants' seats and booster seats required with you.

## 7. Carriage of people with disabilities or restricted mobility

**7.1.** You can find assistance for booking a Lufthansa flight or a journey by Lufthansa Express Bus at: <https://www.lufthansa.com/de/en/travellers-with-special-needs>

### 7.2.

**Frankfurt Airport:** An assistance service is provided free of charge for passengers with restricted mobility at Frankfurt Airport by FraCareServices. This service must be booked via your airline or travel agency at least 48 hours before departure. It is not possible to book with FraCareServices direct. The services are described in the following link:

<https://www.fracareservices.com/english/our-services/>

You can find the contact details for FraCareServices here:

- Booking by telephone: <https://poi.frankfurt-airport.com/de/poi/betreuungsdienst>
- General contact: <https://www.fracareservices.com/english/contact/>

If assistance is requested in Frankfurt, confirmation will be provided via the flight segment. For the bus route, you are advised that assistance can only be provided at the airport. If you are travelling to Frankfurt Airport by Lufthansa Express Bus, please contact the assistance service FraCareServices approx. 15-30 minutes before your arrival and let them know the precise time of arrival of the bus at the airport. This is the only way to ensure that the assistance service is also standing by when the bus arrives.

**Munich Airport:** A free assistance service for passengers with restricted mobility is provided by the Mobility Service at Munich Airport. This service must be booked via your airline or travel agency at least 48 hours before departure. It is not possible to book with the Mobility Service direct. The services are described in the following link: <https://www.munich-airport.com/accessible-travel-260945>

If assistance is requested in Munich, confirmation will be provided via the flight segment. For the bus route, you are advised that assistance can only be provided at the airport. If you are travelling to Munich Airport by Lufthansa Express Bus, our bus company will contact the assistance service Medical Services and let them know the expected arrival time of the bus at the airport. This will ensure that the assistance service is also standing by when the bus arrives.

### 7.3.

**Frankfurt:** Please note that due to the type of construction of the vehicles and the infrastructure it is not possible to provide safe and operationally feasible assistance to someone with restricted mobility when boarding, alighting from and during carriage in the bus. Passengers must therefore be able to board and alight from the bus and go to their seat unaided. Wheelchairs can only be taken on board if they can be folded and stowed in the cargo area.

**Munich:** Passengers who cannot walk and climb stairs unaided, and who must therefore be carried sitting in their wheelchair (WCHC passengers), must book assistance at least 48 hours before commencement of travel. Please provide contact details in the booking so that Lufthansa is able to discuss your carriage in the bus with you.

## 8. Carriage of baggage

**8.1.** Every passenger is permitted to carry one bag weighing a maximum of 23 kg and one bag as carry-on baggage weighing a maximum of 8 kg. Carry-on baggage must fit in the luggage rack above the seats and must be a maximum of 50 x 30 x 20 cm in size.

**8.2.** Personal documents, medicines, valuables, mobile phones and laptops should also only be carried in the passenger compartment. In addition to one item of carry-on baggage, passengers may also carry on board one additional bag (max. 30 x 40 x 10 cm, e.g. a handbag or laptop bag), one baby carrier or car seat or one folding pram / pushchair per accompanying child, and wheelchairs / mobility aids (cf. point 7.3.).

**8.3.** Bags or larger items such as prams / pushchairs and wheelchairs / larger mobility aids are not permitted in the passenger compartment, but must be loaded in the luggage compartment. **Items must be packed in such a way as to protect them from soiling or damage.**

**8.4.** Where carriage by bus is used for the purposes of connecting with, departing from or continuing a journey by aircraft, the baggage regulations for the booked flight concerned also apply to the bus carriage. There is an exception for carry-on baggage (cf. point 8.1.).

**8.5.** Additional bags, excess baggage, special or bulky bags can only be carried if the bus carriage was booked in connection with a flight and the baggage was registered for carriage for the flight and confirmed by the airline. Prices for excess baggage will be calculated at the baggage drop at the airport. You will find a summary of the current excess baggage prices at <https://www.lufthansa.com/de/en/excess-baggage>.

**8.6.** Baggage that does not meet the conditions laid down in the Terms and Conditions of Carriage or the safety requirements under § 11 BefBedV may be excluded from carriage.

## 9. Carriage of animals

**9.1.** You have the option of bringing a recognised assistance dog with you. Please let us know in good time if you are travelling with an assistance dog, and no later than 48 hours before commencement of travel.

<https://www.lufthansa.com/de/en/assistance-dogs>

**9.2.** If carriage by bus is used for the purposes of connecting with, departing from or continuing a journey by aircraft, and a so-called “Pet in Cabin” has been booked and confirmed by the airline, a dog or cat may be carried in a box (maximum dimensions: 55 x 40 x 23 cm, waterproof and bite-proof) inside the cabin (max. weight of animal + box: eight kilograms). The confirmation must be presented to the driver before commencement of the journey. **Larger or heavier animals or boxes cannot be carried either in the passenger or luggage compartment.**

<https://www.lufthansa.com/de/en/travelling-with-animals>

**9.3.** Assistance dogs and boxes for carrying animals must fit in front of your seat (in the footwell of your seat) and remain there throughout the journey.

Assistance dogs must be kept on a lead and sit or lie on the ground in front of your seat. We advise securing the dog with a harness and not a collar. The dog will not in any event be carried on a seat.

To ensure the safe and undisturbed operation of the journey, your pet must be trained to behave well in a public space. We therefore only permit the carriage of animals on the condition that your animal will obey you and behave appropriately (e.g. no barking, growling or leaping at people or other animals, and/or that the animal must not relieve itself or defecate inside the bus). If your pet does not behave in an appropriate manner, you may be required to muzzle it for transport or carriage may be refused.

**9.4.** In the case of cross-border journeys please note that special entry conditions apply to animals in some countries; you must inform yourself about these in advance and you are responsible for compliance with them.

## 10. Liability and restrictions of liability

**10.1.** Under no circumstances will our liability exceed the amount of the damage documented. We are only liable for indirect or consequential losses if these are caused wilfully or through gross negligence. No liability is assumed for service disruptions due to force majeure or unforeseeable or unavoidable circumstances, such as war or warlike operations, hostilities, insurrection or civil war, seizure or obstruction by government bodies or other persons, street blockades and quarantine measures, and strikes, lockouts or work stoppages for which the carrier is not accountable.

**10.2.** The carrier is liable for

- damage to baggage up to a maximum of EUR 1,200.00 per bag per claim, and
- damage to items that are not baggage up to a sum of EUR 1,000.00 per passenger, and
- damage to wheelchairs and other mobility aids or devices up to the amount of the replacement value or the repair cost of the lost or damaged equipment,

unless the damage can be attributed to the wilful intent or gross negligence of the carrier or its agents.

**10.3.** Variations from the timetables due to service obstructions, operational breakdowns or interruptions do not justify any claims for compensation.

**10.4.** No liability is assumed for errors or omissions in timetables or other published service times, and for information provided by agents, employees or authorised representatives of the carrier.



**10.5.** In all other respects, contractual liability is limited to three times the fare for the bus carriage irrespective of the legal basis. Liability for indirect or consequential losses is excluded.

**10.6.** Costs of replacement carriage, for example in the event of significant delay or cancellation, will only be reimbursed if the least expensive alternative carriage was chosen within reasonable limits.

**10.7.** Bags must be inspected for damage immediately after their return or removal from the luggage compartment. If damage is discovered, this must be reported to the bus crew immediately. Later reports in writing must be submitted within seven days of the end of the bus journey. If you submit a later report, you must provide evidence that the incident occurred during the bus carriage.

**10.8.** No liability is assumed for loss or damage to fragile or perishable items, valuables or identity documents contained in the passenger's checked luggage.

**10.9.** If a passenger's items (in their luggage) cause damage to another passenger's luggage or the property of the carrier, the passenger must compensate the carrier for any losses and expenses it incurs as a result.

**10.10.** No liability is assumed for items left behind in the bus.

**10.11.** If the carrier is obliged to provide the passenger with a hotel room, the total accommodation costs are limited to EUR 80.00 per passenger per night up to a maximum of two nights.