

A la carte dining – general terms and conditions

Availability

1. On long-haul flights starting from Frankfurt or Munich, Lufthansa Economy and Premium Economy Class passengers are offered a selection of seven different à la carte menus for an extra charge. These options are not available on flights to the following destinations: Algiers (ALG), Amman (AMM), Ashgabat (ASB), Baku (BAK, GYD), Beirut (BEY), Cairo (CAI), Djerba (DJE), Erbil (EBL), Marrakesh (RAK), Tel Aviv (TLV) and Tunis (TUN).
2. The à la carte dining option replaces the first meal service. For the second meal service the usual snack or usual meal will be served at no extra cost. The usual drinks service on long-haul flights will continue without additional charge.
3. Customers can only make use of this service on Lufthansa-operated flights with an LH flight number on their ticket.
4. Only one à-la-carte meal can be purchased per passenger and per flight segment.
5. Unfortunately, the à-la-carte dining option cannot be booked for children under two years of age.
6. A la carte dining is subject to availability. If the à la carte meal is not available, passengers will be served the usual meal for the travel class they have booked.

Booking

7. The 'à la carte dining' meal service can be booked up to 24 hours before departure at the same time as a ticket is purchased for a Lufthansa flight on lufthansa.com or, alternatively, via 'Book & Manage' on lufthansa.com.
8. The prices for à la carte dining shown on lufthansa.com include VAT.
9. The receipt will be sent to the email address provided at the time of purchase and can be printed out on lufthansa.com after confirmation of purchase.

Menu content

10. The à la carte meal that you will be served on the flight may vary slightly in amount and appearance from the picture and/or the description on [lufthansa.com](https://www.lufthansa.com).
11. If a pre-ordered meal is no longer available at the time of the flight, Lufthansa will refund the purchase price and inform you in advance in a separate email.

Rebooking

12. The à-la-carte meal can be rebooked to another Lufthansa flight or to another date up to 24 hours before departure. If you wish to do this, please contact your Lufthansa Service Center. If the meal is not available on the new flight, no refund can be claimed.
13. In the event that you rebook your flight (for an additional charge) or upgrade to Premium Economy Class, your already purchased à la carte meal will be rebooked to the new travel class. If this is not possible, you can claim a refund for the meal. Please contact your Lufthansa Service Center.
14. If you change your seat on board, please be sure to inform a member of the cabin crew so that we can serve you your à la carte meal as planned.
15. Lufthansa will take all reasonable measures to serve you the meal you have ordered in accordance with the current terms and conditions. If, due to operational difficulties, we have to rebook you onto another flight and your booked à la carte meal cannot be supplied on that flight, the cost of the meal is fully refundable. Please contact your Lufthansa Service Center.

Cancellation and refund

16. As soon as you have ordered à la carte dining, a cancellation is only possible in the following exceptional cases and also only up to 24 hours before departure:
 - if you have purchased an upgrade to Business Class (please apply to the Lufthansa Service Center for a refund)
 - if the à la carte meal is cancelled along with the whole ticket, if a Flex fare was booked.
17. If you are upgraded to a higher class by Lufthansa for operational or other reasons, no refund can be claimed.
18. Paid for à la carte meals, which have been purchased on lufthansa.com, cannot be transferred to other individuals or airlines.