

General Conditions of Carriage for Passengers and Baggage (flight ticket GCC) Frankfurt,

Frankfurt, February 2026

Publisher: Deutsche Lufthansa Aktiengesellschaft

Article 1: Definition of terms

Article 2: Applicability

Article 3: Tickets

Article 4: Fares, taxes, fees and charges

Article 5: Reservations

Article 6: Check-in and boarding

Article 7: Limitations and refusal of carriage

Article 8: Baggage

Article 9: Timetables, delays and cancellation of flights

Article 10: Refunds

Article 11: Behaviour on board

Article 12: Additional services

Article 13: Administrative formalities

Article 14: Liability for damage

Article 15: Headings

Article 16: Other conditions

Article 17: Consumer conciliation board

Article 1: Definition of terms

Unless otherwise indicated from the wording or the context, the following expressions have the meaning defined as follows:

We

denotes Deutsche Lufthansa Aktiengesellschaft.

You

denotes all persons who are passengers (cf. also definition of “passenger”).

Travel Class

refers to either Economy Class, Premium Economy Class, Business Class or First Class as the case may be.

Booking

includes all information on the planned carriage.

Coupon

is the part of the flight ticket that entitles the passenger to carriage on an individual leg.

Passenger

refers to any person in possession of a ticket who is carried, or is to be carried in an aircraft with our consent.

Flight ticket

numbered confirmation of a paid flight recorded electronically, documented by a ticket receipt (passenger receipt). “Flight ticket” and “ticket” are used as synonyms in the following.

Flight interruption

is a journey interruption requested by the passenger at a place between the place of departure and place of destination that has been approved by us in advance.

Baggage receipt

is that part of the ticket that refers to the carriage of your checked baggage.

Air carrier

is the carrier who transports the passenger and/or the passenger’s baggage as stated on the ticket and whose Airline Designator Code appears on the ticket.

Check in deadline

is the time specified by us or the respective carrier, by which you must complete your check-in formalities and be in possession of a boarding pass.

Damage

includes death, injury, damage arising from delays, loss or other damage of any kind arising from or in connection with carriage on flights or any other services provided by the carrier.

SDR

are Special Drawing Rights as defined by the International Monetary Fund.

Days

are full calendar days, including Sundays and bank holidays; for purposes of notification, we will not count the day on which the notice is sent; for the purposes of determining the validity period of a ticket, we will not count the day on which the ticket was issued, or the day of departure.

Article 2: Applicability

General

2.1. These Conditions of Carriage apply to such flights that bear the airline code “LH” on the flight ticket.

Code share

2.2. We have concluded agreements with other airlines that are known as “code shares”. This means that another airline may operate a flight, even when Lufthansa (LH) is indicated as the carrier in the carrier box of the ticket. In the event of a code share flight, Lufthansa will advise you of the carrier operating the flight when you make your booking.

For code share services on flights operated by other carriers, these Conditions of Carriage shall apply.

In the event that the flight is operated by a different carrier, you should familiarise yourself with the special characteristics, e.g. check-in times, provisions regarding the re-confirmation of bookings, requirements and policies regarding the carriage of unaccompanied minors, carriage of animals, refusal of carriage, oxygen devices, operational irregularities, denied-boarding compensation and free baggage allowance/acceptance, etc. of the carrier operating the flight.

Information about Lufthansa’s code share partners is available on our website [lufthansa.com](https://www.lufthansa.com).

Interlining

2.3 These conditions of carriage do not apply to flights that do not bear the Airline Designator Code “LH” even where the ticket was issued by us. In that case we are not the Air carrier, but act as intermediary between you and the Air carrier whose Airline Designator Code appears on the ticket, and the fare conditions and conditions of carriage of that Air carrier apply.

Article 3: Tickets

General

3.1.

3.1.1. We provide carriage only to the passenger named in the flight ticket when a confirmed booking exists. We reserve the right to deny carriage in the event that the passenger is unable to verify his/her identity.

3.1.2. Tickets are not transferable.

3.1.3. The conditions for the reimbursement of flight tickets are regulated by the respective fare provisions valid when the flight ticket is issued. Please choose the airfare that is best suited to your requirements. It may be advisable to take out travel cancellation insurance.

Duration of the validity

3.2.

3.2.1. Unless otherwise stated either on the ticket, in these Conditions, or in applicable fares (which may limit the validity period of a ticket according to the information contained in the ticket), a ticket is valid for:

3.2.1.1. one year from the date of issue, or

3.2.1.2. one year from the date of first travel, provided that this occurs within one year after the date of the ticket issuance.

Changes at the passenger's request

3.3.

(3.3.1. and 3.3.2. have been deleted)

3.3.3. If you have chosen a fare that requires observance of a fixed ticket sequence, please note that we will recalculate the fare according to your amended routing if carriage is not used on all legs or not used in the sequence specified on the ticket with otherwise unchanged travel data. The airfare will be determined in accordance with the fare you would have had to pay for your actual routing in your price group on the day of your booking. This fare may be higher or lower than the fare you originally paid.

If the price group you originally booked was not available for the altered routing on the day of the booking, the cheapest available former price group for your altered routing will be taken as the basis for the recalculation.

If a higher fare would have been determined on the day of the booking for your altered routing, we will subsequently collect the difference taking into account the fare already paid. Please note that we may make carriage dependent on whether you have paid this difference in price.

If you have a refundable ticket, as defined by the fare conditions, and have still not flown a single segment of it, you may ask for a refund of the price of the ticket in accordance with fare conditions. This means that you will forfeit your entitlement to carriage.

Article 3.3.4 shall apply to the carriage of passengers who have their habitual residence in Germany or whose place of departure or destination is in Germany as shown in the booking. Article 3.3.5 shall apply to the carriage of passengers residing in Austria.

3.3.4 The following applies to the carriage of passengers who have their habitual residence in Germany or whose place of departure or destination is in Germany as shown in the booking:

If you have chosen a fare that requires observance of a fixed ticket sequence, please note that we will recalculate the fare according to your amended routing if carriage is not used on all legs or not used in the sequence specified on the ticket with otherwise unchanged travel data in accordance with Article 3.3.3. This does not apply if you are prevented, due to force majeure, illness or any other reasons which arise only after booking and which require or make reasonable a deviation from the sequence of the

ticket, from commencing carriage on all legs or in the sequence specified on the ticket. You are then obliged to inform us of these reasons immediately as soon as you become aware of them and to prove that at the time of booking you intended to take carriage on all legs or in the sequence specified on the ticket, and that the use of any individual legs is based on circumstances which have arisen only after the booking and which require or make reasonable a deviation from the sequence of the ticket. The fastest way to reach us is via the [form](#) provided for this purpose. If you are unable to provide proof prior to the start of the flight, you will be required to pay any difference to the higher fare determined in accordance with Article 3.3.3 prior to departure. If we do not receive payment, we will charge you the difference after carriage. For this purpose, you must provide us with your address before departure and verify its accuracy (e.g. by presenting an official ID) so that we can claim the difference afterwards. Please note that we may make carriage dependent on a) receipt of payment in the amount of the difference prior to departure or b) whether you have provided us with your address prior to departure and verified its accuracy. The difference will not be calculated retrospectively if you provide proof of the reasons for the changes in the sequence of the ticket immediately after carriage. In this case, we will also refund any additional payment of the difference that has already been made. To provide proof, the fastest way to reach us is via the [form](#) provided for this purpose.

3.3.5 The following applies to the carriage of passengers residing in Austria:

If you have chosen a fare that requires observance of a fixed ticket sequence, please note that we will recalculate the fare according to your amended routing if carriage is not used on all legs or not used in the sequence specified on the ticket with otherwise unchanged travel data in accordance with Article 3.3.3. This does not apply if your travel plans simply change or if you are prevented, due to force majeure, illness or for another reason for which you are not responsible, from commencing carriage on all legs or in the sequence indicated on the flight ticket. Whenever possible, kindly notify us of the reasons for such changes as soon as you become aware of them.

Penalty for unconsented change of Travel Class

3.4 Tickets are only valid for transportation in the Travel Class shown therein. A change to a higher Travel Class at the request of the Passenger requires an amendment of the contract of carriage and is subject to our explicit consent. Our consent, if given, is in any case conditional upon the fare difference having been paid in full before the beginning of the carriage. Any unconsented change to a higher Travel Class is forbidden, and the Passenger's refusal to take the seat that was assigned to him/her upon check-in is a breach of the contract of carriage that allows us to refuse the carriage of that Passenger. In cases where a de-boarding of the Passenger is not possible or reasonable at the time of the breach of the contract a penalty applies. The penalty must be paid by the person that has made the booking. Where a booking has been made for the carriage of a third party the person that has made the booking is responsible for the breach of contract by the third party. The amount of the penalty is determined as the fare difference between the total price paid for the ticket and the lowest available total price that would have been due at the day of carriage for transportation in the chosen higher Travel Class, plus a surcharge of 50% of that fare difference. Furthermore, we may deny boarding of the Passenger on any onward flight.

Abusive bookings

3.5

3.5.1 An abusive booking is deemed to exist if, at the time of booking, the passenger does not have a serious intention to use or be ready to use the carriage guaranteed in the ticket, but makes the reservation solely in the expectation of denied boarding, cancellation or long delay within the

meaning of Articles 4 to 6 of Regulation (EC) No. 261/2004 in order to be entitled to compensation pursuant to Art. 7 of Regulation (EC) No. 261/2004.

3.5.2 If there are objectively recognizable indications of abusive behavior within the meaning of Section 3.5.1, such as systematic or repeated bookings without actually travelling, we are entitled to take appropriate measures. In particular, we may cancel the affected booking, deny boarding to the passenger or block him or her from future bookings. We will inform the passenger about such measures and their reasons.

3.5.3 In cases of demonstrable abuse within the meaning of Section 3.5.1, we reserve the right to refuse to pay compensation in accordance with Article 7 of Regulation (EC) No. 261/2004. This applies exclusively to such cases of abuse and does not constitute a blanket exclusion of statutory air passenger rights. Each individual case is examined in compliance with the applicable legislation.

Article 4: Fares, taxes, fees and charges

End price

4.1.

The end price is the fare including taxes, fees and charges.

Fares

4.2. The fare to be paid covers the cost of carriage from the airport at the actual place of departure to the airport at the actual final destination. The fare may include charges levied by the airline.

Taxes, fees and charges

4.3. All applicable taxes, fees and other charges imposed by the state or local government or by another authority, or by the operator of an airport with regard to the passenger, or for services provided to the passenger, shall be paid by you in addition to the airfare. When you purchase your ticket, you will be informed of such taxes, fees and other charges that are not included in the airfare. These are usually also shown separately on your ticket.

Article 5: Reservations

Reservation requirements

5.1.

5.1.1. Each flight coupon will be accepted only for carriage in the Travel class specified on the coupon and for the day and flight for which there is a seat reservation. For tickets without a seat reservation, a seat may be reserved later if there is still one available on the desired flight.

5.1.2. We or one of our Authorised Agents will record your booking(s). Upon request, we will send you written confirmation of your booking(s).

5.1.3. Certain fares are subject to conditions which limit your right to change or cancel reservations.

(5.2. has been deleted.)

Personal data

5.3. We process your personal data according to all the relevant data privacy regulations and only for the following purposes: making flight bookings, purchasing tickets, obtaining additional services, refund and rebooking of tickets and additional services, development and provision of services, facilitating immigration and entry procedures, as well as making information associated with the organisation of your journey available to the relevant government agencies and other airlines, or to other providers of the aforementioned services.

Seat reservation

5.4.

5.4.1. You have the option of making an advance seat reservation on some Lufthansa flights. In the context of this service, you can choose – if available – a specific seating category (aisle, window or middle seat, a seat with more legroom). Some fares are subject to a charge for this service, depending on the type of seat. The price may vary based on the seat category, time and type of booking, flight and route. There is no obligation to make a (chargeable) advance seat reservation. You can find more information on the page about [Seat reservations](#).

5.4.2. If you decide not to pay for a seat reservation, you will be allocated a seat free of charge at check-in. Changes to an already selected or allocated seat may incur a charge depending on the selected fare. Whenever you use the “automated check-in” service, at the end of the process you are given the option of selecting a seat other than the one assigned to you. This may incur a fee depending on the fare, providing other seats are still available. However, we cannot guarantee specific seats or the availability of a specific seat category

5.4.3 If you rebook your flight, your existing seat reservation expires and you can proceed with a new seat reservation which may incur higher costs depending on the fare, seat category, time of rebooking and flight route.

5.4.4 We reserve the right to assign or reassign seats at any time, even after you have boarded the aircraft. This may be necessary for operational, safety or security reasons. If you have paid for an advance seat reservation and your flight is cancelled, or the seat is otherwise reassigned for safety or operational reasons, we will refund the cost of the advance seat reservation to you. You will not be refunded if you do not take the flight of your own volition, rebook or upgrade to another Travel class, or if you have given incorrect information about your suitability for using a seat by the emergency exit.

Article 6: Check-in and boarding

6.1. Check-in deadlines vary from airport to airport. We recommend that you inform yourself about these check-in deadlines and comply with them. We reserve the right to cancel your reservation if you do not comply with the check-in deadlines. We or the travel agency that issued the ticket will advise you of the check-in deadline for the first segment of your flight with us. You can find the check-in deadlines for our flights on our website or at the travel agency where the flight ticket was issued. Unless otherwise stated, passengers must check in no later than 45 minutes prior to the scheduled flight departure time.

6.2. You must be available at the boarding gate no later than the time specified by us when you check in.

6.3. We have the right to cancel your booking if you fail to arrive at the boarding gate in time.

Article 7: Limitations and refusal of carriage

Right to refuse carriage

7.1. We may, if we deem it appropriate, refuse carriage to you in the event that we have informed you in writing before your reservation that we shall no longer provide carriage to you on our flights, with effect from the time of our written notification. This may happen if you have contravened the rules of conduct set forth in Articles 7 and 11 on a previous flight and your carriage has consequently become unacceptable. In addition, we may also refuse carriage to you in the event that

7.1.1. this measure is necessary for reasons of safety and security or public order, or to prevent any violation of applicable laws or statutory requirements of any state to or from which a flight arrives, departs or flies over; or

7.1.2. your carriage may adversely affect the safety and security, the health or wellbeing of other passengers to a significant degree; or

7.1.3. your conduct, your condition or frame of mind or physical state, for example, including the effects of alcohol or drug use, are such that you are a danger to yourself, to other passengers or to members of the crew; or

7.1.4. you have behaved on a previous flight in such a manner as to significantly violate our rules of conduct and we have reason to believe that this behaviour could be repeated; or

7.1.5. you have refused to undergo a security check; or 7.1.6. you have not paid the applicable end price; or

7.1.7. you do not possess the travel documents necessary for entry at the point of destination, or you refuse to show them to the crew despite being requested to do so; or

7.1.8. you present a ticket that you have obtained or received illegally, or in violation of the Miles & More terms and conditions of participation, or that has been reported as lost or stolen, or is a forgery, or if you cannot prove your identity as that of the passenger named on the ticket; or

7.1.9. you do not comply with our security regulations; or

7.1.10. you disregard the smoking ban in place in all of our aircraft, while boarding and on board, and you ignore the ban on the use of electronic devices on board.

Carriage of children

7.2.

7.2.1. Children under the age of five may only travel when accompanied by an adult who is at least 18 years old. The carriage of unaccompanied children between the ages of 5 and 12 must be registered beforehand by telephone via the Lufthansa Service Centre and is subject to the fee published in each case and the provisions published in this regard.

7.2.2. Children can also travel in their own child seat secured to a seat; for this, you must book an additional seat for small children under the age of 2. You must secure the child seat throughout the entire flight with the seatbelt available on the seat. The child seat must be suitable for use on board an aircraft. When this is not the case, we are entitled to refuse carriage of the child seat in the cabin. We accept no liability for the consequences resulting from a badly secured child seat, for its improper functioning, or due to failure to comply with instructions.

Article 8: Baggage

Free baggage and excess baggage

8.1. The free baggage limits are based on the valid fares published at the time the flight is booked. You will be required to pay a charge for the carriage of baggage in excess of your free baggage allowance and for special baggage. The weight of each piece of baggage may not exceed 32 kilograms. Baggage from strangers

8.2. Carrying baggage that you have received from strangers, both as cabin and as checked baggage, is not permitted on our flights.

Items not accepted as baggage

8.3.

8.3.1. The following items may not be checked in as or in your baggage:

8.3.1.1. items which are likely to endanger the aircraft or persons or property on board the aircraft, such as those specified in the "Dangerous Goods Regulations" of the ICAO (International Civil Aviation Organization) Technical Instructions for the Safe Transport of Dangerous Goods by Air, the IATA (International Air Transport Association) Dangerous Goods Regulations and our own transport regulations (further information is available on request and on our website [Dangerous Goods | Lufthansa](#));

8.3.1.2. items for which carriage is prohibited by the applicable laws and regulations of the country of departure, destination or any country flown over;

8.3.1.3. items that are dangerous, unsafe or are unsuitable for carriage due to their weight, size, form, shape or due to being perishable, fragile, delicate or sensitive. Information about unacceptable items is available from us on request and on our website [Dangerous Goods | Lufthansa](#);

8.3.2. Weapons of war are prohibited from carriage as baggage. Only firearms and ammunition for hunting and sporting purposes or service weapons as well as ammunition in Hazard Class 1.4S with UN0012 or UN0014 are permitted for carriage as checked baggage in accordance with our conditions. Every weapon must be secured, unloaded and appropriately packed in a designated, locked, sturdy, secure transport container, for example made of wood, metal, hard-shell material or Styrofoam. Carriage of ammunition is subject to the ICAO and IATA Dangerous Goods Regulations as specified above in Article 8.3.1.1. You must present both, firearms and ammunition, for inspection prior to acceptance.

8.3.3. Blunt instruments and weapons such as antique firearms, swords, knives or similar objects are permitted for carriage as checked baggage at our discretion but are prohibited in the cabin of the aircraft. Items used for self-defense, like stunning equipment, devices for shocking and disabling and incapacitating chemicals or substances, such as "knock-out drops", mace, pepper sprays, capsaicin sprays, tear gas, acid sprays and animal repellent sprays are prohibited from carriage as baggage.

8.3.4. If, despite the above prohibitions, any items specified in 8.3.1, 8.3.2 and 8.3.3 are included in your baggage, we are not liable for any loss or damage to such items.

8.3.5. You must not include any money, medication, keys, jewelry, precious metals, negotiable papers, securities or other valuables, business documents, passports, other identification documents or samples, loose batteries or power banks in your checked baggage. If despite this prohibition, the

items specified are included in your checked baggage, we are not liable for any loss or damage to such items.

8.3.6. We strongly recommend not to include computers or other portable electronic devices in your checked baggage. If, despite this recommendation, the items specified are included in your checked baggage, we are not liable for any loss or damage to such items.

Right to refuse carriage of baggage

8.4.

8.4.1. We can refuse to carry baggage if it does not comply with the conditions outlined in paragraph 8.3.

8.4.2. We may refuse to carry as baggage any item that we deem unsuitable for carriage because of its size, shape, weight, content, character, or for safety reasons, or because it may negatively affect the well-being of other passengers. Information about items unsuitable for carriage is available upon request.

8.4.3. We may refuse to accept baggage for carriage when it is not properly and suitably packed in suitcases or other similar containers to ensure secure and safe transport when subjected to the customary care during handling.

Search of passengers and baggage

8.5. For reasons of safety and security, we may require you to permit a search or screening of your person and your baggage, as well as an X-ray of your baggage. If you do not agree to an examination of your person or your baggage for the existence of items that are not permitted pursuant to paragraph 8.3. or have not been declared, we can refuse to carry you and your baggage.

Checked baggage

8.6.

8.6.1. After delivery of the checked baggage we will take it into our custody and will issue a baggage receipt and a baggage tag for the identification of the baggage.

8.6.2. Checked baggage must have your name or other personal identification affixed to it.

8.6.3. Checked baggage will be transported in the same aircraft in which you are carried, unless this is not possible for safety reasons. If your checked baggage is transported on a subsequent flight, we will deliver it to you at the place you are staying, unless your presence is required for customs inspection. Article 14 (Liability for damage) remains unaffected.

Carry-on baggage

8.7.

8.7.1.

We shall specify the number, maximum weight and maximum dimensions for carry-on baggage. Carry-on baggage must, in all cases, fit either under the seat in front of you or in the baggage compartments. If your carry-on baggage does not comply with these conditions or does not meet safety and security requirements, it must be transported as checked baggage and we may charge you according to the baggage rules applicable to your fare.

8.7.2. Items that are not suitable for transport in the cargo hold, such as, for example, fragile musical instruments, and which do not meet the requirements in paragraph 8.7.1. above, will only be accepted for transport in the cabin if you have given us prior notice and we have accepted the item for carriage. We may levy a surcharge for this additional service.

Return of checked baggage

8.8.

8.8.1. You are required to collect your baggage as soon as it is made available to you at your final destination or stopover airport.

8.8.2. We only deliver the checked baggage to the holder of the baggage receipt.

8.8.3. If a person claiming checked baggage is unable to produce the baggage receipt or identify the baggage by means of the baggage (identification) tag, we will deliver the baggage to this person only on the condition that their right to collect it has been established to our satisfaction.

Carriage of animals

8.9.

8.9.1. The carriage of pets requires our consent and is conditional upon the animals having valid health and vaccination certificates, entry permits and other entry or transit documents required by the respective countries and, in the event that they are not recognised accompanying dogs and assistance dogs, they must be transported properly in shipment cages or approved transport containers. We reserve the right to determine the manner of carriage and to limit the number of animals which may be carried on a flight.

Animals travelling in the cabin (including their transport container, when appropriate) must fit in the footwell of your seat and be suitably secured throughout their entire stay on board.

Please note the information on our website regarding the carriage of animals as additional carryon baggage in the cabin: <https://www.lufthansa.com/de/en/animals-as-additional-carry-onbaggage>.

The weight of the animals, their shipment cages and food is not included in the passenger's free baggage allowance. Excess baggage charges must be paid for carriage.

8.9.2. A recognised guide dog that is necessary for the passenger will be carried free of charge, and if possible, in the cabin; please note the requirements which can be downloaded from <https://www.lufthansa.com/de/en/service-dogs> for flights outside of the United States of America.

8.9.3. On flights to and from the United States of America, Lufthansa guarantees, within the scope specified by 14 CFR, Part 382 and other legal specifications, the free-of-charge carriage of an assistance dog by a person with a disability (as respectively defined in 14 CFR, Section 382.3) if the accompaniment by an assistance animal is necessary in order to support the passenger when carrying out work or tasks in his/her favour. For the carriage, the prerequisites which can be viewed at <https://www.lufthansa.com/de/en/service-dogs> apply to flights to/from the United States of America.

Lufthansa only accepts dogs as assistance animals. A passenger with a disability who is travelling with an assistance animal is fully responsible for the safety, health, well-being and behaviour of the assistance animal. This also applies to the interaction of the assistance animal with other passengers and crew members while it is on board the aircraft or in an area of the airport controlled by Lufthansa.

8.9.4. You are solely responsible for the safety, health and behaviour of your pet and are liable for compliance with all entry, departure, health and other regulations and laws, as well as requirements that apply in the country, state or territory from which or into which the animal is carried and/or in which an interim destination is located. This applies in particular to any required health certificates, permits and vaccinations. In particular, Lufthansa is not liable for costs in connection with the housing of the pet in quarantine and for fines and costs in connection with the repatriation of the animal to its place of origin.

You are liable for all costs resulting from non-compliance with these responsibilities and from laws, regulations and requirements, as well as for any damage caused by the animals accompanying you, and release us from any liability in this regard, except where we have caused the damage wilfully or by gross negligence.

Article 9: Timetables, delays and cancellation of flights

deleted

Article 10: Refunds

10.1.

10.1.1. In the event of a cancellation or significant change to your flight, a refund of the fare is possible under certain circumstances.

Definitions

Cancelled Flight: A flight that was published in the airline's Computer Reservation System (CRS) at the time of the ticket sale but not operated by the airline.

Significant Change: Any flight where one or more of the following has occurred

- (1) the passenger is scheduled to depart from the origination airport three hours or more (for domestic itineraries) or six hours or more (for international itineraries) earlier than the original scheduled departure time;
- (2) the passenger is scheduled to arrive at the destination airport three hours or more (for domestic itineraries) or six hours or more (for international itineraries) later than the original scheduled arrival time;
- (3) the passenger is scheduled to depart from a different origination airport or arrive at a different destination airport;
- (4) the passenger is scheduled to travel on an itinerary with more connection points than that of the original itinerary;
- (5) the passenger is downgraded to a lower class of service;
- (6) the passenger with a disability is scheduled to travel through one or more connecting airports that differ from the original itinerary; or
- (7) the passenger with a disability is scheduled to travel on a substitute aircraft that results in one or more accessibility features needed by the passenger being unavailable.

If we are the merchant of record for your ticket, we will provide a refund of your airfare, including any taxes and ancillary fees, for any cancelled or significantly changed flight if you choose not to: (A) fly on the significantly changed flight or accept rebooking on an alternative flight; or (B) accept any voucher, credit, or other form of compensation that may be offered in lieu of a refund.

10.1.2. Refunds can also be made in accordance with fare conditions. Some fares include restrictions with regard to refunds.

10.1.3. The refund value of the fare, taxes and fees will be calculated according to the fare conditions and any segments of the ticket used. We will not refund payment fees incurred when a certain **method of payment is used.**

Recipient of refunds

10.2. As a general rule, the refund is made to the payment method used for booking. The payment is deemed a refund to the party entitled to the refund.

Currency

10.3. The refund will be made in the same currency in which the ticket was paid. The amount refunded may differ from the amount originally paid for the refunded ticket due to conversions and fees charged by your payment service provider.

Refunds at your travel agency

10.4. In the case of tickets booked via a travel agency, the amount refunded may differ from the amount paid by you to the travel agency due to fees that the travel agency has charged. We therefore recommend that you contact the travel agency and have the amount refunded there.

Article 11: Behaviour on board

General

11.1. The crew's instructions are to be followed. If you conduct yourself aboard the aircraft in a manner that endangers the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with any instructions of the crew, including but not limited to those with respect to smoking, alcohol or drug consumption, or behave in a manner which causes discomfort, inconvenience, damage or injury to other passengers or the crew, we may take such measures as we deem reasonably necessary to prevent continuation of such conduct, including restraint. You may be refused onward carriage by us and may be prosecuted for your conduct on board the aircraft.

Electronic devices

11.2. The use of mobile phones, radios and remote-control toys is not permitted on board. Mobile phones, however, may be used on flights that are equipped with functional mobile phone technology. On these aircrafts, the use of mobile phones is allowed in accordance with the crew's instructions. Speech telephony is prohibited in all cases.

Non-smoking flights

11.3. All Lufthansa flights are non-smoking flights. Smoking is prohibited in all areas of the aircraft. This also applies to e-cigarettes.

Alcoholic beverages

11.4. The consumption of private stock alcoholic drinks is not permitted on board.

Obligation to wear seat belts

11.5. As a rule, you are obliged to remain in your seat throughout the flight. When seated, you are obliged to fasten your seatbelt.

Taking photographs and filming on board

11.6. Taking photographs and filming on board is only permitted when the rights of the people photographed - in particular their privacy rights - can be safeguarded and ensured. In the event of a violation, taking photographs and filming on board may be prohibited by the crew at any time.

Article 12: Additional services

12.1. If we make arrangements for you with any third party to provide services other than flightrelated services, or to issue carriage documents for carriage services not relating to flights, in doing so we are acting only as your agent. In these cases, the terms and conditions of the third party service provider will apply.

12.2. For shuttle services that we provide for our passengers ourselves, and which do not include flight services, separate conditions to those mentioned above may apply. They can be sent to you upon request.

Article 13: Administrative formalities

General

13.1.

13.1.1. You are obligated and solely responsible for obtaining all required travel documents and visas and for complying with all laws and regulations of countries that you will fly from or into or through which you will transit; the same applies to our regulations and instructions in this regard. Your travel documents and visas must be valid for the entire duration of your journey, including any breaks in travel. We do not accept any responsibility in this regard; in particular, we are not obliged to check the validity of documents.

13.1.2. We shall not be liable for the consequences that result from your failure to carry such documents or visas with you, or your failure to comply with applicable laws, regulations or instructions.

Travel documents

13.2. Prior to travel and at our request, you must present all entry and exit documents, as well as health and other certificates required by the destination or transit countries and, if necessary, permit us to take and retain copies thereof. We reserve the right to refuse carriage if you have not complied with these requirements, or if your travel documents are incomplete, and we are not liable for any loss suffered or expenses incurred by you as a result of your failure to comply with these provisions.

Denial of entry

13.3. If, for any reason, you are denied entry into a country, you are obligated to pay the applicable airfare in the event that we must return you to your place of departure or another destination because you are not allowed to enter the respective country (a transit or destination country). We may apply to the payment of such an airfare any funds paid to us by you for unused carriage. We will not refund the fare paid for carriage to the point of refusal of entry or deportation.

Liability of passengers for fines, etc.

13.4. If we are required to pay or deposit any fines or penalties or to incur any other expenditures by reason of your failure to comply with the laws or regulations on entry to or travel through the country concerned, or to produce the required documents in the proper form, you shall be obligated to reimburse us on demand any amounts so paid or deposited.

Customs inspection

13.5. If required, you shall submit to an inspection of both your checked and carry-on baggage by customs or other government officials. We are not liable for any damage suffered by the passenger in the course of such an inspection or through your failure to comply with this requirement.

Security inspection

13.6. You are obligated to submit to, and have your baggage submitted to, any security checks carried out by government authorities, airport officials or by us.

Transmission of data

13.7. We are entitled to transmit your passport data and all of your personal data processed and used by us in connection with your flight to domestic and foreign authorities (including US and Canadian authorities) if these authorities request us to do so due to compelling statutory requirements and in order to fulfil the contract of carriage.

Article 14: Liability for damage

General

14.1.

14.1.1. Transport is subject to the liability order of the Agreement of Montreal of 28 March 1999 ("Montreal Convention"), which was implemented in the European Community by Regulation (EC) No. 2027/97 in the version amended by Regulation (EC) No. 889/2002 and the national legislation of the member states.

14.1.2. If the injured party has contributed to causing the damage which has arisen, the norms of the applicable national law in terms of the exclusion or the reduction of the liability to pay damages with contributive fault of the injured party apply.

14.1.3. Law action in court for compensation pursuant to the Montreal Convention must be filed within two years, starting with the date of arrival of the aircraft, or the day on which the aircraft should have arrived, or on which the carriage was interrupted.

14.1.4. We are not liable for damages that arise from our fulfilment of state regulations or that arise due to your failure to fulfil your obligations.

14.1.5. Under no circumstances will our liability exceed the amount of the damage documented. We are only liable for indirect or consequential damage if we or our personnel have caused it in a grossly negligent or wilful manner. This does not apply to personal injury.

14.1.6. The exclusions from liability and the liability restrictions of the Montreal Convention and of the respectively applicable national law shall apply, unless otherwise explicitly stipulated by these Conditions of Carriage.

Compensation in the event of death or injury

14.2.

14.2.1. There are no maximum compensation amounts for liability in the event of the death or injury of passengers. For damage of up to SDR 151,880 (approx. EUR 190,000), the carrier shall not be able to contest claims for damages with reference to fault. Receivables that exceed this amount can only be averted by the carrier by the latter proving that both it itself and its people did not act in a negligent or otherwise culpable manner, and that no negligent or otherwise culpable omission is the cause.

Advance payments

14.2.2. If a passenger is killed or injured, the carrier must make an advance payment within 15 days of the identification of the person entitled to damage, in order to cover their immediate economic needs. In the event of death, the advance payment is no less than SDR 16,000 (approx. EUR 19,000).

Damage to or loss or destruction of baggage

14.3.

14.3.1. In the case of checked baggage pursuant to Art. 8.6 of these Conditions of Carriage, a culpability-independent liability exists unless the baggage was already damaged beforehand. With non-checked baggage, we are only liable for our culpable behaviour and that of our personnel.

Liability limits for baggage

14.3.2. We are liable for damage to or loss or destruction of baggage up to SDR 1,519 (approx. EUR 1,800). A higher liability limit applies if the passenger submits a special declaration regarding the amount-based interest in the delivery of the checked baggage at the destination at the latest upon check-in and pays the requested surcharge. In this case, the agreed amount is deemed to be the liability limit if the carrier cannot prove that the agreed amount is higher than the actual interest of the passenger in the delivery of the checked baggage at the destination.

Complaints with regard to baggage

14.3.3. If you accept the baggage delivered to you unconditionally, we take for granted, as long as the opposite is not proven, that it was delivered to you in good condition and according to the contract of carriage. In the event of damage to or loss or destruction of baggage, the passenger must request compensation from the airline as soon as possible in writing or in text format. In the event of damage to baggage, all legal action is excluded if the entitled party does not notify the carrier immediately after the damage is discovered, but in the case of checked baggage, no later than seven days after the acceptance of the baggage. This does not apply if the carrier has acted in a fraudulent manner.

14.3.4. We are not liable for damages caused by items in your baggage, unless it is due to gross negligence or an intentional act on our part. If these items cause damage to the baggage of other

passengers or to our property, you are obliged to compensate us for all damages and expenses resulting therefrom.

Delays in the carriage of passengers and baggage

14.4.

14.4.1. We are liable for damages due to delays during the carriage of passengers and in the carriage of checked baggage, unless we and our personnel took all reasonable measures to prevent the damages, or if taking these measures was not possible for us or our personnel.

Liability limits for damages arising from delays

14.4.2. Liability for damages arising from delays in the carriage of passengers is limited to SDR 6,303 (approx. EUR 7,800).

14.4.3. Liability for damages arising from delays in the carriage of travel baggage is limited to SDR 1,519 (approx. EUR 1,800). A higher liability limit applies if the passenger submits a special declaration regarding the amount-based interest in the delivery of the checked baggage at the place of destination and pays the required surcharge at the latest upon check-in. In this case, the agreed amount is deemed to be the liability limit if the carrier cannot prove that the agreed amount is higher than the actual interest of the passenger in the delivery of the checked baggage at the place of destination.

Complaints with regard to baggage

14.4.4. In the case of damage that has been caused by the delayed delivery of baggage, the passenger must notify the carrier as quickly as possible in writing or in text form. In the event of damage due to delays, all legal action is excluded if the entitled party does not give notification of the damage within 21 days after the delivery of the baggage. This does not apply if the carrier has acted in a fraudulent manner.

Co-culpability of the passenger

14.4.5. If the injured party has contributed to causing the damage which has arisen, the amount of the compensation claim is to be reduced in proportion to the contributory negligence of said party. In particular, the injured party is obliged not to increase the compensation amount caused by the loss or delayed carriage of his/her baggage through unreasonable replacement purchases.

Article 15: Headings

The headings in these Conditions of Carriage are only for transparency and are not relevant for interpretation or for making claims for damages.

Article 16: Other conditions

Carriage is subject to certain additional regulations and conditions that apply to our circumstances, or are published by us. These regulations and conditions may vary from time to time. They concern, among others: the carriage of minors, pregnant women and sick passengers, as well as restrictions on the use of electronic devices and on the consumption of alcoholic beverages on board. Please note our information on lufthansa.com.

Article 17: Consumer conciliation board

We participate in dispute resolution proceedings at a consumer conciliation board. The relevant consumer conciliation board is Schlichtung Reise & Verkehr e.V. (German Conciliation Body for Public Transport), Fasanenstrasse 81, D-10623 Berlin, Germany.

[To Schlichtung Reise & Verkehr e.V.](#)

[To the complaints form for Schlichtung Reise & Verkehr e.V.](#)