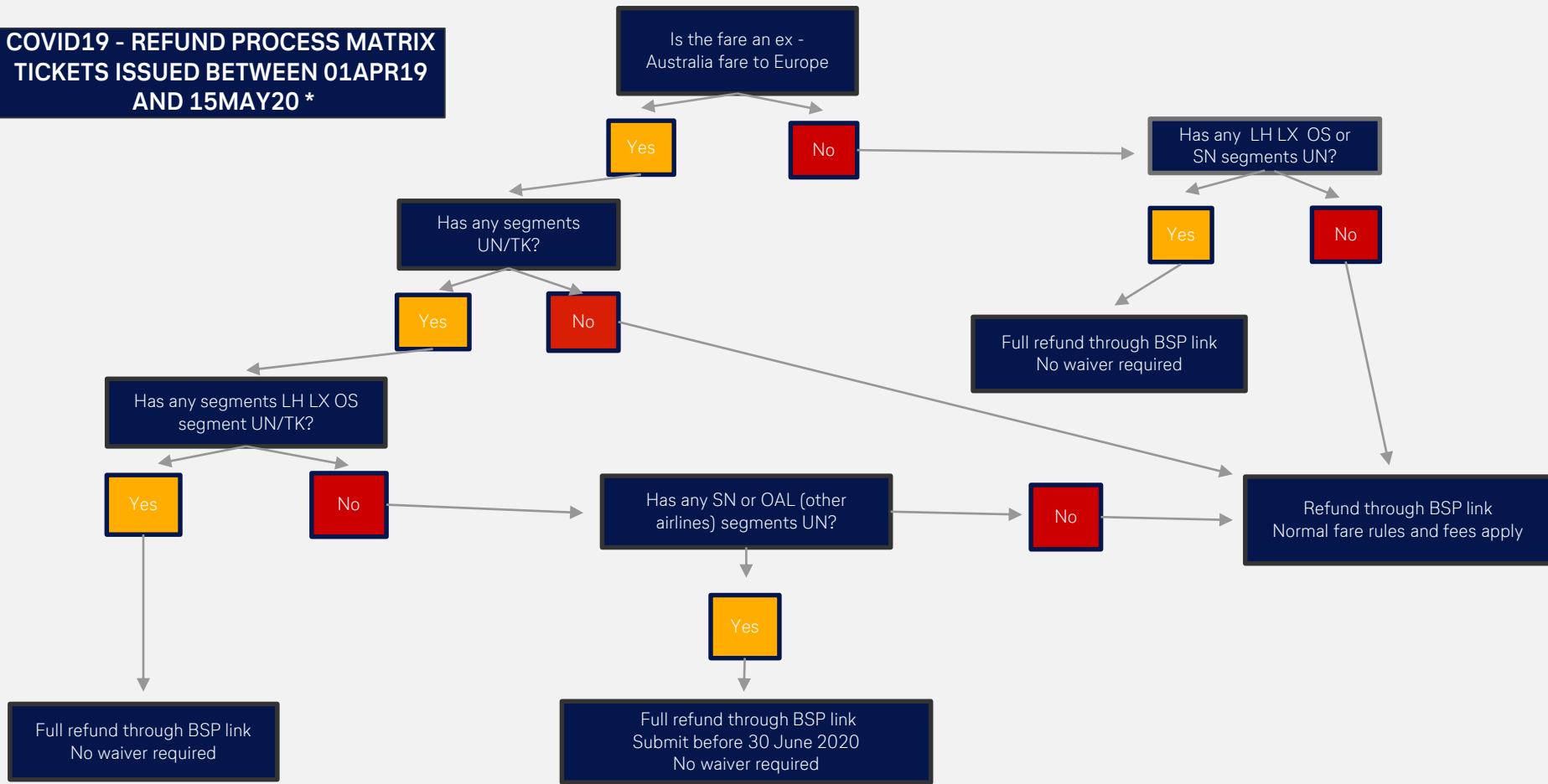




# COVID-19 WAIVER POLICY AND CREDIT / REBOOKING MATRIX

19 May 2020

**COVID19 - REFUND PROCESS MATRIX  
TICKETS ISSUED BETWEEN 01APR19  
AND 15MAY20 \***



\* For T & Cs pls go to [www.lufthansaexperts.com](http://www.lufthansaexperts.com)  
For ticketing purposes pls refer to your Consolidator  
Subject to change



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**COVID19 - CREDIT AND REBOOKING  
PROCESS MATRIX  
TICKETS ISSUED BETWEEN 01APR19  
AND 15MAY20 \***

Reissue/Rebook ticket before  
30 January 2021 for travel by  
31 December 2021



If new dates are out of system range  
Apply for a waiver email  
lhg.agency@dlh.de

\* For T & Cs pls go to [www.lufthansaexperts.com](http://www.lufthansaexperts.com)  
For ticketing purposes pls refer to your Consolidator  
Subject to change

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Thank you!

