



Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines' Information Kit

Version 28 May 2020

Our commitment:

Ensuring your safety throughout the journey

We want you to feel **safe** along the whole journey. Your safety on ground, the airport and on board is our **highest priority**.

Travelling in times of coronavirus requires adjustments in the regular procedures. Therefore, we have taken measures in coordination with **national health authorities** and their current regulations to ensure that you can travel with us with **peace of mind**.

Today we would like to present some of the most important measures that have been introduced.

We the Lufthansa Group airlines are taking care of **you**.



Safety first:

Increased hygiene measures



Extended crew hygiene requirements: All flight attendants in direct contact with customers will also wear a **mouth-nose cover** and receive additional disinfectant & gloves



As of **01 June**, cabin crew will hand out **hygienic wipes** (both antibacterial and antiviral) on every flight



Intensified **surface cleaning** in airport areas, e.g. check-in counters, monitors, kiosk, washrooms, handrails, escalators & moving walks



Surfaces in aircraft are always cleaned between flights in all classes: especially tables, seat belt buckles/fastenings and armrests of all seats.
If a highly infectious disease is suspected, special aircraft disinfection according to German Infection Protection Act is applied



Safety first:

Obligation to wear a mouth and nose cover

Your safety and well-being are our **highest priority**.

We kindly ask you to use a face mask on all your travels **during your stay at the airport as well as onboard**.



We kindly ask you to bring **your own face mask** and, for the sake of sustainability, we recommend a reusable cloth mask. Of course, you may use any type of face covering, such as simple disposable masks or even scarves.

For now, wearing a face mask remains mandatory until **31 August 2020**.

...to wear a face
mask at the airport
as well as during the
flight.



Click on the picture for more
information

Austrian 

 Lufthansa

 SWISS

 brussels airlines

 Eurowings

LUFTHANSA GROUP

HEPA filter in aircraft:

Air circulation system removes dust, bacterial contamination & viruses

The **high efficiency particular air filter** and the **recirculation fan** play an important role in the provision of cabin air.

Around **20 times** an hour, the filter removes **99%** of the dust and germs in the air.

Cabin air outlets

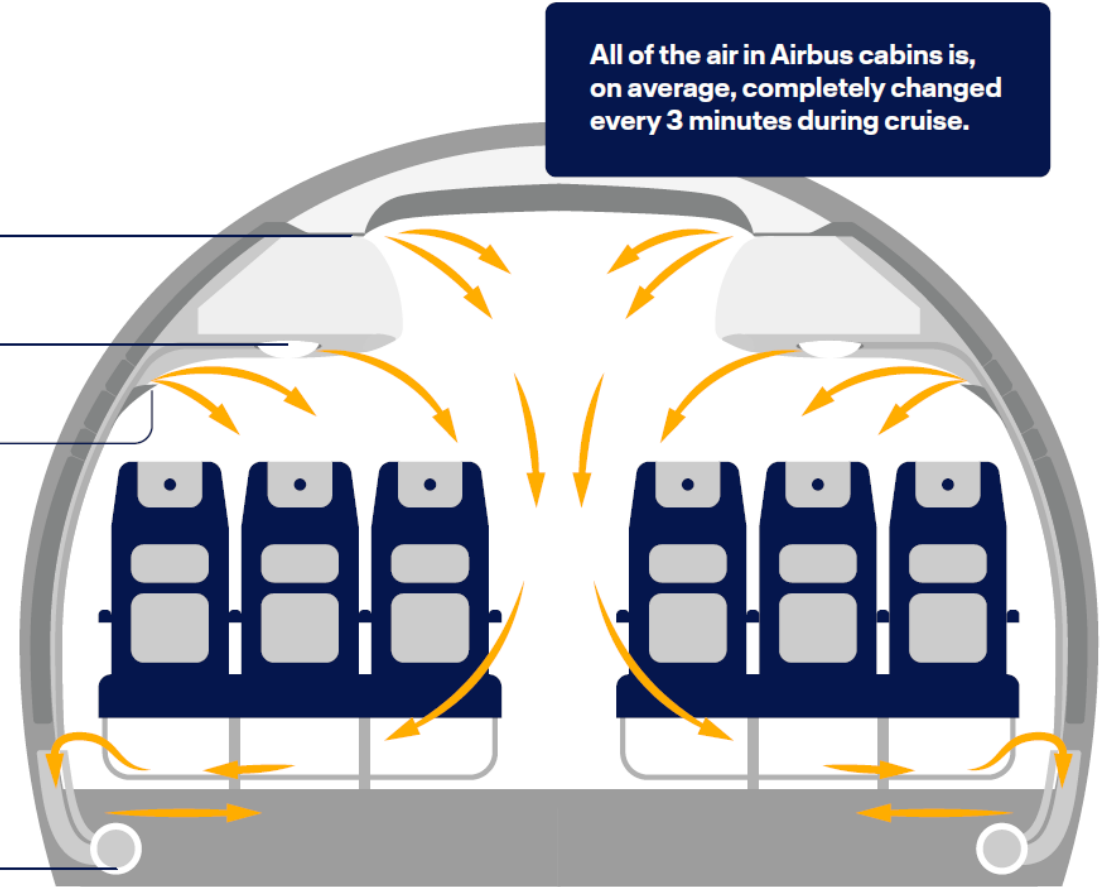
Individual air outlets

Cabin air outlets

main supply ducts

Filters the air and resupplies the system

All of the air in Airbus cabins is, on average, completely changed every 3 minutes during cruise.



Click on the picture for more information

Creating physical distance:

On the ground



Physical distancing measures at all airport areas: Personnel, floor markings, retractable safety barriers, displays, announcements or, if applicable, sneeze guards



Modified security control process: Additional measures to maintain the distance at the security checkpoint to avoid personal checking and scanning



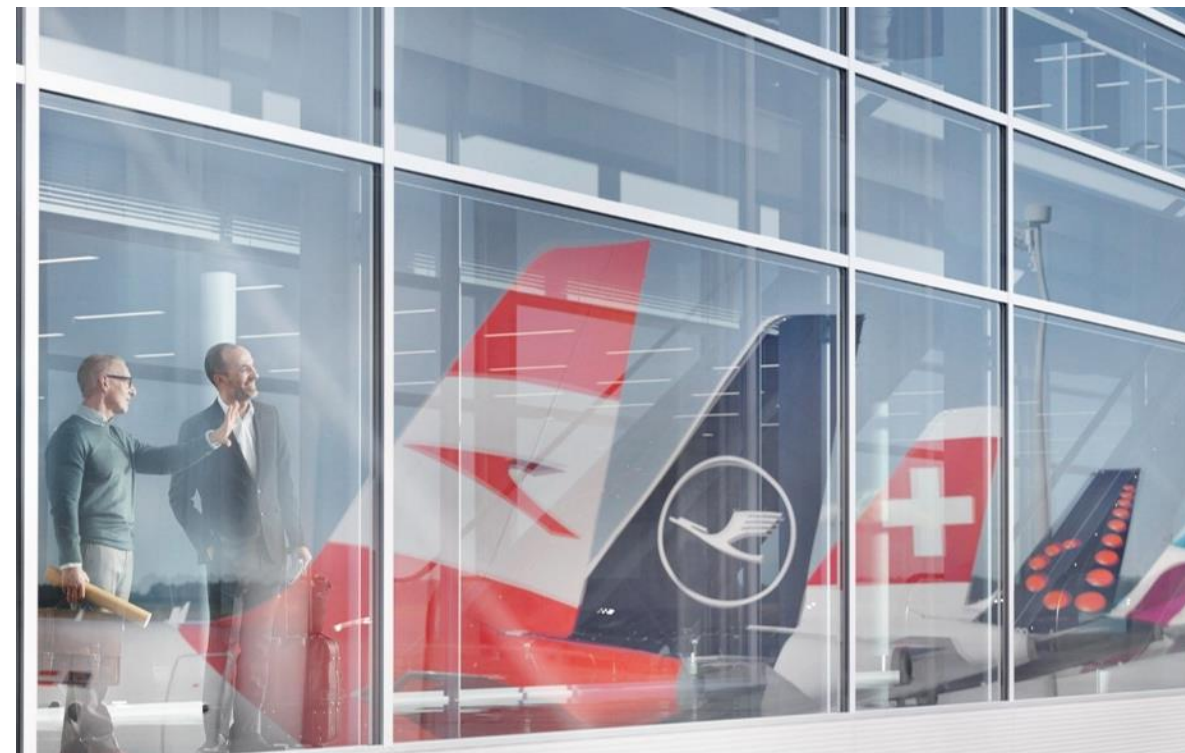
Contactless boarding & by groups: Passengers handle ticket / documents at Quick Boarding Gates and employees guide and manage boarding procedure



Avoid bus boarding: If possible, flights are handled at building positions, or double the number of buses



Passengers can check in **any additional piece of hand luggage** for free – even if they have booked an Economy Light fare



Obligation to wear a mask: We ask you to wear a mouth and nose cover at the airport and during the flight

Creating physical distance:

On board



Simplified onboard services: Changed service on board, including elimination of pillows/blankets and refreshing towels, reduced beverage service (Lufthansa only), temporary suspension of à la carte dining in business class and no collection of disposable headphones (Lufthansa only)



Temporary **suspension of lounge service and inflight sales**



Due to the current low occupancy rate, **seats will be allocated as far apart as possible** throughout the cabin



Obligation to wear a mask: We ask you to wear a mouth and nose cover at the airport and during the flight

Ongoing customer communication:

Delivering transparent information



Customer information: **“Flying in times of Corona”** via **booking confirmation & check-in email**



Ongoing information to travel agencies via our **eXperts program**



Customer information: **“Flying in times of Corona”** (incl. details on physical distance, intensified hygiene and rebooking possibilities) via **social media & LH.com**



We will inform you in advance by SMS or e-mail and on our websites to bring your **own mouth-nose cover**.

Behind the curtain:

Our plan to manage the current situation and lead through the crisis in a 3-step approach

Step 1: Crisis

- Operational ramp-down and grounding (OS/SN/EN)
- High commitment towards safety across entire customer journey
- Adjusted flight schedule for minimum connectivity
- Greater flexibility in booking and rebooking
- Customer centricity as a guiding principle
- Adjusting our offer to our customer's needs

Step 2: Restart

- Structural preparation and ramp-up scenarios

Step 3: Post-Crisis

- New normal



Our flight schedule until 31 May 2020:

Ensuring a minimum connectivity



CONT	Amsterdam (AMS)	Helsinki (HEL)	Rome (FCO)
	Athens (ATH)	Lisbon (LIS)	Stockholm (ARN)
	Barcelona (BCN)	London (LHR)	Tallinn (TLL)
	Berlin (TXL)	Madrid (MAD)	Vilnius (VNO)
	Brussels (BRU)	Milan (MXP)	Vienna (VIE)
	Copenhagen (CPH)	Munich (MUC)	Warsaw (WAW)
	Geneva (GVA)	Oslo (OSL)	Zurich (ZRH)
	Gothenburg (GOT)	Paris (CDG)	
	Hamburg (HAM)	Porto (OPO)	

IC	Bangkok (BKK)*	Sao Paulo (GRU)
	Chicago (ORD)	Tokyo (HND)
	New York (EWR)	



CONT	Berlin (TXL)	Frankfurt (FRA)
	Bremen (BRE)	Hamburg (HAM)
	Düsseldorf (DUS)	Hannover (HAJ)

i For planned flights within the next few days, please see below link: <https://www.lufthansa.com/de/en/flight-information>

* no passengers outbound LH772 until 31AMAY

Green destinations: As of 18 May



CONT	Amsterdam (AMS)	London (LHR)
	Athens (ATH)	Porto (OPO)
	Berlin (TXL)	Stockholm (ARN)
	Lisbon (LIS)	

IC	New York (EWR)
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CONT	Athens (ATH)	London (LHR)
	Lisbon (LIS)	Porto (OPO)

i For planned flights within the next few days, please see below link: <https://www.swiss.com/ch/en/various/breaking-news> and <https://www.flyedelweiss.com/EN/alerts/Pages/corona-planned-flights.aspx>



suspended till 31MAY



suspended till 31MAY



CONT	Barcelona (BCN)	London (LHR)	Rome (FCO)
	Berlin (TXL)	Mallorca (PMI)	Salzburg (SZG)
	Budapest (BUD)	Milan (MXP)	Sylt (GWT)
	Catania (CTA)	Manchester (MAN)	Thessaloniki (SKG)
	Hamburg (HAM)	Neapel (NAP)	Vienna (VIE)
	Heraklion (HER)	Olbia (OLB)	Zurich (ZRH)
	Ibiza (IBZ)	Prague (PRG)	



CONT	Bastia (BIA)	Hamburg (HAM)	Mallorca (PMI)
	Berlin (TXL)	Kavala (KVA)	Munich (MUC)
	Edinburgh (EDI)	Lisbon (LIS)	Zagreb (ZAG)



CONT	Cologne (CGN)	Mallorca (PMI)	Vienna (VIE)
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CONT	Cologne (CGN)	Mallorca (PMI)
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CONT	Berlin (TXL)	Hamburg (HAM)	Mallorca (PMI)
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i For planned flights within the next few days, please see below link: <https://www.eurowings.com/en/discover/destinations/flight-schedule-may-2020.html>

Click on the picture to start the video
Click on the picture to start the video



Austrian Airlines route network

from 15 June 2020*



VIENNA

Continental

- Amsterdam
- Athens
- Basel
- Belgrade
- Berlin
- Brussels
- Bucharest
- Copenhagen
- Dubrovnik
- Düsseldorf
- Frankfurt
- Geneva
- Graz
- Hamburg
- Innsbruck
- Kiev
- Košice
- Larnaca
- London-Heathrow

- Milan
- Munich
- Nice
- Paris
- Prague
- Pristina
- Sarajevo
- Skopje
- Sofia
- Split
- Stockholm
- Stuttgart
- Thessaloniki
- Tirana
- Varna
- Warsaw
- Zurich

Intercontinental

- Tel Aviv

*Subject to possible travel restrictions



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LUFTHANSA GROUP

Lufthansa route network

in June 2020*



FRANKFURT

Continental

- Amsterdam
- Athens
- Barcelona
- Berlin
- Bilbao
- Billund
- Birmingham
- Bologna
- Bremen
- Brussels
- Bucharest
- Budapest
- Copenhagen
- Dresden
- Dublin
- Dubrovnik
- Faro
- Gothenburg
- Hamburg

- Hannover
- Helsinki
- Heringsdorf
- Ibiza
- Kiev
- Krakow
- Larnaca
- Lisbon
- Ljubljana
- London-Heathrow
- Lyon
- Madrid
- Málaga
- Malta
- Milan
- Manchester
- Munich
- Nice
- Oslo
- Palma de Mallorca

- Paris
- Porto
- Prague
- Pula
- Riga
- Rome
- Sofia
- Split
- Stockholm
- Sylt
- Tallinn
- Turin
- Vilnius
- Vienna
- Venice
- Verona
- Warsaw
- Zurich

Intercontinental

- Abuja
- Bahrain
- Bangkok*
- Cairo
- Chicago
- Dubai
- Mexico City
- Mumbai
- Newark/New York
- Peking
- Port Harcourt
- Riyadh
- São Paulo
- San José (Costa Rica)
- Shanghai
- Tel Aviv
- Tokyo-Haneda
- Toronto

*Subject to possible travel restrictions. / * No passengers on outbound flights



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LUFTHANSA GROUP

Lufthansa route network

in June 2020*



MUNICH

Continental

- Amsterdam
- Athens
- Barcelona
- Basel
- Bastia
- Berlin
- Belgrade
- Bremen
- Brussels
- Bucharest
- Budapest
- Catania
- Copenhagen
- Dubrovnik
- Düsseldorf
- Faro
- Florence
- Geneva

- Hamburg
- Hanover
- Helsinki
- Larnaca
- Lisbon
- London-Heathrow
- Luxemburg
- Lyon
- Madrid
- Malaga
- Milan
- Münster-Osnabrück
- Nice
- Palermo
- Palma de Mallorca
- Paris
- Porto
- Prague
- Rome

- Rostock-Laage
- Split
- Stockholm
- Sylt
- Toulouse
- Turin
- Venice
- Vienna
- Warsaw
- Zurich

Intercontinental

- Chicago
- Delhi
- Los Angeles
- Montreal
- San Francisco
- Seoul
- Tel Aviv

*Subject to possible travel restrictions



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LUFTHANSA GROUP

SWISS route network

in June 2020*



ZURICH

Continental

- Amsterdam
- Antalya
- Arrecife
- Athens
- Barcelona
- Belgrade
- Berlin
- Brindisi
- Brussels
- Budapest
- Bucharest
- Catania
- Chania
- Copenhagen
- Corfu
- Dublin
- Düsseldorf
- Edinburgh
- Faro
- Figari
- Florence

- Fuerteventura
- Funchal
- Gothenburg
- Hamburg
- Heraklion
- Ibiza
- Kalamata
- Kiev
- Kos
- Lamezia-Terme
- Larnaca
- Las Palmas
- Lisbon
- London-Heathrow
- Madrid
- Málaga
- Moscow
- Munich
- Mykonos
- Naples
- Nice
- Ohrid

- Palermo
- Palma de Mallorca
- Paris
- Porto
- Prague
- Pristina
- Rhodes
- Rome
- Santorin
- Skopje
- Split
- Stockholm
- Sylt
- Teneriffa
- Thessaloniki
- Tirana
- Valencia
- Vienna
- Zakynthos

Intercontinental

- Bangkok**
- Calgary*
- Cancun*
- Chicago
- Denver*
- Hong Kong
- Las Vegas*
- Mauritius*
- Mumbai
- New York (JFK)
- Newark/New York
- Punta Cana*
- San José (CR)*
- Shanghai
- Singapore
- Tokyo-Narita
- Vancouver*

GENEVA

Continental

- Athens
- Dublin
- Heraklion
- Faro
- Frankfurt
- Lisbon
- London-Heathrow
- Málaga
- Nice
- Palma de Mallorca
- Porto
- Prague
- Pristina
- Santorin

* Subject to possible travel restrictions. // * operated by Edelweiss (WK), ** No passengers on outbound flights



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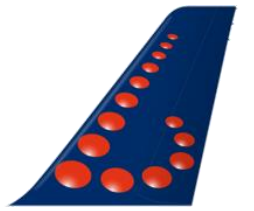


Eurowings

LUFTHANSA GROUP

Brussels Airlines route network

from 15 June 2020*



BRUSSELS

Continental

- Alicante
- Athens
- Barcelona
- Berlin
- Budapest
- Catania
- Copenhagen
- Dubrovnik**
- Faro
- Geneva**
- Heraklion**
- Ibiza**
- Kos**
- Las Palmas**
- Lisbon
- London-Heathrow**
- Lyon**
- Madrid

- Milan**
- Malaga
- Marseille
- Naples
- Nice
- Palma de Mallorca**
- Paris**
- Porto
- Prague
- Rhodes**
- Rome
- Tenerife**
- Venice
- Vienna
- Yerevan**

Intercontinental

- Banjul**
- Dakar**
- Hurghada**
- Kinshasa**
- Tel Aviv

* Subject to possible travel restrictions. // ** from 22 June 2020



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LUFTHANSA GROUP

Eurowings route network

in June 2020*



DÜSSELDORF

- Alicante
- Athens
- Barcelona
- Berlin-Tegel
- Bilbao
- Birmingham
- Bucharest
- Budapest
- Catania
- Copenhagen
- Corfu
- Dresden
- Faro
- Fuerteventura
- Gothenburg
- Hamburg
- Heraklion
- Heringsdorf
- Ibiza
- Jerez
- Kos
- Kütahya
- Lamezia Terme
- London-Heathrow
- Milan
- Malaga
- Manchester
- Menorca
- Naples
- Nice
- Olbia
- Palma de Mallorca
- Prague
- Pula
- Rhodes
- Rijeka
- Rome
- Salzburg
- Split
- Stockholm
- Sylt
- Thessaloniki
- Tivat
- Valencia
- Vienna
- Zurich

HAMBURG

- Barcelona
- Catania
- Cologne-Bonn
- Düsseldorf
- Faro
- Heraklion
- Ibiza
- London-Heathrow
- Munich
- Olbia
- Palma de Mallorca
- Pristina
- Rhodes
- Rijeka
- Salzburg
- Split
- Stuttgart
- Thessaloniki
- Vienna
- Zurich

COLOGNE-BONN

- Berlin-Tegel
- Calvi
- Edinburgh
- Hamburg
- Klagenfurt
- Larnaca
- Lisbon
- Munich
- Nador
- Palma de Mallorca
- Santorin
- Sarajevo
- Tirana
- Tunis
- Vienna
- Zadar
- Zagreb
- Zurich

MUNICH

- Olbia
- Palma de Mallorca
- Pristina

STUTTGART

- Berlin
- Bremen
- Budapest
- Catania
- Hamburg
- Lisbon
- London-Heathrow
- Naples
- Olbia
- Palma de Mallorca
- Pristina
- Split
- Sylt
- Thessaloniki
- Vienna

*Subject to possible travel restrictions.



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LUFTHANSA GROUP

Air Dolomiti route network

from 5 June 2020*



FLORENCE

Kont

- Bari*
- Cagliari*
- Catania
- Palermo



*Subject to possible travel restrictions / * from 19 June 2020



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LUFTHANSA GROUP

Greater flexibility for rebooking:

Your guide to Lufthansa Group airlines' goodwill policies

In case you wish to change your travel plans or your flight has been cancelled and your ticket was issued by **15 May 2020**, you can do so by **31 January 2021**. You can rebook **for free** once to a different travel date and even change the routing for a new travel start by **31 December 2021**.

If your new journey starts before **31 December 2020**, you will even receive an additional reduction of **50 EUR** for rebookings made by **31 August 2020**. You can obtain it in the form of a flight voucher via the airlines' websites.

For new bookings as of **16 May until 30 June 2020**, you can change your travel date for operating flights. For cancelled flights, you can additionally change the routing. In any case you can start your new travel by the **end of 2021**.

Refunds are of course **still possible**. However, there might be delays due to the high volume of requests.



Goodwill policy for our frequent flyer:

We want you to keep your status

We would like to present you our **unique goodwill arrangements** for our frequent flyers that have come into effect due to the Corona crisis.

We have also **postponed the launch of our new frequent flyer program by one year**. This means that the current rules will continue to apply until 31 December 2021, and the new system will **start on 01 January 2022**.

These are the goodwill arrangements for you:

- We will **extend your status** by one year until **February 2022** if you do not reach your status extension in 2019 or 2020. If you achieve your status extension by the end of 2020, you will of course receive a regular extension until February 2023.
- All **eVouchers** with an expiry date of 2020 and 2021 **will be extended or re-credited** and can be used until 31 December, 2021



Our commitment:

We are contributing to keeping Europe's infrastructure intact



60 additional weekly freight flights to Germany & Europe with medical goods



50,000,000 masks transported to Europe by Lufthansa Group airlines



4,500 meals per day provided to 11 hospitals in Munich region by Lufthansa SkyChefs



25 special flights by Eurowings to bring **harvest workers** to Germany to support 800 farms



90,000 passengers repatriated on 437 flights



Skilled employees freed up as medical volunteers



At your service:

Your most important contacts at Lufthansa Group for corporates and travel agents



Visit one of our airline's websites: lh.com, austrian.com, swiss.com, brusselsairlines.com and eurowings.com



All information at-a-glance for all our corporate business partners via businesspartnercircle.de



Our **Service centers** are working as efficiently as possible to provide you with the support you need



Our **media newsroom** provides regular updates on Lufthansa Group operations



Regular updates for travel agents about flight operations, rebooking options and goodwill policies on lufthansaexperts.com





**We are here for you.
Thank you for placing your trust in us.**

**#WeAreInThisTogether
#WeAreLufthansaGroup**