



# Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines' Information Kit  
Version 10 February 2021

# 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



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:

We care for you at Lufthansa Group

We want you to be informed about the current **hygiene and safety measures** in place.

Therefore, our websites are updated regularly in order to **prepare** you for your upcoming travels.

Austrian 



Lufthansa

 **SWISS**



brussels airlines

**Eurowings** 

Austrian 



Lufthansa

 **SWISS**



brussels airlines

**Eurowings** 

**LUFTHANSA GROUP**

# Safety first:

## Obligation to wear a mouth and nose cover

The airlines of the Lufthansa Group updated the face mask requirement on selected flights. The new requirement is valid for passengers and crews while boarding, during the flight and when leaving the aircraft:

- An **FFP2 mask** is mandatory on all **Austrian Airlines flights to and from Austria as well as to Austria on Eurowings, Lufthansa and SWISS flights**. Passengers between 6 and 14 years of age and pregnant women can travel with normal mouth-nose protection
- **Starting 1 February 2021**, a medical protective mask (surgical mask or FFP2 mask or a mask with the KN95/N95 standard) is mandatory **on all Lufthansa Group flights to and from Germany**.
- Visors (face shields), FFP2 masks with a valve, scarves or community masks are not permitted on any airline

Allowed:



(FFP2) face masks  
without valves

ALLOWED:



Surgical masks



(FFP2) face masks  
without valves

Not Allowed:



Full-face masks  
Surgical masks



(FFP2) face masks  
with valves



Face shields



Scarves and shawls

NOT ALLOWED:



(FFP2) face masks  
with valves



Face shields



Scarves  
and shawls



Cloth face masks

Exceptions to this regulation can still be made for health reasons. An exception will only be accepted, if the passenger can present a current (not older than 48 hours before flight departure) **negative Covid-19 test result** in connection with a **medical certificate** on the Lufthansa Group form.

## Always up-to-date:

Travel regulations page consolidates entry regulations and airport information

Transparent, accurate and reliable information is of very high value. Especially in times of uncertainty.

The **Travel regulations page** automatically gathers information from several sources allowing you to **embark on a safe and well informed journey.**

Click on one the picture to visit the page.

### FIND THE LATEST ENTRY REGULATIONS FOR YOUR JOURNEY

From

Departure airport

To

Arrival airport

Search

→ In case you are interested in a destination outside of the Lufthansa Group route network, you can find all entry regulations here

# Covid-19 test at airports:

## More information

At many international airports, you can get tested for Covid-19. The test is usually conducted in the form of a PT-PCR-Tests, in some cases in the form of other internationally recognized testing procedures for the direct detection of the SARS-CoV-2 coronavirus (LAMP, TMA as well as WHO-approved antigen tests).

For a listing of testing centers, please visit [lufthansa.com](https://lufthansa.com).





# 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

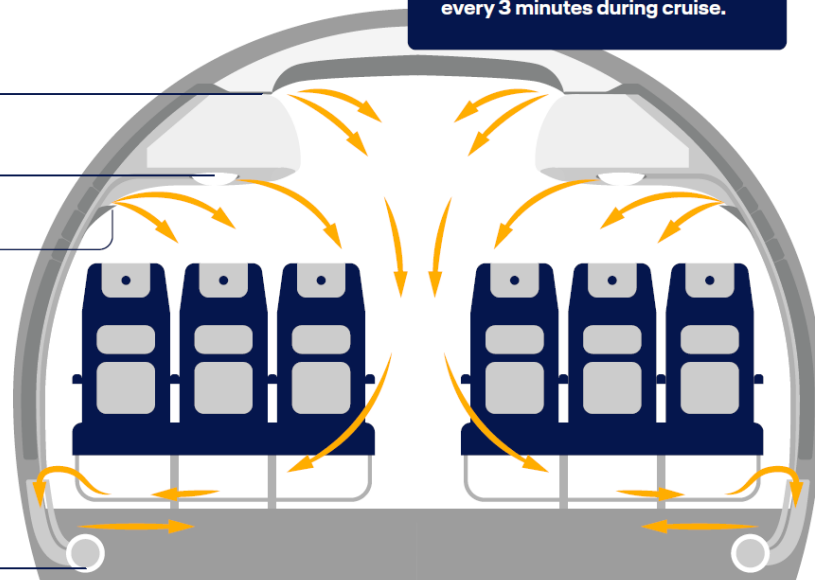
Individual air outlets

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



# Our commitment with our Joint Venture partners:

Ensuring safety throughout the journey

Airline Partner		LHG	UNITED	AIR CANADA	ANA	AIR CHINA	SINGAPORE AIRLINES
Measures							
AIRPORT	Physical distancing measures in airport areas	✓	✓	✓	✓	✓	✓
	Cleaning common area surfaces	✓	✓	✓	✓	✓	✓
ONBOARD	HEPA filter in aircraft: Air circulation system removes dust, bacterial contamination & viruses	✓	✓	✓	✓	✓	✓
	Face covering and gloves for all Flight Attendants	✓	✓	✓	✓	✓	✓
	Disinfectant and cleaning products used between flights	✓	✓	✓	✓	✓	✓
HELPING FLIGHTS	Operating cargo flights to transport PPE and supplies to health care workers and patients globally	✓	✓	✓	✓	✓	✓
	Flying healthcare workers to volunteer locations for free	-	✓	-	-	-	-
	Operated special flights to bring respective citizens abroad home as travel restrictions tightened	✓	✓	✓	✓	✓	✓

# 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 and temporary closure of lounges



**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



**Obligation to wear a mask:** Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

# Creating physical distance:

## On the ground



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



We ask you to travel **with as little hand luggage as possible**. Please consider already when packing that you take into account the information about dangerous items in your checked luggage.



Lounges are being **reopened on an ongoing basis**. However, due to the current situation in some lounges a **limited F&B offer** is available. In addition, due to current regulations, not all services are available to guests. Please find more information on <https://www.lufthansa.com/de/de/lounges>



**Obligation to wear a mask:** Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

# Creating physical distance:

## Boarding and deboarding



**Boarding by groups:** On continental Austrian Airlines, Lufthansa and SWISS flights, passengers are asked to board by groups after the pre-boarding phase. Group 3 starts with the window seats, followed by group 4 with middle seats and group 5 with aisle seats. Intercontinental boarding is currently being tested.



**Deboarding by groups:** Guests on board will be informed that the deboarding will be done in groups. Business Class passengers will disembark first followed by rows 11-15, rows 16-20, etc. until the last row is reached. All passengers will be asked to remain seated until they are asked to leave the aircraft.



**Obligation to wear a mask:** Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

# Creating physical distance:

## On board



Cabin crew will hand out **hygienic wipes** (both antibacterial and antiviral) on every flight to each passenger



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



Temporary **suspension of inflight sales** (except Brussels Airlines), instead new inflight shopping platform **SKYdeals**



During the check-in & seat allocation process, **physical distancing is still taken into account**, but persons who have booked together or are checking-in together are seated next to each other if possible. For persons travelling alone, the **middle seats** are allocated according to the **"last to be offered"** principle.



**Obligation to wear a mask:** Passengers are obliged 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 & .com pages**



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



# Ongoing customer communication: Digital Services

Stricter entry requirements for all countries, especially in the context of COVID-19, are resulting in new requirements for document and data verification and for data transmission procedures.

Online or mobile check-in is crucial in supporting data entry in compliance with regulatory requirements laid down in legislation on the prevention and control of infectious diseases (IfSG) (contact and address details as well as confirmation of health status) and in reducing manual processing at the counters and departure gates.

It is therefore necessary that our passengers' contact details are also entered with tour operator, group and full charter bookings – ideally at the time of booking – or that, at the very least, the airline booking codes/ticket numbers are sent to passengers before their arrival at the airport, with the explicit instruction to use online/mobile check-in.





# Our current Lufthansa Group flight schedule:

## Interactive network map

The demand for international air traffic has decreased significantly in recent weeks. Airlines are finding it very difficult to offer a stable flight schedule. Austrian Airlines, Lufthansa, SWISS, Air Dolomiti, Brussels Airlines and Eurowings are therefore regularly adapting their flight offer.

Have a look at the interactive [network map](#) on Lufthansa Group for Business to discover our current network offer.



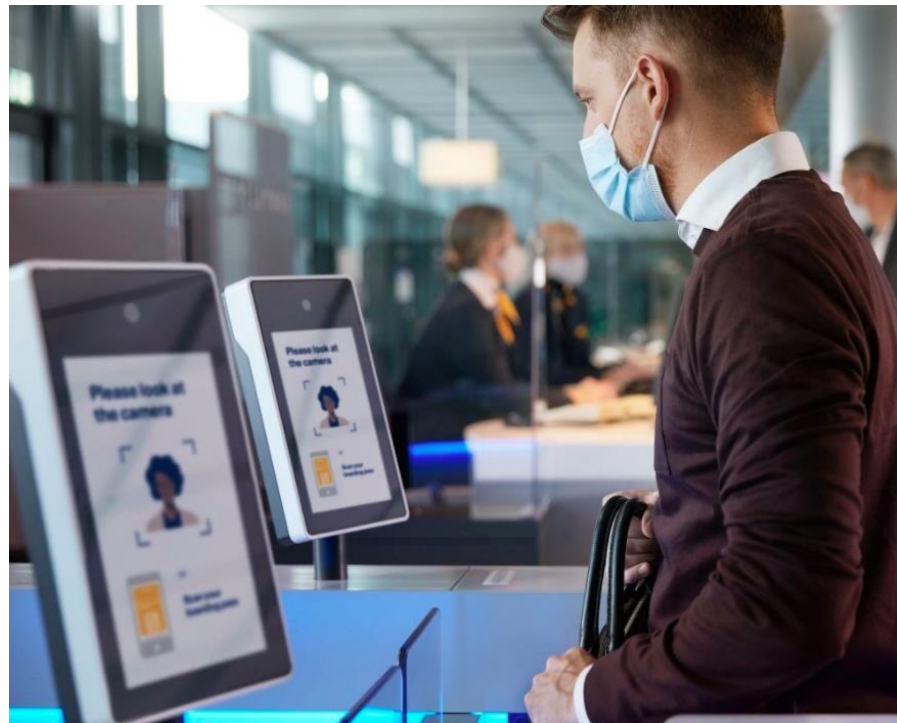
# Star Alliance Biometrics:

## Minimal contact with recognition system

The **Star Alliance biometric recognition system** will enable you to get through security access and board quickly with minimal contact.

In the future, a single glance will grant you access – a boarding pass or smartphone will not be needed. As a **Miles & More** member on a **Lufthansa or SWISS** flight, you can take advantage of this feature exclusively at **Frankfurt** and **Munich** airports beginning **mid of November 2020**.

Find more information on [lufthansa.com](https://lufthansa.com)

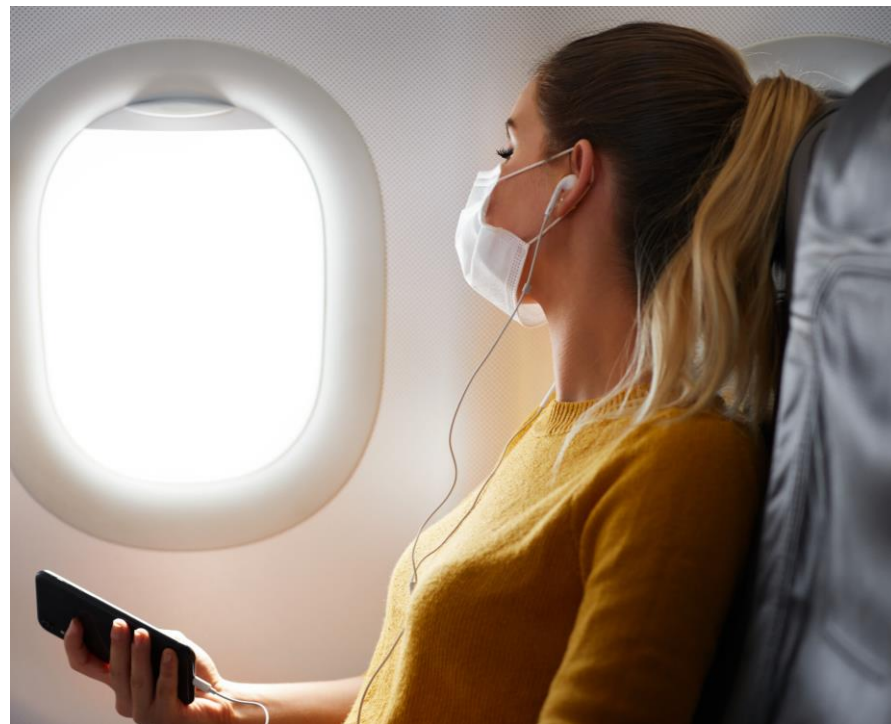


# Digital solutions:

## CommonPass and IATA Travel Pass

Together with our global partners, we are working on international standards (Amadeus, IATA) for the **integration of test results and vaccination certificates** into the entire travel chain as well as for the development of overarching solutions and automations of document check processes.

We promote concepts such as **CommonPass** or the **IATA Travel Pass** Initiative. We are already preparing ourselves and our processes for relaxed travel restrictions.



# Lufthansa Charter

## Individual flight connections outside the regular network of the Lufthansa Group

With Lufthansa Charter we offer a solution customized to your requirements, e.g. for your company, club or event. Our Charter team will prepare a detailed offer for you upon request and will inform you about specific availability. For more information, click [here](#).

Lufthansa Charter offers several advantages:



### Personalized flight connections

Set a departure time that fits your plans and a destination as close as possible to your intended location.



### Expanded services

Feel free to contact us if you have specific requests in terms of our on-board services and special offers on the ground.



### Personalized experience

We are always open to hearing your ideas in order to make your flight a unique experience. We will be happy to discuss these ideas with you further as part of our offer.



# Lufthansa Private Jet

Limitless freedom of an individual flight plan with LH Private Jet

LH Private Jet offers the possibility of short-term flights to countless destinations in **Europe, Russia and North Africa, as well as within the USA.**

**LPJ has been working exclusively** with the global industry leader in business aviation "**NetJets**", a 100% Berkshire Hathaway holding, for 10 years.

LH Private Jet gives you access to around **700 NetJets** aircraft in Europe and the USA, all of which are subjected to **strict quality and safety controls** according to equal standards and flown by **2 professional pilots** who are among the most experienced in the industry.

You also receive a **fixed price guarantee** of around EUR 8,000 per flight hour (e.g. with the Phenom 300 with 1-6 PAX,) which covers all costs, combined with a **booking guarantee** of up to 10 hours before departure (subject to airport slots) and **free cancellation** up to 24 hours before departure.

The own 24/7 service team can be reached on +49 180 2 993300 or [serviceteamprivatejet@dlh.de](mailto:serviceteamprivatejet@dlh.de).





# Greater flexibility for rebooking:

Flexibly adapt travel plans at any time

In order to adapt your travel plans flexibly at any time, all Austrian Airlines, Lufthansa, SWISS, Air Dolomiti, Brussels Airlines and Eurowings **tickets issued between 25 August 2020 and 31 May 2021 can be rebooked as often as necessary and without a change fee.** For additional flexibility, **the origin and destination of the journey can also be changed.** Please note, however, that a fare difference may be applicable, and all fare conditions must be adhered to when rebooking or reissuing tickets.

In the current situation, many of you may want to postpone their booked trips without having to worry about deadlines. Therefore, the airlines of the Lufthansa Group are offering a new, simplified goodwill policy. The rebooking or reissue of **tickets issued up to and including 31 August 2020** is now possible through **31 May 2021.**

Refunds are of course **still possible** (depending on fare rule). However, there might be delays due to the high volume of requests. To give an outlook: over the following months, **a large three-digit million amount in EUR will be paid out each month.**



# Current rebooking and refund possibilities:

## Simplified overview

Ticket issued on/before **31AUG20**

### SECTION A Cancelled flights

#### OPTION 1

Rebooking for same O&D  
later date

- Standard INVOL rules apply
- Reservation change any time within ticket validity to any date
- LHG flights: rebooking in original or lowest RBD compartment, no repricing required

#### OPTION 2

Re-issue/Exchange for new travel

- Ticket-on-hold option: Re-issue deadline **31MAY21**
- Repricing required
- Latest travel start **31DEC21**
- Validity of expired tickets may be extended to allow re-issue/exchange (01FEB-31MAY20)
- Any residual value paid to passenger

### SECTION B Non-cancelled flights

#### OPTION 1

Change-fee waiver

- Rebooking without fee
- Change must be made prior to ticketed travel date
- Ticket may be rebooked even after **31MAY21** to a new travel date, repricing required, rebooking fee and non-changeable restriction waived

#### OPTION 2

Re-issue/Exchange for new travel

- Ticket-on-hold option: Re-issue deadline **31MAY21**
- Repricing required
- Latest travel start **31DEC21**
- Validity of expired tickets may be extended to allow re-issue/exchange (01FEB-31MAY20)
- Any residual value ignored unless permitted by original fare rule



# Flight Value Voucher:

## Convert your ticket value to a voucher

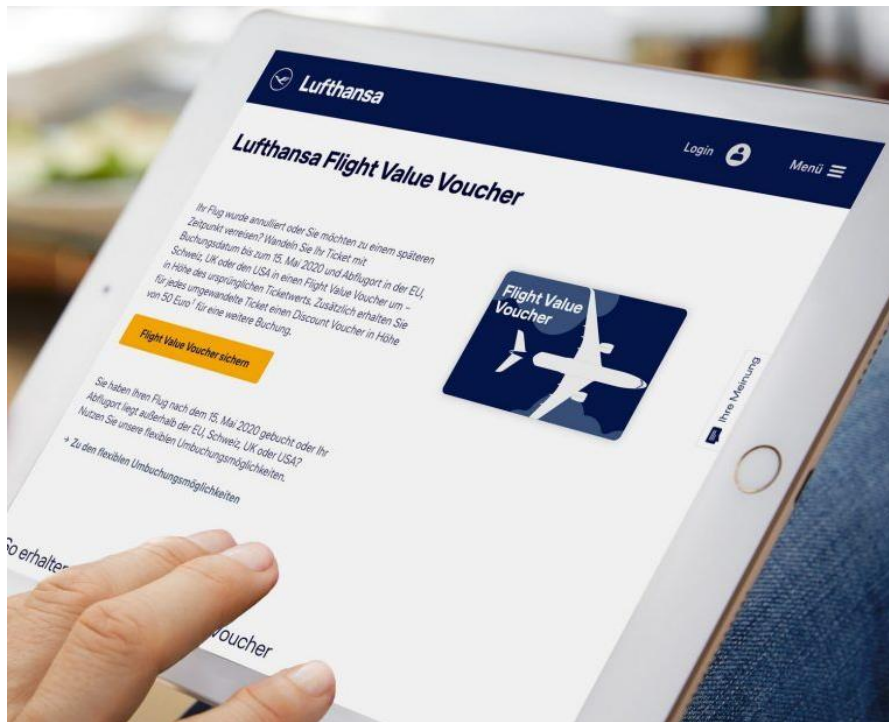
In addition to our current goodwill policies, passengers affected by a flight cancellation or who wish to travel at a later date may convert the value of their ticket into a "**Flight Value Voucher**" and redeem the same on [austrian.com](https://austrian.com), [lufthansa.com](https://lufthansa.com) and [swiss.com](https://swiss.com).

This means that passengers can now **convert the value of their original ticket into a voucher** that can be redeemed for a new booking at a later point in time.

The offer is valid for all customers holding a ticket issued **on or before 15 May 2020** and starting their travel in the European Union\*, Great Britain, Switzerland or USA (additional conditions apply).

More information can be found on the airlines' websites.

\*Except Greece, Bulgaria or Slovakia



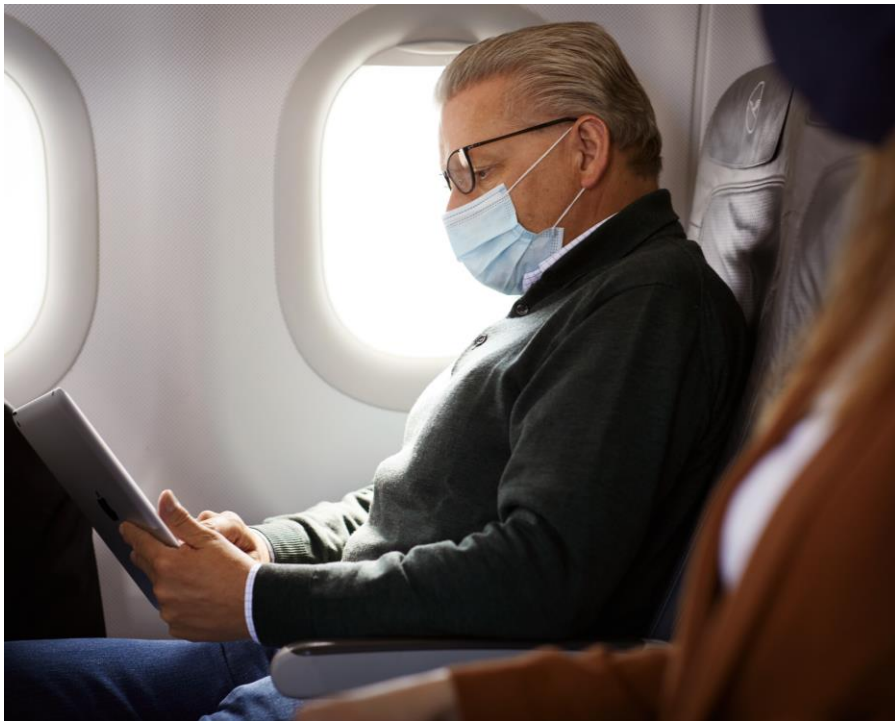
# More comfort and a good feeling:

Add an extra seat to your booking

Sometimes a little space is exactly what you need. Treat yourself to that little bit of **extra comfort** and simply reserve the seat next to you.

**Depending on the booking situation, you can reserve your neighboring seat** and be sure of it: The seat is guaranteed to remain free. Just call **our Service Centers or contact your travel agent** and secure your additional space, if available.

More information can be found on the airlines' websites.



# 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.

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

Unfortunately, due the current situation the start of the new frequent flyer program cannot go live as planned on 01 January 2022. The current program conditions therefore remain valid. However, we offer special offers for frequent flyers. See them [here](#).



# LUFTHANSA GROUP for Business:

Our new communication platform for business partners and corporate customers

**LUFTHANSA GROUP**  
for Business

**LUFTHANSA GROUP for Business** is the first interactive digital communication platform giving corporates the access to engaging content, fresh formats and enhanced digital capabilities.

The offered content will be **trust building, more human** and **empathetic**. In future you will find inspiring interviews, videos on destinations, podcasts, industry talks and much more.

The launch of the platform is an important milestone in shaping the future of digital corporate business and will enable us to better engage with you as our customers. It is available in English, German, Italian, French, Portuguese and Spanish.

Have a look at the platform [here](#).

Menu Login

## WELCOME TO LUFTHANSA GROUP FOR BUSINESS



### Our commitment

Welcome to the new communication website designed for you, our business partners and corporate customers across the globe. Lufthansa Group for Business is your informational hub, where you can get the latest updates and news directly from our airlines.

Austrian 



Lufthansa

 SWISS



brussels airlines

 Eurowings

**LUFTHANSA GROUP**

# 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](https://lh.com), [austrian.com](https://austrian.com), [swiss.com](https://swiss.com), [brusselsairlines.com](https://brusselsairlines.com) and [eurowings.com](https://eurowings.com)



All information at-a-glance for all our corporate business partners via [Lufthansa Group for Business](#)



Our [Service centers](#) are working as efficiently as possible to provide you with the support you need

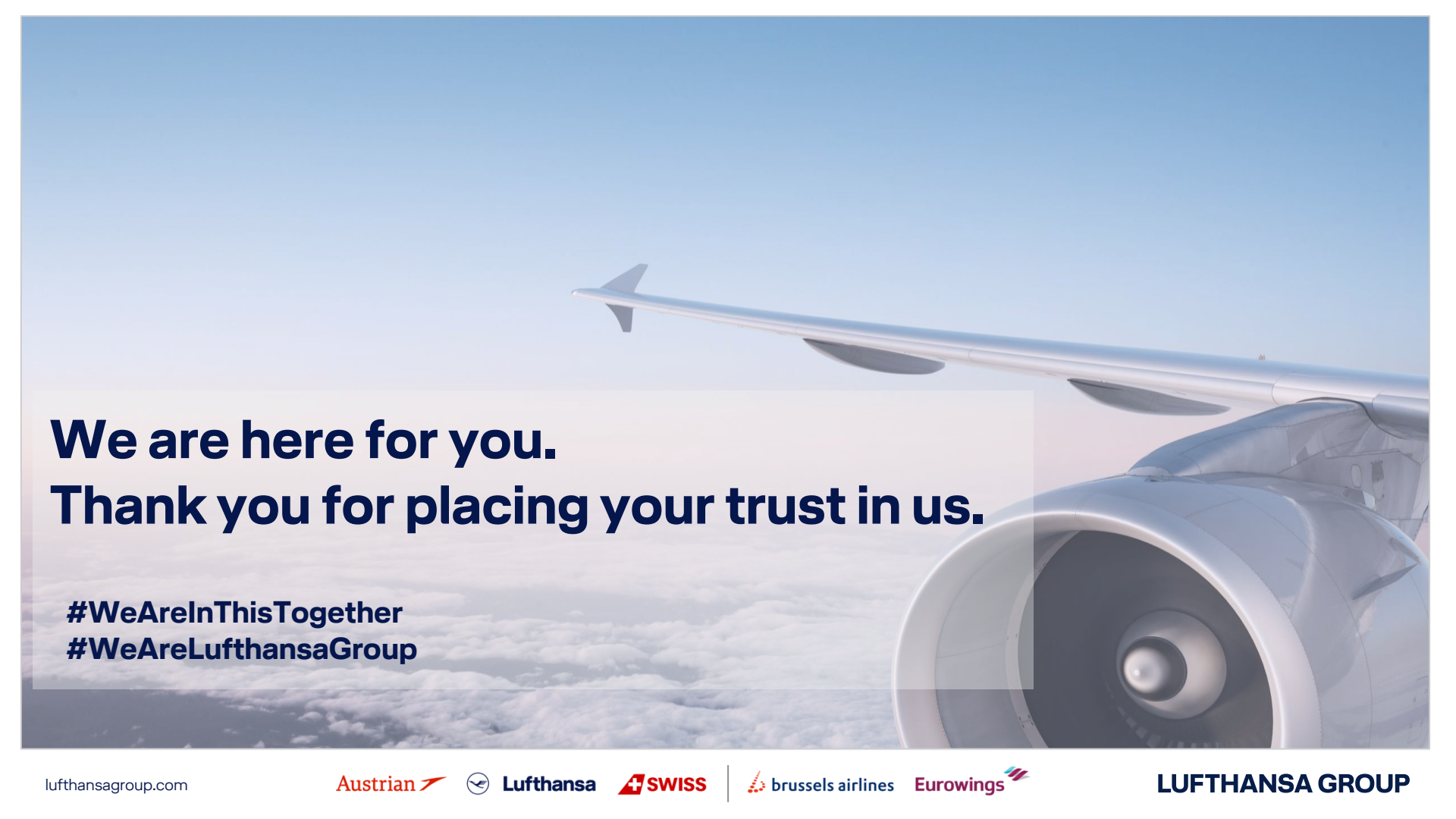


Our [media newsroom](#) provides regular updates on Lufthansa Group operations



**Regular updates for travel agents** about flight operations, rebooking options and goodwill policies on [lufthansaexperts.com](https://lufthansaexperts.com)





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

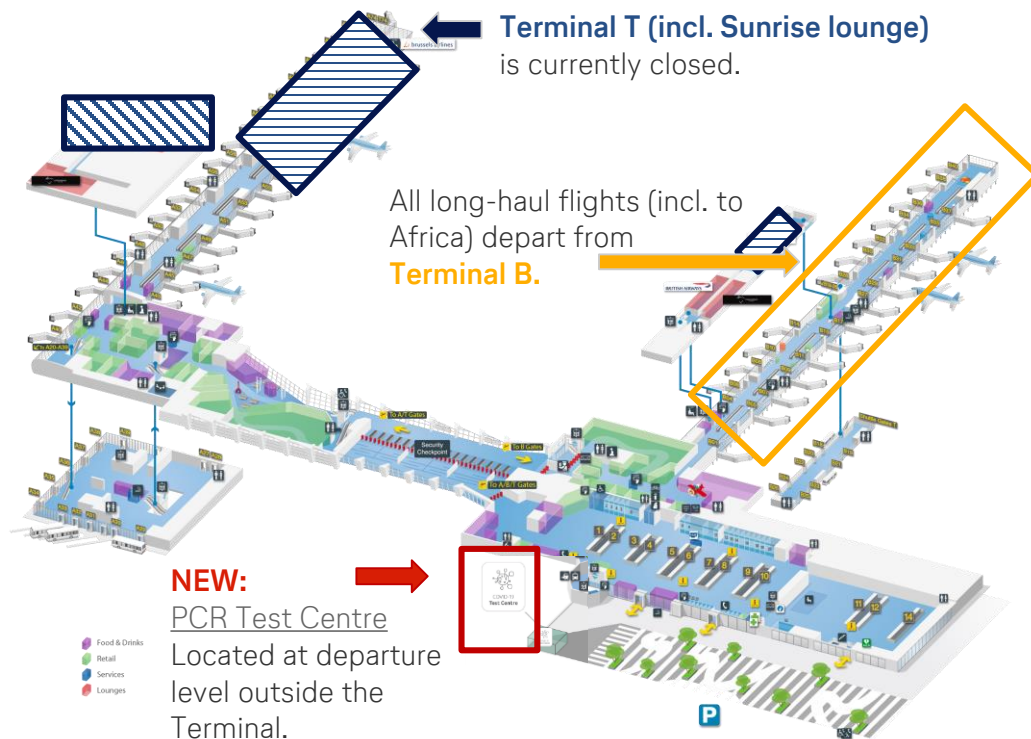
**#WeAreInThisTogether  
#WeAreLufthansaGroup**



# Brussels Airport

## Changes and updated customer journey flow

Due to the latest decision of the Belgian Federal Government to close down the hospitality sector (bars and restaurants) from Monday, October 19th 2020 for the duration of 1 month, Brussels Airlines has closed the Lounge The Loft from this date, until further notice.



 Closed for the moment until further notice.

# Travel and entry restrictions:

## Flights to and via Belgium/Brussels



All passengers travelling **to Belgium or via Belgium** (in transit) **mandatory** need to fill in the **Public Health Passenger Locator Form (PLF)** before flight departure: <https://travel.info-coronavirus.be/>



All passengers coming from a **red zone** and with final destination **Belgium or staying longer than 48h in Belgium**, need to go into **quarantine**. A **mandatory PCR test** will need to be done 5 days after arrival in Belgium.



**Transiting passengers** coming from a **red zone** and when transit time is less than 48h, **don't need** to do a PCR test.



# NEW: PCR-Test Centre at Brussels Airport

for passengers with final destination Belgium or staying longer than 48h in Belgium



We support this offer to enable travelers to carry out any necessary testing **upon arriving in Belgium or returning to Belgium from certain countries.**

Since 14 September, passengers arriving from a **red zone** are **obliged to get tested when arriving/staying in Belgium (48h or longer)**. The test should be done earliest 5 days after arrival in Belgium.

If test is negative, guest can go out of quarantine. If test is positive, guest needs to stay 7 more days in quarantine.

**The test will be complimentary** when receiving an **activation code via SMS after filling in the Public Health Passenger Locator Form (PLF).**

More information can be found at <https://www.brusselsairport.be/en/passengers/the-impact-of-the-coronavirus/covid-19-test-centre-at-brussels-airport>

