COVID-19 IMPACTS LUFTHANSA GROUP AIRLINES - REBOOKING AND FLIGHT PROGRAMME REDUCE UP TO 50 PER CENT

News / Airlines

Due to the exceptional circumstances caused by the spread of Covid-19 and the resulting drastic decline in bookings as well as numerous flight cancellations Lufthansa Group decided to reduce the flight capacity on offer even more than previously planned. Depending on the further development of demand, capacity is to be reduced by up to 50 per cent in the coming weeks. These capacity adjustments apply to all passenger airlines in the Lufthansa Group.

In addition, the extent to which the entire Airbus A380 fleet (14 aircraft) can be temporarily taken out of service in Frankfurt and Munich is currently being examined.

This measure is designed to reduce the financial consequences of the slump in demand. It complements the planned savings actions in the area of personnel, in material costs and project

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budgets, and other liquidity measures. In addition to an immediate hiring freeze, Lufthansa Group has already offered its employees the use of voluntary individual personnel measures in recent weeks. These include the granting of unpaid leave and bringing forward annual leave. The company is in talks with its operating partners and trade unions in order to avoid dismissals - among other measures - by means various part-time models, including probationary periods.

It is not yet possible to estimate the burden on earnings to be expected from current developments. The Group will publish key financial figures at the annual press conference on March 19, 2020.

The Lufthansa Group airlines Lufthansa, SWISS, Austrian Airlines, Brussels Airlines and Air Dolomiti are now introducing more flexible rebooking options. The new extensive waiver policy for rebooking applies to both existing and future bookings worldwide.

General rebooking option for future bookings:

With immediate effect and until 31 March 2020, the Lufthansa Group airlines will waive the rebooking fees for all newly booked flights worldwide and offer a one-time rebooking – regardless of condition of the original booking fare purchased. Passengers can in future rebook to a new travel date until 31 December 2020 without rebooking fees.

Possibility to rebook existing bookings:

The new waiver policy for existing bookings applies worldwide for tickets purchased before 5 March with a travel date up to 30 April 2020. Passengers can rebook to a new date up to 31 December 2020 without any rebooking fee – regardless of condition of the original booking fare purchased.

Applicable for both waiver policies: The departure and destination airports must be identical. If the original fare is no longer available, the corresponding difference must be paid. The rebooking must be made before the original travel date.

With this new waiver policy, the Lufthansa Group Airlines are responding to the wish of many customers to help make their travel plans more flexible under the exceptional circumstances caused by the spread of the coronavirus.

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