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No waiver required for rebookings according to the goodwill policy

In order to simplify the processing of rebookings based on the current goodwill policy for you, the Lufthansa Group airlines have decided to do without a waiver entry for selected rebookings with immediate effect.

You can now make all **rebookings/reissues** for booked flights between 5 March and 30 April 2020 whose ticket was issued up to and including 5 March 2020 according to the published [goodwill policy](#) (TWP 2006) yourself **without having to request a waiver from your Lufthansa Group Agency Support**.

Please make sure to observe the provisions of the goodwill policy and, if necessary, charge any fare difference that may arise due to a changed booking class or travel season, for example, to avoid possible ADMs.

Update: In case of refunds for already ticketed groups no waiver/authorization by your Groups Service Team is needed anymore. For more information, please [click here](#).

At the same time, we would like to point out that the [Flight irregularities policy for business partners \(OS/LH/LX\)](#) and the [Brussels Airlines INVOL rules](#) continue to apply for rebookings/reissues/refunds of cancelled flights.

The current situation is a great challenge for all of us and we hope that this process adjustment will make your work noticeably easier. We would like to take this opportunity to apologize to you for the long waiting times during the last days.

Thank you very much for your efforts and the support in serving our mutual customers!

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