SWISS Policy
Irregularity Handling Procedure for flight cancellations due to LH/4U pilot strike - for Travel Agents

valid for the period 08-09SEP15

Re-booking, Re-issue & Refund Procedures

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Contents

1 INTRODUCTION ........................................... 2
2 PREREQUISITES AND GENERAL RULES ............ 2
3 OUT OF SCOPE – TICKETS WHICH MAY NOT BEHandled BY TRAVEL AGENT .... 2
4 GENERAL RULES FOR REBOOKING ................. 3
4.1 Alternatives to be offered by the Travel Agent ... 3
   4.1.1 Alternative 1 ........................................... 3
   4.1.2 Alternative 2 ........................................... 3
   4.1.3 Alternative 1-2 not feasible ....................... 3
4.2 Sectors in LX/724 E-Tickets not affected by the irregularity .................. 4
5 E-TICKET RE-ISSUE: IMPORTANT INFORMATION 4
6 REFUND ...................................................... 4
7 GLOSSARY .................................................... 5

VALIDITY

This policy is only valid for the period 08-09SEP15. SWISS reserves the right to amend and/or to adapt and/or to delete rules described in this document at any time.
SWISS Irregularity Handling Procedure for flight cancellations due to LH/4U pilot strike - for Travel Agents
SEP2015

1 Introduction

SWISS implements a Ticketing Handling Policy for the period 08-09SEP15 allowing Travel Agents to reissue their tickets on an involuntary basis for flight cancellations due to Lufthansa and Germanwings pilot strike when ticketed on an LX/724 document.

This procedure is only applicable when the pilot strike is officially in progress and NOT when a pre-information has been sent out. Non-compliance will result in an ADM.

Based on RP1735g IATA carriers may allow Travel Agents to re-issue the airline’s documents on an involuntary basis. Previously such re-issues were handled by the airline only. However, each airline defines its own criteria in detail and non-compliance to such rules permits the airline to raise an ADM.

This policy applies only in connection with:
LX/724 E-Ticket booked on LX flight number on LH/4U operated flights
LX/724 E-Ticket booked on LH/4U flight number on LH/4U operated flights

You will find more details in the below chapters of this document.

2 Prerequisites and General Rules

- **LX/724 E-Ticket with a confirmed booking**
- LX/724 E-Ticket booked on LX flight number on LH/4U operated flights
- LX/724 E-Ticket booked on LH/4U flight number on LH/4U operated flights

- **Only in case of a confirmed LH/4U flight cancellation due to the pilot strike an involuntary reissue by Travel Agent is permitted**

- Travel Agencies are authorized to handle the cancellation due to LH/4U pilot strike on LX/724 E-Tickets as per the rules described hereby. However, there is no obligation to do so; SWISS may always be contacted in case of doubts or if it is preferred that the case is handled by SWISS.

- **IMPORTANT:** An LHG TWP is a pre-information about an event that might lead to irregularities. Travel Agents may not adapt LX/724 tickets based on a TWP. In such instances the ticket adaptations must always be handled by LX.

- Re-protection of the passengers’ E-Ticket is permitted in the **same travel compartment** only (see also chapter 4).

- It is not permitted to revalidate tickets by a Travel Agent.

- The re-issued E-Ticket must contain the correct endorsement box information (see chapter 5).

- The PNR must contain an **OSI item** (see chapter 5).

- In case a reissue/refund on involuntary basis is processed, all rules as described in this policy must be observed.

- Non-compliance to the rules of this policy will result in an Agency Debit Memo (ADM).

3 Out of Scope – Tickets which may not be handled by Travel Agent

In certain cases SWISS does not permit the Travel Agents to reissue their LX/724 documents Travel Agents are requested to contact their respective LX representation for assistance when:
The validating carrier’s rules apply and airlines are not authorized to grant exceptions for OAL documents. SWISS will issue an ADM for such cases.

LX/724 E-Tickets with special upgrade products included in the fare (e.g. mileage upgrade / special upgrade product with flat rates etc.).

LX/724 E-Tickets with a special fare product (e.g. Companion / 2for1 fares / etc.).

LX/724 E-Tickets with Agent Discount (AD) / PEP offers.

Group bookings – always contact your local SWISS Group Desk / SWISS representation.

In case of any doubt and/or any special case (e.g. EXST/CBBG procedures/SSR etc.) please contact your SWISS representation for correct handling and in order to avoid issuance of an ADM.

4 General Rules for Rebooking

- Change of origin/destination is not allowed.
- As a general rule: Re-protection booking shall be done as far as possible with the original ticketed carriers.
- Same travel compartment must always be used.

**IMPORTANT**: Economy Premium is considered as a different/higher travel compartment and may never be booked for Economy Class passengers.

- In any re-protection scenario the passengers’ travel documents must be considered (e.g. Transit Visa to organize, etc.)

4.1 Alternatives to be offered by the Travel Agent

4.1.1 Alternative 1
Rebooking onto an alternate **LX flight/LX flight connection** (LX flight number and LX operation):

- Rebook in the originally ticketed booking class (same RBD) within ticket validity.
- If the original booking class is not available, the next higher available booking class (RBD) within the same travel compartment may be used only if the new flight departure date is within 7 days before or after the original flight date.
- No SWISS approval is required – mind correct E-Ticket/PNR handling (see chapter 5).

4.1.2 Alternative 2
Rebooking onto a **combined routing LX flight** (LX flight number and LX operation) / **LHG flight** connection (LHG flight number/LHG operation):

- Rebook in the originally ticketed booking class (same RBD) within ticket validity.
- If the original booking class is not available, the next higher available booking class (RBD) within the same travel compartment may be used only if the new flight departure date is within 3 days before or after the original flight date.
- No SWISS approval is required – mind correct E-Ticket/PNR handling (see chapter 5).

4.1.3 Alternative 1-2 not feasible

If none of the alternatives 4.1.1 to 4.1.2 is available or accepted by the passenger, please contact your SWISS representation.

There might be other alternatives, e.g. on Star Alliance Partner Airlines. However these are only to be authorized and handled by SWISS.

In case none of the listed alternatives is accepted by the passenger, the ticket can be refunded. See chapter 6.
### SWISS Irregularity Handling Procedure for flight cancellations due to LH/4U pilot strike - for Travel Agents

**SEP2015**

#### 4.2 Sectors in LX/724 E-Tickets not affected by the irregularity

| Any segment of the ETKT which is **not directly affected** must remain unchanged and transferred as such to the new ticket.
| **EXCEPTION:**
| If a feeder flight to an LX flight needs to be rebooked no authorization by SWISS is needed for the re-issue handling, provided the original airline (operating and/or marketing number), booking class (RBD) and origin & destination remain unchanged.
| Any subsequent change to a flight will be considered as a voluntary change according to the original fare paid.
| Upon further re-issue of the ticket the endorsement box text regarding the "INVOL LABOR" shall not be carried forward to the new ticket anymore.

#### 5 E-Ticket Re-issue: Important Information

- **LX/724 E-Tickets** can be re-issued without prior approval by SWISS, provided all prerequisites in chapter 2 are met and alternative rebookings are proposed as mentioned in chapter 4. In all other cases an approval must be obtained from your SWISS representation.
- The electronic ticket must always be re-issued – **no revalidation is allowed for involuntary ticket handling by the Travel Agent**.
- It is mandatory to enter the reason of the involuntary re-issue in the Endorsement Box of the new e-ticket. IATA Standard must be applied to this purpose. This means that the **first five characters** of the endorsement box must show 'INVOL', followed by the abbreviation 'LABOR' and the details of the flight which triggered the change.
- Example of the E-Ticket endorsement box: **INVOL LABOR LH123/08SEP [LH/4U Flight Number/ Original date of departure]**.
- In addition it is mandatory to enter the same information in the **OSI** field of the booking file (enter the OSI element as per your GDS instructions).
- Example for LX PNR: 1 **OSI LX INVOL LABOR LH123/08SEP**.
- Failure to enter the correct endorsement box information (as stated above) into the E-Ticket and/or missing PNR OSI information will result in an ADM.

#### 6 Refund

Following process applies to all involuntary refund requests:

- For all refunds of LX/724 documents related to a flight cancellation caused by LH/4U pilot strike it is absolutely mandatory to contact SWISS for an authorization. Any involuntary refund request can only be authorized if a proof is available. Missing prior authorization is considered as voluntary refund and original fare conditions will apply.
- SWISS will authorize an involuntary refund only after having verified the flight cancellation caused by LH/4U pilot strike. The Travel Agent might be requested to produce a proof from LH/4U or a copy of their GDS PNR history, in case the SWISS representatives are unable to ascertain the irregularity case on their end.
- In case of a cancellation of an LH/4U flight (LH/4U flight number) or an LX flight (LX flight number) operated by LH/4U on an LX/724 ticket due to LH/4U pilot strike your SWISS representative will instruct you about the exact steps to take.
- Any unused ticket may be refunded in full. Partly used tickets may be refunded partly, e.g. on half return basis, or according to single unused coupons after a flight cancellation due to the LH/4U pilot strike.
- For refund of EMDs in connection with a flight cancellation due to the LH/4U pilot strike a **refund application** must be processed.

**IMPORTANT:**
Following information must be attached to the refund application:
- the details of the INVOL event for which the EMD is being refunded. Text format must be in IATA standard (example: **INVOL LABOR LH123/08SEP**).
- The original E-Ticket number in combination with which the EMD was originally issued.
SWISS Irregularity Handling Procedure for flight cancellations due to LH/4U pilot strike - for Travel Agents
SEP2015

- Travel Agents in the USA must send refund applications via email to refundtravelagtUS@swiss.com.
- Travel Agents in China must send refund applications to refundtravelagtCN@swiss.com.
- Travel Agents in China and in the USA must use standard email header line according to the below example:
  *INVOL/LABOR* LH123/08SEP - Refund Request EMD 724 0000 000 000

In case of doubts, contact your local SWISS representation for correct handling of the additional services paid by EMD.

### Glossary

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>ADM</td>
<td>Agency Debit Memo</td>
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<tr>
<td>AxsRes</td>
<td>LX own Reservation System</td>
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<tr>
<td>ETKT</td>
<td>Electronic Ticket</td>
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<tr>
<td>EMD</td>
<td>Electronic Miscellaneous Document</td>
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<td>GDS</td>
<td>Global Distribution System (Reservation System)</td>
</tr>
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<td>INVOL</td>
<td>Involuntary</td>
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<tr>
<td>LABOR</td>
<td>Stands for strike</td>
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<tr>
<td>LHG</td>
<td>Lufthansa Group (carriers: LH / LX / OS / SN / 4U)</td>
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<tr>
<td>LX</td>
<td>SWISS International Airlines</td>
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<tr>
<td>OAL</td>
<td>Other Airline than LX</td>
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<tr>
<td>OS</td>
<td>Austrian Airlines</td>
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<tr>
<td>OSI Element</td>
<td>Other Supplementary Information Element</td>
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<tr>
<td>PNR</td>
<td>Passenger Name Record – Booking File</td>
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<tr>
<td>SN</td>
<td>Brussels Airlines</td>
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<tr>
<td>SWISS / LX</td>
<td>SWISS International Air Lines Ltd</td>
</tr>
<tr>
<td>Travel Compartment</td>
<td>First Class / Business Class / Economy Class</td>
</tr>
<tr>
<td>WK</td>
<td>Edelweiss Air</td>
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In case of further questions, please contact your SWISS representation. Thank you.