



# Travelling safely in times of coronavirus - and beyond

Your Lufthansa Group airlines' Information Kit

Version 06 May 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 wear a **medical face mask** 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:** The frequency and intensity of cabin cleanings was further increased. This applies in particular to the fold-out tables, the armrests, the safety belts, washrooms and door handles.



# 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** 

# 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**. Passengers between 6 and 14 years of age and pregnant women can travel with normal mouth-nose protection
- 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



(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:

Our dedicated page consolidates entry regulations and airport information

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

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

Click [here](#) 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

Our **high efficiency particular air filter** supplies a complete exchange of fresh air approximately **every three minutes**. The resulting excellent air quality, in combination with a face mask, offers so much protection that it is not essential to maintain minimum distances to passengers in neighboring seats.

Cabin air outlets

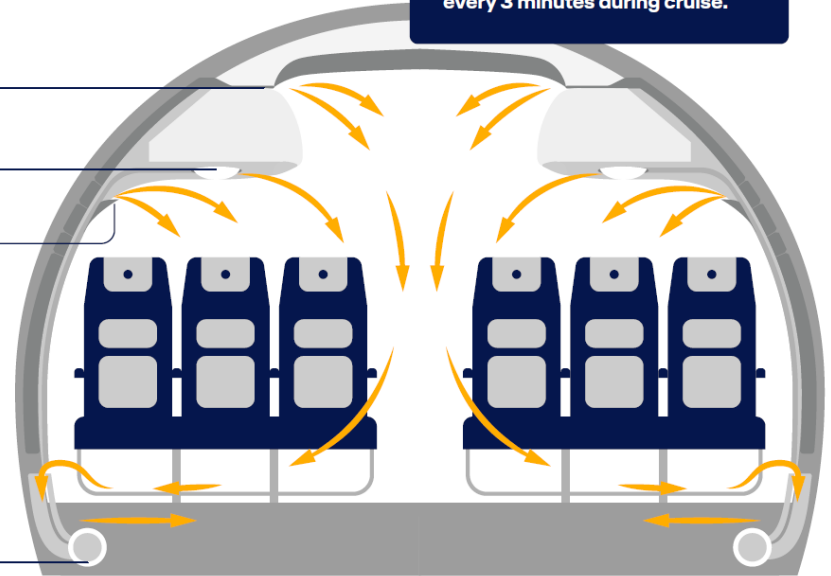
Individual air outlets

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 for Flight Attendants and passengers	✓	✓	✓	✓	✓	✓
	Disinfectant and cleaning products used between flights	✓	✓	✓	✓	✓	✓
SEAMLESS TRAVEL	Transparent information on “Flying in times of Corona”	✓	✓	✓	✓	✓	✓
	Covid-19 testing centers at airline hubs	✓	✓	✓	✓	-	✓
	Digital pass including testing and vaccination records	✓ <sup>1</sup>	✓	✓ <sup>1</sup>	-	-	✓ <sup>1</sup>

<sup>1</sup>Work in progress

Austrian 

 brussels airlines



Lufthansa

 SWISS

 Eurowings

 Eurowings discover.

LUFTHANSA GROUP

# Creating physical distance:

## On the ground



**Modified security control process:** Please allow additional time for the modified airport security and screening processes. For details please check relevant airport websites



Many authorities and airports **have restricted the carrying of hand luggage** due to the current situation. This should reduce waiting time at security checkpoints and speed up boarding and deboarding procedures. Please check the [baggage regulations](#).



Due to the current situation in some lounges a **limited Food & Beverage offer** is available. In addition, due to current regulations, not all services are available to guests. Please find more information [here](#).



**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



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



**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



Upon boarding our cabin crew will provide you **disinfectant wipes**. Please only use them for cleaning the surfaces in and around your seat.



**Simplified onboard services:** In order to minimize contact between people on board, our current in-flight service has been adapted and simplified. More information can be found [here](#).



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



# Our current network and product offer

# Our current Lufthansa Group flight schedule:

## Interactive network map

This summer, the airlines of the Lufthansa Group are offering the **most extensive range of vacation destinations** in years, thus further demonstrating the company's knowledge of the leisure travel market. Over the course of the summer Lufthansa plans to add around 20 new vacation destinations to its flight program from Frankfurt and 13 new holiday destinations from Munich. Special focus: the Caribbean, the Canary Islands and Greece. Our network offer for **business travel** will also remain attractive.

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





# 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, Eurowings, Air Dolomiti and Brussels Airlines **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.





# Greater flexibility for rebooking :

## Current rebooking and refund possibilities

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

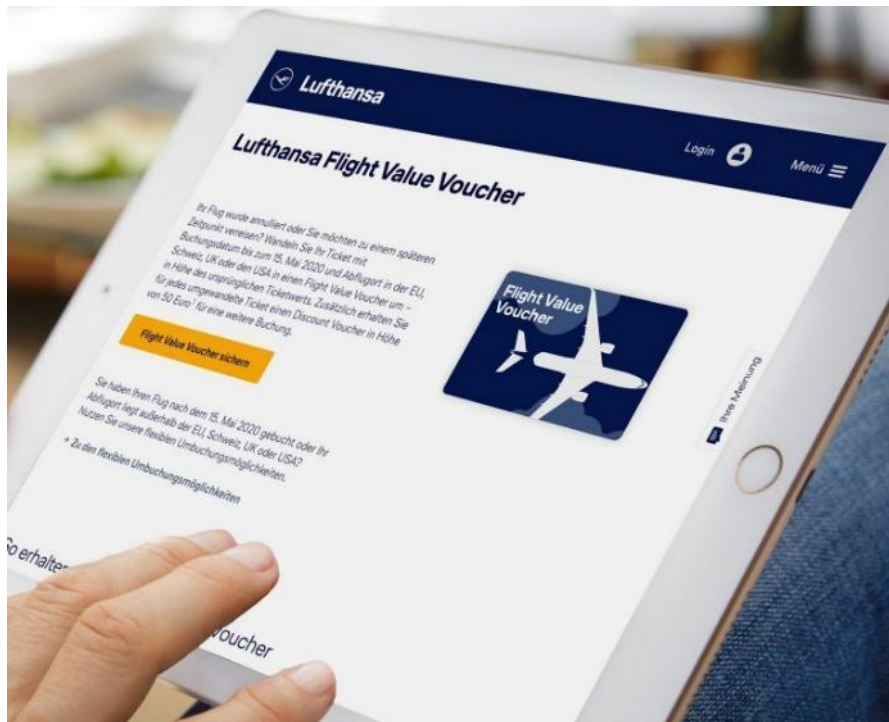
In addition to our current goodwill policies, passengers affected by a flight cancellation or who wish to travel at a later date may convert the value of their ticket into a "**Flight Value Voucher**" and redeem the same on austrian.com, lufthansa.com and swiss.com.

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



# 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](#).



# Austrian Melangerie:

## Your pleasure above the clouds

Starting **18 March 2021**, Austrian Airlines will introduce the new "**Austrian Melangerie**" catering concept on **short- and medium-haul flights in Economy Class**. The focus of the new chargeable offering is on **quality, selection, regionality and sustainability**.

The fresh dishes will be prepared by the **DO & CO brand "Henry for Austrian"**, coffee and tea will come from **Julius Meinl**. Sweet and savory Austrian snacks and soft drinks are available on all European flights.

For flights of **50 minutes or more**, passengers can choose from an extended selection. Hot drinks and Austrian wine and beer are also available.

On **flights of 85 minutes or more**, main dishes are not to be missed. Alcoholic beverages such as gin and schnapps round off the offer. As a sweet gift, all passengers will receive a chocolate medallion from **Salzburg Schokolade**.

Visit [austrian.com](https://austrian.com) for more details and the menu card.



# Onboard Delights:

As individual as your taste – available on European flights starting summer 2021

If your **Lufthansa Economy Class** flight within Europe lasts **longer than 60 minutes**, you can discover the new range of food and drinks in addition to a free bottle of water and a small chocolate surprise. Using fresh, regional ingredients, the dishes were designed to not only excite you, but to take you to places you have eaten well and felt at home emotionally.

Against a fee you can choose products from **different categories**: sweet or savory snacks, as well as fine coffee and cake specialties. Hot drinks, alcoholic and non-alcoholic beverages are also available.

Thanks to selected products from our partners, **Dallmayr and dean&david** our menu is complemented by an attractive range of snacks that ensures quality and sustainability above all.

On [lufthansa.com](https://www.lufthansa.com) you can find more information.





# Swiss Saveurs:

## A new gourmet food and drinks concept

Starting **30 March 2021**, SWISS will introduce the award-winning culinary concept **SWISS Saveurs in Economy Class on short- and medium-haul flights to and from Zurich.**

In future, you will be able to choose from a very high-quality and varied range of **fresh snacks, prepared with regional ingredients and packaged sustainably.**

The fresh products come from the internationally renowned and traditional Swiss family business **Confiserie Sprüngli**. The product selection is updated every three to six months.

The range is complemented by a **selection of snacks** from well-known Swiss brands as well as a **bottle of Alpine mineral water and a SWISS Schöggeli** on all flights. All products from the SWISS Saveurs menu can be purchased on board from a **flight time of 50 minutes.**

More information is available at [swiss.com](https://www.swiss.com).



# 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.

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





## 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.



# 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 Lufthansa 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.

In addition, up to **62,500 status (HON)** miles per flight can be collected with Lufthansa Private Jet in **2021**.

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





# Our customer communication

# 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: **“Care&Confidence”** (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 medical facemask**.



# 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.



# 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



### Connecting you with the world again

Travel bans and governmental restrictions make corporate travel truly challenging right now. But there is hope on the horizon. As more and more people around the globe are getting vaccinated against Covid 19, a return to some long-desired normalcy seems within reach.



Austrian

brussels airlines



Lufthansa

SWISS

Eurowings

Eurowings

discover.

**LUFTHANSA GROUP**



# 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)



# Our outlook on the future



# Digital solutions:

## CommonPass, IATA Travel Pass and Lufthansa Group Health Entry Support Center

**Lufthansa** and **SWISS** are testing the digital document check via the Health Entry Support Center on the following connections. The aim is to give all passengers an opportunity to present the necessary documents in electronic form before departure:

- Frankfurt – Istanbul (LH1304)
- Newark – Zurich (LX19)
- all connections from Frankfurt, Munich and Zurich to Spain and Portugal and on the return flights as of 17 April
- all connections from Mallorca to Frankfurt and Munich

**Eurowings** offers “myHealth Doc” check on flights from Germany to Spain.

**ComonPass** is currently offered on the routes from Frankfurt to all US-routes.

Other solutions for the **integration of test results and vaccination certificates** into the entire travel chain are currently being worked on.



# Lufthansa transports relief goods to India:

A total of ten tons of medical equipment fly to Delhi on behalf of time:matters

The scheduled flight LH760 from Frankfurt to Delhi has particularly urgent cargo on board these days: a total of around **ten tons of medical equipment is on its way to India**. In one day alone, **280 oxygen concentrators** flew to Delhi. The equipment is part of a larger consignment that time:matters, the specialist for high-volume special logistics, is carrying out on behalf of a customer.

We see it as our responsibility to play our part in international aid. The dramatic situation in India shows how important it is to transport relief supplies quickly and easily to where they are urgently needed. That is why Lufthansa Cargo, together with the Lufthansa Group, are doing everything we can to maintain supply chains worldwide.



# UNICEF Humanitarian Airfreight Initiative:

## Lufthansa Cargo supports UNICEF's global vaccine distribution

UNICEF has launched the **Humanitarian Airfreight Initiative**. Under this landmark initiative, **over 10 leading airlines** are signing agreements with UNICEF to support the prioritization of delivery of COVID-19 vaccines, essential medicines, medical devices and other critical supplies to respond to the pandemic.

The Initiative will also act as a global logistics preparedness mechanism for other humanitarian and health crises over the longer term. **Lufthansa Cargo\*** is one of the airlines transporting the long awaited vaccines across the globe - strengthened by the loading capacities of available flights of **Brussels Airlines, Austrian Airlines, Eurowings and Lufthansa**.

Lufthansa Cargo is not only strengthening international supply routes and takes responsibility to overcome this pandemic. By supporting the UNICEF Initiative we are also contributing to the **United Nations Sustainable Development Goal 'Good Health & Wellbeing'** which we have committed to.

\*Click on the picture to read the press release.





# Corporate Responsibility at Lufthansa Group:

An integral part of our corporate strategy

Corporate responsibility has always been a core concern of the Lufthansa Group. We do everything in our power to fly in an increasingly **climate-friendly** manner and thus gradually coming closer step by step to the **vision of CO<sub>2</sub>-neutral flight operations**.

We are continuously investing in particularly fuel-efficient aircraft of the **latest generation** and expanding our commitment in the area of **sustainable aviation fuels**.

It is particularly important to offer you voluntarily offsetting the CO<sub>2</sub> emissions of their air travel. These formats are being continuously developing.

For example, since 2020 we have launched **Corporate Value Fares**, an attractive offer for climate-friendly business travel.



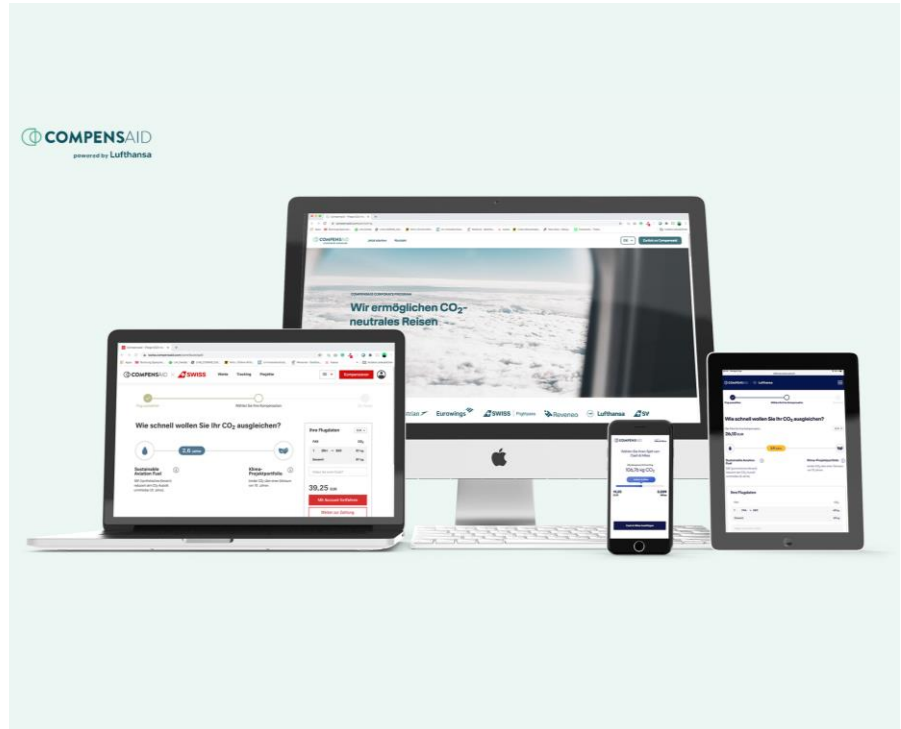
# Carbon neutral flying:

Lufthansa Compensaid now available to corporate customers

With the "**Compensaid Corporate Program**" corporate customers have the possibility to use, for instance, **Sustainable Aviation Fuel (SAF)** for their air travel. With SAF they can compensate the CO<sub>2</sub>-emissions produced when flying. This program allows companies to **offset all their flights** – whether they're with the Lufthansa Group or other airlines.

Air travel compensation with Compensaid is done either through the **use of SAF, the sponsorship of certified climate protection projects, or a combination of both options.**

Information on the new "Compensaid Corporate Program" is available [here](#).





# Starting signal for a worldwide unique project:

Lufthansa Airbus A350-900 "Erfurt" will become climate research aircraft

Predicting the weather even more accurately, analyzing climate changes even more precisely, researching even better how the world is developing. This is the goal of a **globally unique cooperation between Lufthansa and several research institutes.**

The "Erfurt" is expected to take off **from Munich at the end of 2021** for its first flight in the service of climate research, measuring around **100 different trace gases, aerosol and cloud parameters in the tropopause region** (at an altitude of nine to twelve kilometers).

Lufthansa is thus making a valuable contribution to climate research, which can use these unique data to assess the performance of current atmospheric and climate models and thus their predictive power for the Earth's future climate.

The **special feature:** Climate-relevant parameters can be recorded at this altitude with much greater accuracy and temporal resolution on board the aircraft than with satellite-based or ground-based systems.



# Nature as a role model:

## Lufthansa Group and BASF roll out sharkskin technology

The lower the frictional resistance of an aircraft in the air, the lower the fuel consumption. Using nature as a role model, the aviation industry has been intensively researching ways to reduce aerodynamic drag for many years.

Now **Lufthansa Technik and BASF** have succeeded in making the breakthrough as part of a joint project. **AeroSHARK**, a surface film that mimics the fine structure of a shark's skin, is to be rolled out on **Lufthansa Cargo's entire freighter fleet from the beginning of 2022**, making the aircraft more economical and reducing emissions.

The surface structure consisting of riblets measuring around 50 micrometers imitates the properties of sharkskin and therefore optimizes the aerodynamics on flow-related parts of the aircraft. For Lufthansa Cargo's Boeing 777F freighters, a drag reduction of more than one percent is estimated. For the entire fleet of ten aircraft, this translates to annual savings of around **3,700 tons of kerosene and just under 11,700 tons of CO<sub>2</sub> emissions**, which is the equivalent of **48 individual freight flights from Frankfurt to Shanghai**.



# Enhancing sustainability:

## Lufthansa Group pushes ahead with fleet modernization

**New, highly cost and fuel-efficient aircraft** are replacing older types on short, medium and long-haul routes. As a result, the Executive Board of Deutsche Lufthansa AG decided to buy ten long-haul aircraft: five **Airbus A350-900s** and five **Boeing B787-9**. These aircraft will be operated by Lufthansa Airline and strengthen the 5-star premium offer of the Group's core brand.

With the Airbus A350-900, the Boeing 777-9 and the Boeing 787-9, the Lufthansa Group will operate **the most fuel-efficient long-haul aircraft** in terms of kerosene consumption per passenger and 100 kilometers flown. On average, the new aircraft will only consume approximately **2.5 liters of kerosene per passenger and 100 kilometers flown**. This is about **30 percent less** than many current as well as previously operated long-haul aircraft models and will have an equally positive impact on the Group's carbon footprint





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

**#WeAreInThisTogether  
#WeAreLufthansaGroup**

# Lufthansa Group Partner Program online contracting:

## Enabling an interactive exchange in our partnership

The registration can be done in four simple steps

1

Click on „here“ in your invitation email to log-in to the website



2

Activate your account by filling-in your data and creating your password.

Activate your account

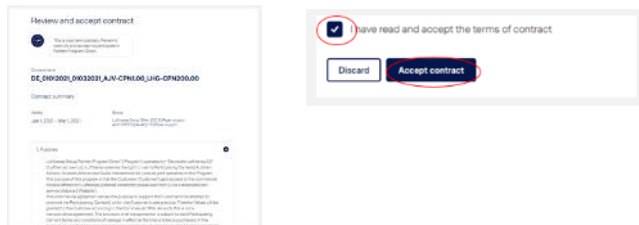


Review your information and create password to activate your account

Agency name

3

Review your pending contract and accept the contract. No signature required.



4

View your active agreements in the section „Contracts“

Contracts



Accept pending offers to continue participating in Lufthansa Group Partners Program.

Active agreements



# 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>

