

Strike announcement of the German Union UFO for 7 and 8 November 2019

UFO has called on its members for a two-day strike on Thursday, 7 November and Friday, 8 November 2019 for all Lufthansa departures from Germany.

Lufthansa has already activated a special flight schedule for Thursday and Friday.

Passengers can check the status of their flights at lufthansa.com:

» [Flight status request for individual flights](#)

The necessary flight cancellations will be completed by Wednesday evening, 6 November 2019. Customers affected by flight cancellations will be rebooked automatically as far as possible. You can make changes to the automated rebookings yourself using the [Flight irregularities policy for business partners \(OS/LH/LX\)](#).

Passengers travelling within Germany can use Deutsche Bahn trains and issue their own rail voucher on lufthansa.com or at a Lufthansa airport check-in machine. It is not necessary that passengers present themselves at the airport. Seat reservation is recommended.

» [To "Good for train – ICE Train Ticket"](#)

Part 1 – Lufthansa Group rules for rebooking/reissue/refund for cancelled flights
Customers affected by a flight cancellation can rebook once free of charge or have their ticket refunded. You are welcome to make rebookings/reissues/refunds for cancelled flights on Austrian Airlines/Lufthansa/SWISS tickets yourself in accordance with the [Flight irregularities policy for business partners \(OS/LH/LX\)](#).

[Brussels Airlines INVOL rules](#) apply to Brussels Airlines tickets.

Please note: The Flight irregularities policy and the INVOL rules only apply to flights which have already been cancelled.

Part 2 – Goodwill policy for rebooking/reissue of flights which are not cancelled – no refund permitted

Any passenger with a booked Lufthansa operated flight on OS/LH/LX/SN document from/to/via Frankfurt (FRA) or Munich (MUC), whose flight is not cancelled and whose ticket was issued up to and including 4 November 2019, may rebook once free of charge.

The following rules apply to these rebookings:

- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, 4U, LH, LX, WK) – in the original booking class or, alternatively, in the originally ticketed compartment.
- New travel date until 15 November 2019
- The change of origin/destination is not permitted. Exception: Change of routing permitted to allow rebooking to any Lufthansa Group airlines' operated flight (OS/LH/LX/SN/EW/WK/4U) via any Lufthansa Group transfer point in Europe.
- In the case of reissues the endorsement entry should read: TWP 1919
- For refunds of tickets that are not affected by flight cancellations, the fare conditions apply.

You can do the rebookings/reissues yourself according to the goodwill rule mentioned above. In any case, please contact your Lufthansa Group Agency Support to obtain a waiver.

On Thursday, 7 November, 2,300 of the 3,000 planned Lufthansa Group flights can be operated. On Friday, 8 November, 2,400 Lufthansa Group flights will operate. As a result of the strike, around 180,000 passengers will be affected by 1,300 flight cancellations.

Flights operated by Austrian Airlines, SWISS (including Edelweiss), Brussels Airlines, Eurowings, Germanwings, SunExpress, Lufthansa Cityline and Air Dolomiti will not be affected by the strike.

Lufthansa regrets the inconveniences caused by this strike action and will do its utmost to keep the effects to a minimum.