

eXperts

LUFTHANSA GROUP

September 2022

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Lufthansa: Application for compensation in the event of flight irregularities

If a Lufthansa flight was delayed by at least three hours on arrival, was cancelled or if travelers missed a connecting flight, they have the option of using an online form to request a check whether they are entitled to compensation under Art. 7 EU Regulation 261/2004.

▶ [To the application for compensation](#)

Dear Mrs. Sharma,

Lufthansa offers compensation for flight irregularities and has updated its policy for schedule changes and flight irregularities. The airline's first Boeing 787 has arrived in Frankfurt. SWISS offers specialties from the canton of Zurich and SWISS is pleased to announce its 20 years of operations

Best Regards,
eXperts Team India

Information on changes to multi-airport city codes

To ensure consistent pricing across all reservation systems, IATA has introduced a new standard for 'Multi-Airport Cities'. As part of this, starting 3 October 2022, some existing airport codes, for example Newark, will become stand-alone City Codes (previously: NYC, new: EWR).

▶ [Learn More](#)



Revised policy for schedule changes and flight irregularities

Individual sections of the SKCHG/INVOL Policy has been revised. This concerns O&D changes, extended rebooking options between the Lufthansa Group airlines and Air Canada, ANA and United Airlines as well as explanations on involuntary rebookings of tickets with a fixed price upgrade.

▶ [Learn More](#)



First Lufthansa Boeing 787 has arrived in Frankfurt

Lufthansa welcomes a new aircraft model to the fleet: the Boeing 787-9. The modern long-haul aircraft consumes an approximate average of only 2.5 liters of kerosene per passenger per 100 kilometers flown. In addition, travelers can look forward to a premium flying experience with a spacious

cabin, an improved Business Class with all-aisle-access and cabin lighting that is geared to passengers' biorhythms.

[▶ Learn More](#)



At home around the world – 20 years SWISS

SWISS has been representing peerless service, impeccable quality and Swiss hospitality for 20 years. At SWISS, it's the little things that make a big difference. This fast-paced short film marks the 20th anniversary of SWISS – and celebrates everything that makes it special. A firework of inspiration that will leave you longing to take to the skies there and then.



[▶ Play video](#)



SWISS offers exquisite specialties from the canton of Zurich

As part of the "SWISS Taste of Switzerland" concept, SWISS First, SWISS Business and SWISS Premium Economy guests on long-haul flights departing from Switzerland can now look forward to creative dishes from Laurent Eperon. The star chef uses fresh, local and seasonal ingredients to create his imaginative compositions and lends his dishes a personal touch using spices he discovered on his travels.



[▶ Learn More](#)



Why solar kerosene is carbon neutral

In the production of solar kerosene, concentrated solar heat is used to convert CO2 into fuel. When sun-to-liquid fuel is combusted in an aircraft, it will only produce as much CO2 as went into its manufacture. Therefore, solar fuels do not add any additional CO2 to the atmosphere.



[▶ Learn More](#)



Lufthansa Offer

Don't miss these special round trip deals on Lufthansa German Airlines



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