

**Book With Confidence:** new rebooking options to make your travel plans more flexible under the exceptional circumstances caused by the Coronavirus (COVID-19). For all **new flight bookings** between 01/07/2020 and 15/09/2020 with travel dates until 15/09/2020, you will be able to **change your travel dates up to 21 days before your flight departure without any change fees** to any later travel date within 365 days of your initial booking date – regardless of the initial fare purchased (including FlyCLASSIC and FlyPLUS fares). If the original fare is no longer available, the fare difference must be paid. Please find further information also [here](#).

#### BOOKING & FARE RULES

BOOKING CLASSES	W-R-A-N-G-O-H-F X-L-S-B-Q-K-M-Y	R-A-N-G-O-H-F-X- L-S-B-Q-K-M-Y	R-A-N-G-O-H-F-X- L-S-B-Q-K-M-Y	Z-J-C
NAME CHANGE	✗	✗	✗	✗
FLIGHT CHANGES**	0€ + fare difference (2)	0€ + fare difference (2)	0€ + fare difference (2)	0€ + fare difference (2)
REFUND	✗ (3)	✗ (3)	100% (4)	100% (4)
INFANT DISCOUNT	90%	90%	90%	90%
CHILD DISCOUNT (5)	25%	25%	25%	25%
YOUTH DISCOUNT (6)	up to 25% (6)	up to 25% (6)	up to 25% (6)	✗

#### BAGGAGE ALLOWANCE

BAGGAGE IN HOLD	1 PC (23 KG)	1 PC (23 KG)	1 PC (23 KG)	2 PC (32 KG/PC)
BAGGAGE IN CABIN	1 PC (8 KG) + 1 PERSONAL ITEM (7)	1 PC (8 KG) + 1 PERSONAL ITEM (7)	1 PC (8 KG) + 1 PERSONAL ITEM (7)	2 PC (8 KG/PC) + 1 PERSONAL ITEM (7)
EXTRA BAGGAGE RULES	ADDITIONAL BAGGAGE : 75€ (23 KG/PC) EXCESS WEIGHT (FROM 23 KG TO 32 KG) : 50€/PC (FLAT FEE)			ADDITIONAL BAGGAGE : 75€ (32 KG/PC) EXCESS WEIGHT IS NOT ALLOWED

#### KEY PRODUCT FEATURES

MILES & MORE (8)	125 - 1250	125 - 1250	125 - 1250	1000 - 2000
LOUNGE ACCESS (9)	✗	✗	As from €35	✓
BUSINESS CLASS CHECK IN (9)	✗	✗	✗	✓
ONLINE CHECK IN (10)	✓	✓	✓	✓
CHECK IN CLOSURE TIME	45 min before departure	45 min before departure	45 min before departure	30 min before departure
FAST LANE ACCESS (13)	✗	€10	✓	✓
STANDARD SEAT SELECTION (11) (12)	€12	€12	Free	Free
SEAT WITH EXTRA LEG ROOM SELECTION (12)	€25	€25	€25	Free

#### ON BOARD SERVICES

NEWSPAPERS	✓	✓	✓	✓
MAGAZINES	✗	✗	✗	✓
CATERING	Drink & snack	Drink & snack	Drink & snack	Drink & meal

## BOOKING & FARE RULES

Fares are only valid when flight coupons are used in the same order as shown on the ticket. If any of the coupons is not used in the sequence shown on the ticket a fare readjustment may be applied and the fare may be recalculated based on the new journey requested.

If your flight is not operated by Luxair, but by another airline (code-share flight), other conditions for services may apply. Please check conditions of the operating carrier.

- (1) Change before departure of the concerned flight is permitted at a fee of EUR75 if the same booking class is still available. If the same booking class is not available, the price of your ticket may change due to tax recalculation and fare availability. An administration fee applies in case the change is made by LUXAIR Call Center or LUXAIR Ticketing office.
- (2) Change before and after departure is permitted at no cost if the same booking class is still available. If the same booking class is not available, the price of your ticket may change due to tax recalculation and fare availability. An administration fee applies in case the change is made by LUXAIR Call Center or LUXAIR Ticketing office. If you change your ticket online via «Manage My Trip», no administration fee will be charged.
- (3) Taxes are refundable. An administration fee is deducted from the amount of the refund.
- (4) Ticket is refundable. An administration fee is deducted from the amount of the refund. Regarding round trip, in case of partial used ticket, ticket price is recalculated based on a one-way flight pricing policy.
- (5) Child discount is not applicable on special offers. «Unaccompanied minors» have to be booked as adults. A service fee applies. Special rules may apply for specific countries.
- (6) Youth discount is not applicable on all fares, but only on specific booking classes, and upon availability. For young travellers from 12-24 years, proof of age can be required.
- (7) Personal items are considered as follow : handbag (women's or men's), laptop bag, tax-free shopping bag, camera bag, umbrella. If you have more than ONE small personal item, it must be stowed in your cabin baggage.
- (8) Award Miles, Status Miles and HON Circle Miles, plus 25% executive bonus for FTLs, Senators and HON Circle Members. Miles are granted always depending on booking class. Please refer to the table below for details.
- (9) Access to Business Lounge and Business Class Check In are granted to Business Class passengers and FTLs, Senators and HON circle Members, regardless of chosen fare class. Access to Business Lounge and Business Class Check In is only available for Luxair Luxembourg Airlines flights (Barcelona, Paris - Charles de Gaulles, Copenhagen, Dublin, Florence, Rome - Fiumicino, Geneva, Hamburg, London City, Lisbon, Madrid, Montpellier, Munich, Milano, Nice, Bordeaux, Marseille, Manchester, Stockholm, Porto, Prague, Berlin - Tegel, Venice, Vienna). Access to Business Lounge against payment for Fly Flex fares is not available on all airports.
- (10) Web & Mobile Check-In is available for almost all destination. Please refer to Information > Airports and available eServices on www.luxair.lu
- (11) Luxair Luxembourg Airlines concerned destinations : Barcelona, Paris - Charles de Gaulles, Copenhagen, Dublin, Florence, Rome - Fiumicino, Geneva, Hamburg, London City, Lisbon, Madrid, Montpellier, Munich, Milano, Bordeaux, Marseille, Manchester, Stockholm, Nice, Porto, Prague, Berlin - Tegel, Venice, Vienna. Standard seat selection is free of charge for our Miles & More SEN & HON travelers, unaccompanied children, WCHC (completely immobile passengers).
- (12) Extra conditions may apply.
- (13) Access to Fast Lane is granted to Business Class passengers and Senators and HON circle Members, regardless of chosen fare class. Access to fast Lane is not available on all airports, and cannot be offered for fly Flex fares on all airports.

**Explanation fees flight changes	fly CLASSIC	fly PLUS	fly FLEX	fly BUSINESS
REBOOKING FEE	✘	✘	✘	✘
POSSIBLE FARE DIFFERENCE	✔ if same booking class not available	✔ if same booking class not available	✔ if same booking class not available	✔ if same booking class not available
ADM. FEE EUR 10 (if original ticket issued on LG web/LG Call Center/Ticketing)	adm. fee EUR 10	adm. fee EUR 10	adm. fee EUR 10	adm. fee EUR 10

## MILES & MORE DETAILS (14)

### MILES & MORE - Luxair Luxembourg Airlines

BOOKING CLASS	MILES - EUROPEAN FLIGHTS	MILES - GERMAN DOMESTIC FLIGHTS
C J	2000	1500
Z	1250	1000
K M Q Y	1250	1000
B S X	750	500
L F	500	250
A G H N O R V W I P	125	125

### Luxair Luxembourg Airlines concerned destinations:

Barcelona, Paris - Charles de Gaulles, Copenhagen, Dublin, Florence, Rome - Fiumicino, Geneva, Hamburg, London City, Lisbon, Madrid, Montpellier, Munich, Milano, Bordeaux, Marseille, Manchester, Stockholm, Nice, Porto, Prague, Berlin - Tegel, Venice, Vienna..

(14) LuxairTours flights are not concerned by any Miles & More program rules application.

ADDITIONAL SERVICES

DETAILS

fly CLASSIC

fly PLUS

fly FLEX

fly BUSINESS

EXTRA SEAT (1)

STANDARD SEAT (2)		€12	€12	Free	Free
EXTRA LEG ROOM SEAT (3)		€25	€25	€25	Free
VOLUNTARY CHANGE		×	✓ Allowed in case of booking change (4)		Free
VOLUNTARY REFUND (5)		×			/

FAST LANE (11)

FAST LANE (11)		×	€10	Free	Included
VOLUNTARY CHANGE		×	✓ Allowed in case of booking change (4)	✓ Allowed in case of booking change (4)	/
VOLUNTARY REFUND (5)		×		/	/

LOUNGE ACCESS (12)

LOUNGE ACCESS (12)		×	×	As from €35	Included
VOLUNTARY CHANGE		×		✓ Allowed in case of booking change (4)	/
VOLUNTARY REFUND (5)		×			/

ADDITIONAL BAGGAGES

2ND PC IN HOLD (6)	up to 23kg for economy and up to 32kg for business class	€75	€75	€75	Free
ADDITIONAL PC IN HOLD (3 AND MORE)	up to 23kg for economy and up to 32kg for business class	€75	€75	€75	€75
EXCESS WEIGHT	up to 32 kg	€50 flat fee	€50 flat fee	€50 flat fee	N/A
VOLUNTARY CHANGE		×	✓ Allowed in case of booking change (4)		✓ Allowed in case of booking change (4)
VOLUNTARY REFUND		×			

## ADDITIONAL SPORTS EQUIPMENTS (7)

<b>GOLF EQUIPMENT (8)</b>	1 golf bag including 1 set of golf clubs, golf balls and tees, 1 pair of golf shoes	€50	Free
<b>DIVING EQUIPMENT</b>	1 diving suit, 1 scuba regulator, 1 tank harness, 1 weight-belt (excluding plumb), 1 tank pressure gauge, 1 diving mask, 2 fins, 1 snorkel and 1 stabilizing jacket	€50	
<b>PARAGLIDING EQUIPMENT</b>	1 set of paragliding equipment packed in 1 container	€50	
<b>SKI EQUIPMENT</b>	1 pair of skis, 1 pair of ski poles, 1 pair of ski boots, 1 helmet	€50	
<b>FISHING EQUIPMENT</b>	3 fishing rods and -reels carried in 1 rigid bag Waders, basket, save all, boots and bag have to be carried in 1 bag	€50	
<b>KITE SURFBOARD</b>	1 kite, 1 board	€50	
<b>BICYCLE</b>	1 normal bicycle (no engine-powered bikes / no e-bikes) or 1 child-carrying trailer for bicycles or 1 unicycle, 1 helmet	€50	
<b>SPORTING AND HUNTING FIREARMS AND AMMUNITION</b>	Special regulations apply to sporting and hunting firearms. A few countries impose an additional security charge.	€50	
<b>VOLUNTARY CHANGE</b>		✓ Allowed in case of booking change (4)	
<b>VOLUNTARY REFUND</b>	concerns all sports equipments	✓ Allowed against a fee	

## PETS (CATS AND DOGS ONLY) (9)

<b>PETS IN CABIN</b>	up to 8KG box or bag following the sizes: 45 (L) x 23 (D) x 25 (H) or 45 (L) x 42 (D) x 20 (H)	€50	€50	€50	€50
<b>PETS IN HOLD</b>	over 8kg	€100	€100	€100	€100
<b>VOLUNTARY CHANGE</b>		✓ Allowed in case of booking change (4) (10)			
<b>VOLUNTARY REFUND</b>		✓ Allowed against a fee			

**All price indications are per segment/one-way**

- (1)** Service available until 24 hours before departure.
- (2)** Standard seat selection is free of charge for totally dependent passengers (WCHC), with pets in cabin option (PETC), for unaccompanied minors (UM) and for Senators and HON Circle Members.
- (3)** If passenger does not meet safety requirements for exit seat, Luxair reserves the right to assign a different seat. In that case, refund will not be accepted. Visit dedicated webpage for more informations regarding exit seats safety requirements : [www.luxair.lu](http://www.luxair.lu) > Information > Our products > New! Online Seat Reservation Service.
- (4)** Additional service is associated to one booking and cannot be used for a different booking.
- (5)** In case of irregularity, passenger may ask for a refund via <https://www.luxair.lu/en/contact>.
- (6)** Holders of a Miles & More Business MasterCard can add a 2nd baggage in hold for free. Frequent travellers of the Miles&More program can add a 2nd PC or 1 golf equipment in hold free of charge. HON Circle Members and Senators can add both a 2nd PC and 1 golf equipment in hold free of charge.
- (7)** Sports equipments must not exceed 32 kg.
- (8)** Holders of a Miles & More Gold MasterCard can add a golf bag in hold for free. Frequent travellers of the Miles&More program can add a 2nd PC or 1 golf equipment in hold free of charge. HON Circle Members and Senators can add both a 2nd PC and 1 golf equipment in hold free of charge.
- (9)** Assistance dogs are accepted free of charge in cabin.
- (10)** Subject to space availability on the new flight.
- (11)** Access to Fast Lane is granted to Business Class passengers and Senators and HON circle Members, regardless of chosen fare class. Access to Fast lane is not available on all airports and cannot be offered for fly FLEX fares on all airports.
- (12)** Access to Business Lounge and Business Class Check In are granted to Business Class passengers and FTLs, Senators and HON circle Members, regardless of chosen fare class.  
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Access to Business Lounge against payment for Fly Flex fares is not available on all airports.