

Luxembourg, 08 October 2021

## More choice and flexibility when traveling with Luxair

*Luxair responds to the demand of its customers with an injection of flexibility and premium options into its standard fare structure and offers a more intuitive segmentation between each fare... passengers will have an even greater choice with the grid of 4 Luxair fare categories to choose the product that suits them best.*

From the very beginning and throughout this pandemic, Luxair has promised its customers trips with peace of mind and tailored to their needs. With a view to continuously improving the customer experience, Luxair offers its passengers all the flexibility required by the situation and sets itself apart from the market by offering them quality service and a greater choice of options.

From 8 October, Luxair will launch a new price range in order to give its customers more choice and to adapt to all travel needs. Each fare family offers passengers a clear and distinct set of products and services designed to meet their different needs, such as access to the fast lane or to the Business Lounge which will now be accessible, when buying some fares, for a small supplement fee.

The objective of these new price lists is to improve the customer experience by creating a product clearly focused and adapted to the passenger demands, to modernize the offer of Luxair products according to the changes and post-Covid challenges and to improve customer flexibility.

Four choices will now be offered when booking:

### **SMART**

The SMART fare offers the traditional set of premium Luxair services, such as the possibility of taking 2 items (hand luggage and small bag) on board, one piece of 23 kg in the hold and snacks and drinks included. In addition, the selection of standard seats is included and passengers will be able to change their flight upon payment of a supplement of € 29 instead of € 49 until 31/03/2022.

### **FLEX**

The FLEX fare offers, in addition to the advantages of the SMART fare, full flexibility and full reimbursement, the selection of standard seats or in the front part of the cabin, free access to the Fast Lane and the access to the Business Lounge, for the price of € 35. With the FLEX fare, the customer will be able to modify their reservation and advance their flight, subject to availability, a feature very popular for business trips. Checked baggage, up to 23 kilos and snacks and drinks, complete this price range.

## **BUSINESS**

The BUSINESS fare, refundable and modifiable free of charge, includes all the advantages of the Luxair experience, with the largest baggage allowance (2 bags of up to 32 kg each), a gourmet menu served on board (including the free-of-charge choice of special meals, up to 48 hours before the flight) and all the traditional advantages such as priority check-in and boarding, fast lane, free access to the Business Lounge, neighbor seat free as well as the transport of golf equipment.

## **LIGHT**

In addition, and in order to meet market demand, Luxair introduces the LIGHT fare. This range will satisfy passengers wishing to travel light, for short trips. These customers will be able to fly at an attractive price with a hand luggage of up to 8 kg and a small personal item, such as a handbag. On-board snacks and drinks will of course remain included, as in Luxair's tradition.

Luxair has made it a point of honor to meet the needs of its customers. With these new price lists, each traveler will find an improved solution adapted to their specific needs, allowing them to travel with complete peace of mind.