

**LIGHT**

**SMART**

**FLEX**

**BUSINESS**

**BOOKING & FARE RULES: All price indications are per segment/one-way**

BOOKING CLASSES (routing related)	W-R-A-N-G-O-(H-F X-L)	W-R-A-N-G-O-H-F-X-L-S-B-Q-K-M-Y	W-R-A-N-G-O-H-F-X-L-S-B-Q-K-M-Y	Z-C-J
NAME CHANGE	X	X	X	X
FLIGHT CHANGES**	X	49€ > 29€ + fare difference** (1)	0 € + fare difference** (2)	0 € + fare difference** (2)
REFUND	X (3)	X (3)	100 % (4)	100 % (4)
INFANT DISCOUNT	90 %	90 %	90 %	90 %
CHILD DISCOUNT (5)	25 %	25 %	25 %	25 %
YOUTH DISCOUNT (6)	X	10€/20€	10€/20€	20€/40€

**BAGGAGE ALLOWANCE**

BAGGAGE IN HOLD	X	1 PIECE (23 KG)	1 PIECE (23 KG)	2 PIECES (32 KG/PC)
BAGGAGE IN CABIN (7)	1 PC (8 KG) 55x40x23cm (7) + 1 PERSONAL ITEM	1 PC (8 KG) 55x40x23cm (7) + 1 PERSONAL ITEM	1 PC (8 KG) 55x40x23cm (7) + 1 PERSONAL ITEM	2 PIECES (8 KG/PC) 55x40x23cm (7) + 1 PERSONAL ITEM
EXTRA BAGGAGE RULES (per flight segment)	1 <sup>st</sup> PC: 25€ / 50€ (23 KG/PC) ADDITIONAL BAGGAGE : 75€ (23 KG/PC) EXCESS WEIGHT (FROM 23 KG TO 32 KG) : 50€/PC (FLAT FEE)	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) (14)	125 - 500	125 - 1250	125 - 1250	1000 - 2000
LOUNGE ACCESS (9)	X	45€	35€	✓
BUSINESS CLASS CHECK IN (9)	X	X	X	✓
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)	X	15€	✓	✓
SEAT SELECTION STANDARD / FRONT (11)	Standard: €12 / Front: €17	Standard: Free / Front: €17	Standard: Free / Front: Free	Standard: Free / Front: Free
FIRST & EXIT ROW (SEAT WITH EXTRA LEG ROOM) (11) (12)	25€/50€	25€/50€	25€/50€	Free

**ON BOARD SERVICES**

MAGAZINES	X	X	X	✓
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 only permitted before departure of the concerned flight at a fee of € 49 (reduced fee of € 29 for tickets issued until 31/03/22), 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. A service fee applies in case the change is made by LUXAIR Call Center or LUXAIR Ticketing office.
- (2) Change before (Business Class & Flex fares) and after (only for Business fares) 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. A service 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 service fee will be charged.
- (3) Taxes are refundable. An administration fee of € 30 is deducted from the amount of the refund.
- (4) Ticket is refundable. An administration fee of € 30 is deducted from the amount of the refund. For roundtrips, in case of a partial used ticket, ticket price is recalculated based on a one-way flight pricing policy. Flex fares are not refundable in case of no-show.
- (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: 10€ on one-way fares, and 20€ on return fares for Smart and Flex fares. 20€ on one-way fares, and 40€ on return fares for Business fares. For young travellers aged 12-24, proof of age may 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. **Important information:** Any baggage for cabin which is exceeding the dimensions 55x40x23 **at the gate**, will be charged 75€ at the boarding, regardless of the fare and the baggage allowance of the ticket.
- (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 (LuxairTours destinations are excluded from the Miles & More programme).
- (9) Access to Business Class Check-in is granted to Business Class passengers, as well as FTLs, Senators and HON circle Members. Access to Business Lounge for Business Class passengers, as well as Senators and HON circle Members. Valid for Luxair Luxembourg Airlines flights (Barcelona, Belgrade, Berlin, Bologna, Bucharest, Budapest, Paris - Charles de Gaulles, Copenhagen, Krakow, Dubai, Dublin, Florence, Rome - Fiumicino, Geneva, Hamburg, Heringsdorf, La Rochelle, London-City, Lisbon, Luxembourg, Madrid, Marseille, Montpellier, Munich, Milan, Nice, Oslo, Porto, Prague, Rostock, Sälen, Stockholm, Sylt - Westerland, Toulon, Venice, Vienna) - FTLs can access the Lounge in Luxembourg and Lufthansa Group Lounges in Vienna, Munich, Hamburg and Berlin, regardless of chosen fare class. Access to Business Lounge against payment for Flex and Smart fares is not available on all airports, for LuxairTours flights, this service is only available in Luxembourg. Reduced entry fare of 20€ for children for the Lounge in Luxembourg for Smart and Flex fares.
- (10) Web & Mobile Check-In is available for almost all destination. Please refer to Information > Airports and available eServices on www.luxair.lu
- (11) Standard seat selection is free of charge for our Miles & More SEN & HON travellers on Luxair Luxembourg Airlines concerned destinations (please see destinations under footnote 9), unaccompanied children, WCHC (completely immobile passengers). Extra leg room seat = first rows & exit seats / Front seat = rows 2-10 / Standard seat = rows 11 to end.
- (12) €50 for Dubai, Egypt, Cape Verde, Canary Islands, Madeira and Dakar. Extra conditions may apply.
- (13) Access to Fast Lane is granted to Business Class passengers, to M&M Senators and HON circle card holders, as well as to customers using Flex fares and Smart Fare (Smart Fares against payment) on Luxair concerned destinations (please see destinations under footnote 9, for LuxairTours vacation flights only available in Luxembourg). Fast Lane is not available at all airports, and consequently cannot be offered in that case.
- (14) See below table for more information. LuxairTours flights are excluded from the Miles & More programme.

**Explanation fees flight changes	LIGHT	SMART	FLEX	BUSINESS
REBOOKING FEE	X	49€ > 29€	X	X
POSSIBLE FARE DIFFERENCE	X	✓ if same booking class not available	✓ if same booking class not available	✓ if same booking class not available
SERVICE FEE € 10 (if original ticket issued on Luxair web/ Luxair Call Center/Ticketing)	X	service fee € 10	service fee € 10	service fee € 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
LF	500	250
A G H N O R V W P I	125	125

### Luxair Luxembourg Airlines concerned destinations:

Barcelona, Belgrade, Berlin, Bologna, Bucharest, Budapest, Paris - Charles de Gaulles, Copenhagen, Krakow, Dubai, Dublin, Florence, Rome - Fiumicino, Geneva, Hamburg, Heringsdorf, La Rochelle, London-City, Lisbon, Madrid, Marseille, Montpellier, Munich, Milan, Nice, Oslo, Porto, Prague, Rostock, Stockholm, Sälen, Sylt - Westerland, Toulon, Venice, Vienna

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

**ADDITIONAL SERVICES**
**DETAILS**
**LIGHT**
**SMART**
**FLEX**
**BUSINESS**
**EXTRA SEAT (1)**

STANDARD (2) / FRONT SEAT

12€ / 17€

Free/ 17€

Free / Free

Free / Free

 FIRST & EXIT ROW  
(EXTRA LEG ROOM SEAT) (3)

25€/50€

25€/50€

25€/50€

Free

VOLUNTARY CHANGE

**X**

✓ Allowed in case of booking change (4)

Free

VOLUNTARY REFUND (5)

**X**

/

**FAST LANE (11)**

FAST LANE (11)

**X**

15€

Free

Included

VOLUNTARY CHANGE

**X**

 ✓ Allowed in case of  
booking change (4)

 ✓ Allowed in case of  
booking change (4)

/

VOLUNTARY REFUND (5)

**X**
**X**
**X**

/

**LOUNGE ACCESS (12)**

LOUNGE ACCESS (12)

**X**

€45

€35

Included

VOLUNTARY CHANGE

**X**

 ✓ Allowed in case of  
booking change (4)

 ✓ Allowed in case of  
booking change (4)

/

VOLUNTARY REFUND (5)

**X**
**X**

/

/

**ADDITIONAL BAGGAGES**

 1<sup>ST</sup> PC IN HOLD (6)

 up to 23kg for economy and  
up to 32kg for business class

 25€  
50€ as from 24h before departure

Included

Included

Included

 2<sup>ND</sup> PC IN HOLD (6)

 up to 23kg for economy and  
up to 32kg for business class

75€

75€

75€

Included

 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

**X**

✓ Allowed in case of booking change (4)

 ✓ Allowed in case of  
booking change (4)

VOLUNTARY REFUND

**X**

## ADDITIONAL SPORTS EQUIPMENTS (7)

GOLF EQUIPMENT (8)	1 golf bag including 1 set of golf clubs, golf balls and tees, 1 pair of golf shoes	50€	Free
DIVING EQUIPMENT	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€	
PARAGLIDING EQUIPMENT	1 set of paragliding equipment packed in 1 container	50€	
SKI EQUIPMENT	1 pair of skis, 1 pair of ski poles, 1 pair of ski boots, 1 helmet	50€	
FISHING EQUIPMENT	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€	
KITE SURFBOARD	1 kite, 1 board	50€	
BICYCLE	1 normal bicycle (no engine-powered bikes / no e-bikes) or 1 child-carrying trailer for bicycles or 1 unicycle, 1 helmet	50€	
SPORTING AND HUNTING FIREARMS AND AMMUNITION	Special regulations apply to sporting and hunting firearms. A few countries impose an additional security charge.	75€	
VOLUNTARY CHANGE		X	✓ Allowed in case of booking change (4)
VOLUNTARY REFUND	concerns all sports equipments		✓ Allowed against a fee

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

PETS IN CABIN	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€
PETS IN HOLD	over 8kg maximum size of the crate: max height 83 cm / max width 115 cm	100€	100€	100€	100€
VOLUNTARY CHANGE		X		✓ Allowed in case of booking change (4) (10)	
VOLUNTARY REFUND				✓ 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)** Frequent travellers of the Miles&More program can add a 2nd PC or 1 golf equipment in hold free of charge, except if they are travelling with a Light Fare. HON Circle Members and Senators can add both a 2nd PC and 1 golf equipment in hold free of charge, except if they are travelling with a Light Fare. Not valid for LuxairTours vacation flights.
- (7)** Sports equipments must not exceed 32 kg.
- (8)** Frequent travellers of the Miles&More program can add a 2nd PC or 1 golf equipment in hold free of charge, except if they are travelling with a Light Fare. HON Circle Members and Senators can add both a 2nd PC and 1 golf equipment in hold free of charge, except if they are travelling with a Light Fare.
- (9)** Assistance dogs are accepted free of charge in cabin. The number of pets allowed in cabin and in hold is strictly limited. Pets in cabin and in hold must be booked in advance.
- (10)** Subject to space availability on the new flight.
- (11)** Access to Fast Lane is granted to Business Class passengers, to M&M Senators and HON circle card holders, as well as to customers using Flex fares and Smart Fares (for Smart Fares against payment) on Luxair concerned destinations, for LuxairTours vacation flights, only available in Luxembourg). Fast Lane is not available at all airports, and consequently cannot be offered in that case.
- (12)** Access to Business Lounge for Business Class passengers, as well as Senators and HON circle Members.  
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