

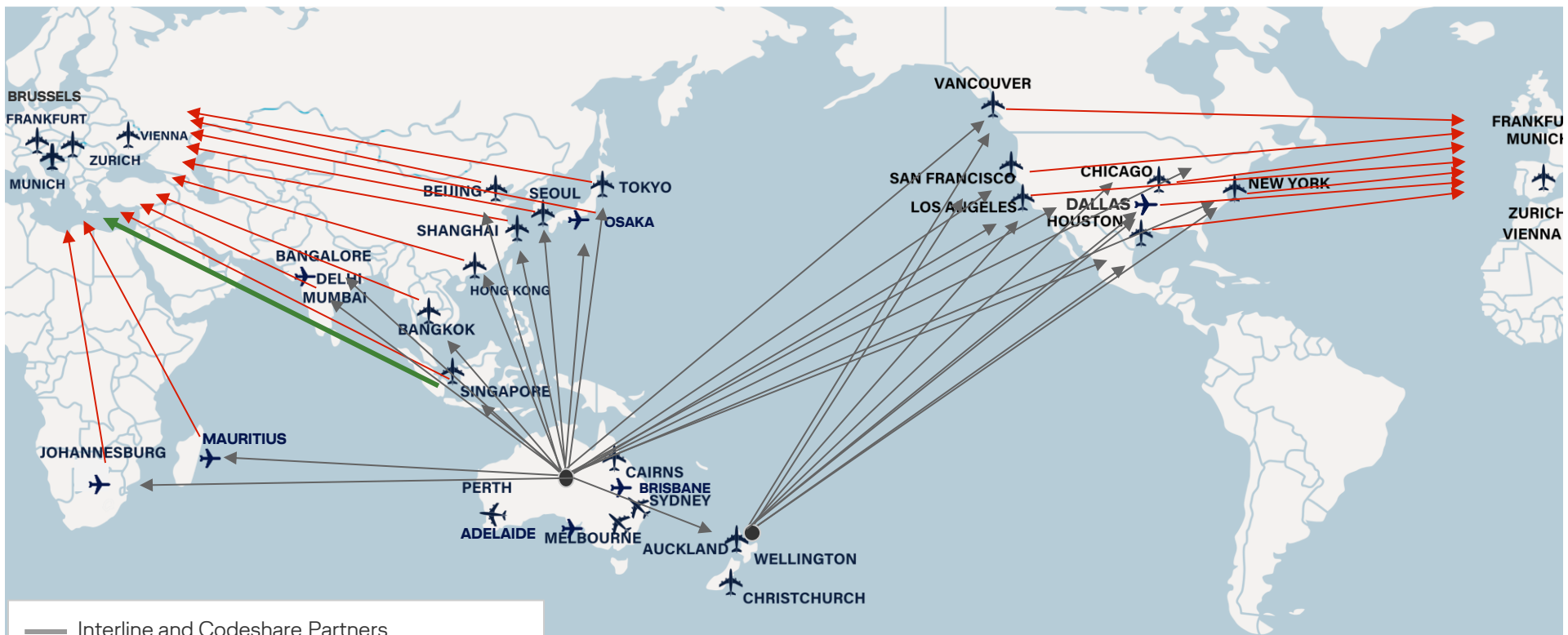


“The Lufthansa Group acknowledges the Traditional Owners and Custodians of the land on which we meet today.

We pay our respects to all First Nations people and acknowledge Elders past and present.”

Lufthansa Group Australia Seller Guide





— Interline and Codeshare Partners
— Lufthansa Group Carriers LH LX OS
— LHG/SQ Joint Venture to Home Markets
* Subject to change and some routings are seasonal

CONNECTION GUIDE FROM AUSTRALIA WITH OUR INTERLINE PARTNERS

	North Asia : 6 Gateway Cities						SE Asia: 2 Gateway Cities		India: 3 Gateways Cities			North America: 8 Gateway Cities								Africa: 2 Gateway Cities	
	BJS	HKG	OSA	SEL	SHA	TYO	BKK	SIN	BLR	BOM	DEL	CHI	DFW	HOU	LAX	NYC	SFO	YVR	JNB	MRU	
SYD	CA XXX	CX QF HX XX		JQ OZ QF XX	QF HO XXX	NH QF XXX	QF TG XXX	SQ QF XX	QF X	AI X	AI XX	NZ XXX	QF NZ X	UA NZ X	QF UA NZ XXX	QF NZ XXX	QF UA NZ XX	QF NZ XX			
MEL	CA XXX	CX QF XX		OZ XX	HO XXX	JQ QF XXX	JQ TG XXX	SQ QF JQ EK TK XX		AI X	AI QF XX	NZ XXX	QF NZ X	NZ X	QF UA NZ XXX	NZ XXX	UA NZ XX	NZ XX			
BNE		CX XX	JQ XX	JQ XX		QF XXX	JQ XXX	SQ QF XX				NZ XXX	NZ X	NZ X	QF NZ XXX	NZ XXX	UA NZ XX	NZ XX			
ADL								SQ XX				NZ XXX	NZ X	NZ X	NZ XXX	NZ XXX	UA NZ XX	NZ XX			
PER		CX XX				NH XXX	TG XXX	SQ QF JQ XX				NZ XXX	NZ X	NZ X	NZ XXX	NZ XXX	NZ XX	NZ XX	SA XX	MK X	
CNS		CX XX				JQ VA XXX		SQ XX				NZ XXX	NZ X	NZ X	NZ XXX	NZ XXX	NZ XX	NZ XX			
OOL												NZ XXX	NZ X	NZ X	NZ XXX	NZ XXX	NZ XX	NZ XX			
DRW								SQ XX													

*Subject to change / **SQ** bolded denotes Singapore Airlines joint venture partner flights / NZ via AKL to North America vv. **Some flights are seasonal.

How to read the table of where Lufthansa, SWISS and Austrian Airlines flies: X Lufthansa X SWISS X Austrian

✈ LHG Routing Guide – Interline Partners ✈

- **AI** SYD/MEL – DEL/BOM & v.v.
- **CA** SYD/MEL – BJS & v.v.
- **CX** SYD/MEL/BNE/ADL/PER/CNS – HKG & v.v.
- **EK** MEL – SIN & v.v.
- **HO** SYD/MEL – SHA & v.v.
- **HX** SYD – HKG v.v.
- **JQ** MEL/BNE – BKK & v.v.
PER – SIN & BKK v.v.
MEL/BNE/CNS – TYO & v.v.
SYD/BNE – SEL/OSA & v.v.
- **MK** PER – MRU & v.v.
- **NH** SYD/PER – TYO & v.v.
- **NZ** SYD/MEL/BNE/ADL/PER/OOL/CNS/MCY via **AKL** -LAX/SFO/CHI/DFW/HOU/JFK/YVR & v.v.
- **OZ** SYD/MEL – SEL & v.v.
- **QF** SYD/MEL/BNE – SIN/HKG/BKK & v.v.
SYD – BLR & v.v.
SYD – SFO/LAX/DFW/JFK/YVR & v.v.
MEL – SFO/LAX/DFW/DEL & v.v.
BNE – SFO/LAX/ & v.v.
PER – SIN & v.v.
- **SA** PER – JNB v.v.
- **SQ** SYD/MEL/BNE/ADL/PER/CNS/DRW – SIN & v.v.
- **TG** SYD/MEL/PER – BKK & v.v.
- **TK** MEL – SIN & v.v.
- **UA** SYD/MEL/BNE – LAX/SFO & v.v.
- **VA** CNS – TYO & v.v.

LHG Codeshare ex – Australia

- LH/LX – SYD/MEL/BNE/ADL/PER – SIN & v.v.
 - Operated by SQ
- LH/OS – SYD/MEL/BNE/PER – BKK & v.v.
 - Operated by TG
- LH/LX – SYD/MEL/BNE/CNS – HKG & v.v.
 - Operated by CX
- LH/LX – SYD/MEL – DEL & v.v. & MEL – BOM & v.v.
 - Operated by AI
- LH – SYD – LAX/SFO & v.v. & MEL – LAX & v.v.
 - Operated by UA

*Some flights are seasonal and subject to change

EUROPE AND NORTH AFRICA DESTINATIONS

COUNTRY	CITY	CODE	LH	LX	OS
Albania	Tirana	TIA	•	•	•
Algeria	Algiers	ALG	•		
Armenia	Yerevan	EVN			•
Austria	Graz	GRZ	•	•	•
	Innsbruck	INN	•		
	Klagenfurt	KLU			•
	Linz	LNZ	•		•
	Salzburg	SZG			•
	Vienna	VIE	•	•	•
Azerbaijan	Baku	BAK	•		
Belarus	Minsk	MSQ	•		•
Belgium	Brussels	BRU	•	•	•
Bosnia and Herzegovina	Sarajevo	SJJ	•	•	•
Bulgaria	Sofia	SOF	•		•
	Varna	VAR		•	•
Croatia	Dubrovnik	DBV	•	•	•
	Pula	PUY	•		
	Split	SPU	•		•
	Zadar	ZAD	•		•
	Zagreb	ZAG	•	•	•
	Rijeka	RJK	•		
Cyprus	Larnaca	LCA	•	•	•
	Paphos	PFO		•	•
Czech Republic	Prague	PRG	•	•	•
Denmark	Bilund	BLL	•		
	Copenhagen	CPH	•	•	•
Egypt	Cairo	CAI	•	•	•
	Hurghada	HRG	•		
	Marsa Alam	RMF	•		
	Sharm El Sheikh	SSH	•	•	
Estonia	Tallin	TLL	•		•
Finland	Helsinki	HEL	•		
France	Ajaccio	AJA		•	
	Bastia	BIA	•	•	
	Biarritz	BIQ	•	•	
	Bordeaux	BOD	•		
	Calvi	CLY	•		
	Figari	FSC	•		
	Lyon	LYS	•		•
	Marseille	MRS	•	•	•
	Nantes	NTE	•		
	Nice	NCE	•	•	•
	Paris	PAR	•		•
	Rennes	RNS	•		
	Strasbourg	SBX	•		
	Toulon	TLN		•	
	Toulouse	TLS	•		
Georgia	Tbilisi	TBS	•		•
Germany	Berlin	BER	•	•	•
	Bremen	BRE	•		

COUNTRY	CITY	CODE	LH	LX	OS
Germany	Cologne	CGN		•	•
	Dortmund	DTM			•
	Dresden	DRS		•	
	Dusseldorf	DUS		•	•
	Frankfurt	FRA		•	•
	Friedrichshafen	FDH	•		
	Hamburg	HAM		•	•
	Hanover	HAJ		•	
	Heringsdorf	HDF		•	
	Leipzig	LEJ			•
	Munich	MUC		•	•
	Munster	FMO			•
	Nuremberg	NUE		•	•
	Paderborn	PAD			•
	Stuttgart	STR		•	•
	Westerland	GWZ		•	
Greece	Athens	ATH		•	•
	Chania	CHQ		•	•
	Corfu	CFU		•	
	Heraklion	HER		•	
	Kalamata	KLX		•	
	Karpathos	AOK			•
	Kefallinia	EFL		•	
	Kos	KGS		•	
	Mykonos	JMK		•	
	Patrai	GPA		•	
	Preveza Lefkada	PVK		•	
	Rhodes	RHO	•	•	•
	Samos	SMI			•
	Thessaloniki	SKG			•
	Skiathos	JSI			•
	Thira	JTR		•	•
	Volos	VOL		•	
	Zakynthos	ZTH		•	•
Hungary	Budapest	BUD		•	•
	Debrecen	DEB		•	
Iceland	Reykjavik	REK		•	•
Ireland	Cork	ORK		•	
	Dublin	DUB		•	•
	Shannon	SNN			•
Italy	Ancona	AOI			•
	Bari	BRI		•	•
	Bologna	BLQ		•	•
	Brindisi	BDS		•	•
	Cagliari	CAG		•	•
	Catania	CTA		•	•
	Florence	FLR		•	•
	Genoa	GOA		•	•
	Lamezia Terme	SUF		•	•
	Milan	MIL		•	•
	Naples	NAP		•	•

COUNTRY	CITY	CODE	LH	LX	OS
Italy	Olbia	OLB			•
	Palermo	PMO		•	•
	Pisa	PSA		•	
	Rome	ROM		•	•
	Trieste	TRS			•
	Turin	TRN		•	
	Venice	VCE		•	•
	Verona	VRN		•	
Latvia	Riga	RIX		•	•
Lithuania	Vilnius	VNO			•
Luxembourg	Luxembourg	LUX		•	•
North Macedonia	Ohrid	OHD		•	
	Skopje	SKP		•	•
Malta	Malta	MLA		•	•
Moldova	Chisinau	KIV		•	•
Montenegro	Podgorica	TGD			•
Morocco	Agadir	AGA		•	•
	Casablanca	CAS		•	•
	Marrakech	RAK		•	•
Netherlands	Amsterdam	AMS		•	•
Norway	Bergen	BGO		•	
	Oslo	OSL		•	•
	Tromso	TOS		•	•
Poland	Bydgoszcz	BZG		•	
	Gdansk	GDN		•	
	Katowice	KTW		•	
	Krakow	KRK		•	•
	Poznan	POZ		•	
	Rzeszow	RZE		•	
	Warsaw	WAW		•	•
	Wroclaw	WRO		•	•
Portugal	Faro	FAO		•	•
	Funchal	FNC		•	•
	Lisbon	LIS		•	•
	Porto	OPO		•	•
Romania	Bucharest	BUH		•	•
	Cluj	CLJ		•	•
	Iasi	IAS			•
	Sibiu	SBZ		•	•
	Timisoara	TSR			•
Russia	Moscow	MOW		•	•
	St Petersburg	LED		•	•
Serbia	Belgrade	BEG		•	•
	Nis	INI		•	•
	Pristina	PRN		•	•
Slovakia	Kosice	KSC		•	•
Slovenia	Ljubljana	LJU		•	•
Spain	Alicante	ALC		•	•
	Lamezia Terme	BCN		•	•
	Bilbao	BIO		•	•
	Fuerteventura	FUE		•	•

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COUNTRY	CITY	CODE	LH	LX	OS
Spain	Ibiza	IBZ	•	•	•
	Jerez	XRY	•		
	Lanzarote	ACE		•	
	Las Palmas	LPA	•		•
	Madrid	MAD	•	•	•
	Malaga	AGP	•		•
	Menorca	MAH	•		•
	Palma Mallorca	PMI	•	•	•
	Pamplona	PNA		•	
	Santa Cruz De La Palma	SPC		•	
	Santiago de Co.	SCQ	•	•	•
	Sevilla	SVQ	•		
	Tenerife	TCI	•		•
	Valencia	VLC	•	•	•
Sweden	Gothenburg	GOT	•	•	•
	Stockholm	STO	•	•	•
Switzerland	Basel	BSL	•	•	•
	Geneva	GVA	•	•	•
	Lugano	LUG		•	
	Zurich	ZRH	•	•	•
Tunisia	Djerba	DJE		•	
	Tunis	TUN	•		
Turkey	Ankara	ANK		•	
	Antalya	AYT	•		•
	Bodrum	BXN	•		
	Dalaman	DLM	•		•
	Istanbul	IST	•		•
	Izmir	IZM	•		•
Ukraine	Dnipropetrovsk	DNK		•	•
	Kiev	IEV	•	•	•
	Lviv	LWO	•	•	•
	Odessa	ODS		•	•
United Kingdom	Birmingham	BHX	•	•	•
	Bristol	BRZ	•	•	•
	Edinburgh	EDI	•	•	•
	Glasgow	GLA	•	•	•
	Jersey	JER	•	•	•
	Liverpool	LPL	•	•	•
	London	LON	•	•	•
	Manchester	MAN	•	•	•
	Newcastle	NCL	•	•	•
	Newquay	NGY	•		

For more destinations, please refer to your GDS.

*Subject to change

Lufthansa Group Booking Classes – Economy Class

LH LX OS	AI	CA	CX	EK with LH	EK with LX	HO	HX	JQ	MK	NH	NZ	OZ	QF EH/TS	QF AP	SA	SQ	TG	TK	UA	VA
K	S/T	K	Q	L	V	E	V	I	L	K	P	W	O	O	W	K	W	W	-	T
L	S/T	L	N	L	V	E	T	I/Z	L	L	K	W	O/Q	O	W	K	W	W	-	T
T	S/T/G	T	S	L	V	E	Q	I/A	L	T	K	S	O/Q/N	O/Q	V	V	V	W	L	T/P
S	S/T/G	S	V	L	V	Z	X	Z/A	L	S	K	V	O/Q/N	O/Q	V	V	K	W	T	T/P
W	S/T/G	W	V	L	V	T	S	Z/A	L	W	G	K	O/Q/N /S	O/Q/N /S	T	N	T	L	T	Q/N
V	T/G/Q	V	L	L	V	S	N	Z/F	L	V	L	L	O/Q/N /S	O/Q/N /S	Q	Q	T	L	S	Q/N
Q	T/G/Q	Q	L	L	V	S	M	Z/F	L	Q	L	Q	O/Q/N /S	O/Q/N /S	Q	W	Q	L	S	V/O
H	T/G/Q	H	M	L	V	W	L	A/F	L	H	T	E	O/Q/N /S/L	O/Q/N /S	H	H	Q	H	W	V/O
U	G/Q/H	U	K	L	V	V	K	A/E	L	U	W	H	O/Q/N /S/L	O/Q/N /S	K	M	H	H	V	N/E
M	G/Q/H	M	H	L	V	Q	H	F/P	L	M	Q	M	O/Q/N /S/L	O/Q/N /S	M	E	M	H	Q	N/E
B	G/Q/H	B	B	L	V	H	B	E/P	L	B	H	B	O/Q/N /S/L	O/Q/N /S/L	B	B	B	H	H	E/L
Y	G/Q/H	Y	Y	L	V	U	Y	P/B	L	Y	M	Y	O/Q/N /S/L	O/Q/N /S/L	Y	Y	Y	H	U	E/L

Lufthansa Group Booking Classes – Premium Economy

LH LX OS	LHG within EU	AI	CA	CX	EK	HO	HX	JQ	MK	NH	NZ	OZ	QF	SQ	TK	TG	UA	VA
N	Y	G or Q	G or Y	E or M	L	U	H	F or E	Y	N or B	A	Y	T or O/Q/ N/S	L or B	H	M	R or W	N
E	Y	Q or H	Q or H	R or H	L	U	B	E or P	Y	E or B	A/O	Y	T or O/Q/ N/S	T or B	H	Y	R or Q	O
G	Y	Q or H	Q or H	W or Y	L	U	Y	E or B	Y	G or Y	A/O/ E	Y	R/T or O/Q/ N/S	S or B	H	Y	A or U	L

*Subject to change



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Lufthansa Group Booking Classes – Business Class

LH LX OS	AI	CA	CX	EK	HO	HX	JQ	MK	NH	NZ	OZ	QF EH/T S	QF AP	SA	SQ	TG	TK	UA	VA
P	Z	R	I	O or B	A	Z	D	R or L	P	J	Z	I	I	D	D	J/C	J or H	P	C
Z	Z/J	Z	I	O or B	A	Z	D	R or L	Z	J	Z	I	I	D	U	J/C	J or H	P	C
D	Z/J	D	D	O or B	A	Z	D	R or L	D	J	D	I	I	Z	J	C	D or H	P	C
C	Z/J	C	C	O or B	A	D	D	R or L	C	J	C	I/D	I	J	C	C	D or H	Z	C/J
J	Z/J	J	J	O or B	A	C	D	R or L	J	J	C	I/D	I	C	Z	C	D or H	Z	C/J

Lufthansa Group Booking Classes – First Class

LH LX OS	AI	CA	CX	EK	HO	HX	JQ	MK	NH	NZ	OZ	QF EH/T S	QF AP	SA	SQ	TG	TK	UA	VA
A	C	Z/J	J	O or B	J	C/D	D or B	R or L	A	J	A	C	A or D	A or D	C	A or Z	D	D	C/J
F	J	Z/J	J	O or B	J	C/D	D or B	R or L	F	J	F	C	A or D	A or D	C	F or Z	D	D or J	C/J

*Subject to change



Lufthansa



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✈️ Lufthansa Group Stopover Guide ✈️

Compartment	RBD/Booking Class	Stopover Rule
First	F	Unlimited Stopovers permitted
	A	Stopovers not permitted
Business	J	Unlimited Stopovers permitted
	C	Unlimited Stopovers permitted
	D	1 Stopover permitted in each direction at AUD 460
	Z	1 Stopover permitted in each direction at AUD 460
	P	Stopovers not permitted
Premium Economy	G	Unlimited Stopovers permitted
	E	1 Stopover permitted in each direction at AUD 230
	N	Stopovers not permitted
Economy	Y	Unlimited Stopovers permitted
	B	Unlimited Stopovers permitted
	M	Unlimited Stopovers permitted
	U	Unlimited Stopovers permitted
	H	1 Stopover permitted in each direction at AUD 230
	Q	1 Stopover permitted in each direction at AUD 230
	V	1 Stopover permitted in each direction at AUD 230
	W	1 Stopover permitted in each direction at AUD 230
	S	1 Stopover permitted in each direction at AUD 230
	T	Stopovers not permitted
	L	Stopovers not permitted
	K	Stopovers not permitted

Stopovers will be affected by the relevant booking class per compartment

Different booking classes can be used on a half return basis to provide flexibility with stopovers

✈ Lufthansa Group AU Regional Cities Guide ✈

Regional Cities	Partner Carrier
For departures to/from the following: ABX ASP AYQ GLT HTI HVB MCY MKY OOL PPP PQQ ROK TMW TSV *Surcharge AUD50.00-75.00ow will apply Pls check GDS for routing Regional Cities will fare quote *subject to change	QF VA or JQ can be used Pls check GDS for routing Regional Cities will fare quote

Global Indicators

- **EH** = Eastern Hemisphere
- **TS** = Trans Siberia
- **AF** = Africa
- **AP** = Atlantic Pacific

✈ Lufthansa Group Fare Families / Branded Fares ✈

Penalty Type	Brand Name	Refund	Change	Re-Routing
FF	FLEX	Free of charge**	Free of charge	Re-Routing permitted
RC	BASE	Against fee**	Against fee	Re-Routing permitted
NC	SAVER	Non-refundable	Against fee	Non Re-Routable
NN*	LIGHT	Non-refundable	Against fee	Non Re-Routable Only within 0-Bag / Light

*Not available from Australia

Price difference between Fare Families is minimal

Fare Families do not apply to point of turnaround destinations in Germany Switzerland Austria or Belgium

For more info view our Fare Families video tutorial on: eXperts

** For refunds original fare conditions apply



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✈️ Lufthansa Group – Tips and Tricks ✈️

- **Stopovers:** you can do none, one or unlimited stopovers in each direction on our fares, pls refer to the GDS for the relevant booking class per compartment
- **Transfers:** are unlimited, pls refer to the GDS routing string
- **Validity:** Fares ex Australia have nil Min Stay and 12mths Max Stay
- **Discounts:** Child 2-11yrs or infant under 2yrs with a seat is 75% of adult fare. Infant under 2yrs without a seat is 10% of adult fare
- **No-Shows/Name Changes/Schedule Changes etc.:** Refer to our “*Sales Solutions Guide*” video tutorial on [eXperts](#)
- For the best availability:
 - Always book LHG flights in sequence: outbound flights first and then inbound
 - Search and Book according to the O & D e.g., search and book SYD to MIL v.v. unless you want stopovers
- Remember: you can mix and match any LH/LX/OS fare. Our fares can combine booking class, compartments, routing options, hub cities and carriers on a half return basis

✈ Lufthansa Group – Tips & Tricks ✈

- Open-Jaws and double Open-Jaws at origin and/or point of turnaround are allowed
- To Asian and/or Indian gateway cities you can use multiple interline partners. Most destinations in Asia and/or India LHG operates two to four daily flights to our hubs in Europe
- Generally, best year-round through connections in both directions are SIN & HKG. Always consider one of our other gateways cities when applicable
- Don't always think the obvious destination city in Europe. Our European network is huge. For example: instead of competing with everyone into ROM look at NAP or instead of flying into ATH consider flying direct to the Greek islands
- LHG fares can be used via different global indicators for example EH/AP. For more availability try reversing the itinerary for example AP/EH
- **All LHG Route fares ex Australia will fare quote in your GDS**
- **Remember:** Itineraries going via AF and/or AP please use GDS override entry for quoting and storing your fare
- To fare quote please find our GDS Clue Cards on [eXperts](#).

✈ Service Centre – LH/LX/OS/SN ✈

lhg.australia@agentsupport.dlh.de (Lufthansa Group Agency Support Desk)
+61 290 489 936 (Lufthansa Group Agency Support Desk)
08:00-18:00 Mon – Fri Australia wide including NDC/SPRK support

Contact for anything fares related including seating, special meals, reissues, invols etc.

ausupport@dlh.de (Sydney Sales Support Team)
1300 724 666 (Sydney Sales Support Team) 09:00-17:00 Mon – Fri AEST

Contact for escalations ADMs ACMs or departures within 24hrs

+61 282 784 430 (Miles & More Frequent Flyer Program)

Weekend (Sat-Sun) - 08:00 – 18:00

- Call only +65 6403 7582
- Scope - for IRREG or urgent departure within the next 72 hours.

Partner Plus Benefit Program

Weekdays only (Mon-Fri) - 08:30 – 18:30 Singapore Timezone

- Call +66 2 056 6887
- Email – ppb.australia@dlh.de

Marine

Weekdays only (Mon-Fri) - 08:00 – 18:00 Australia wide

Call +63 285 400 888 Email – lhg.marine@agentsupport.dlh.de

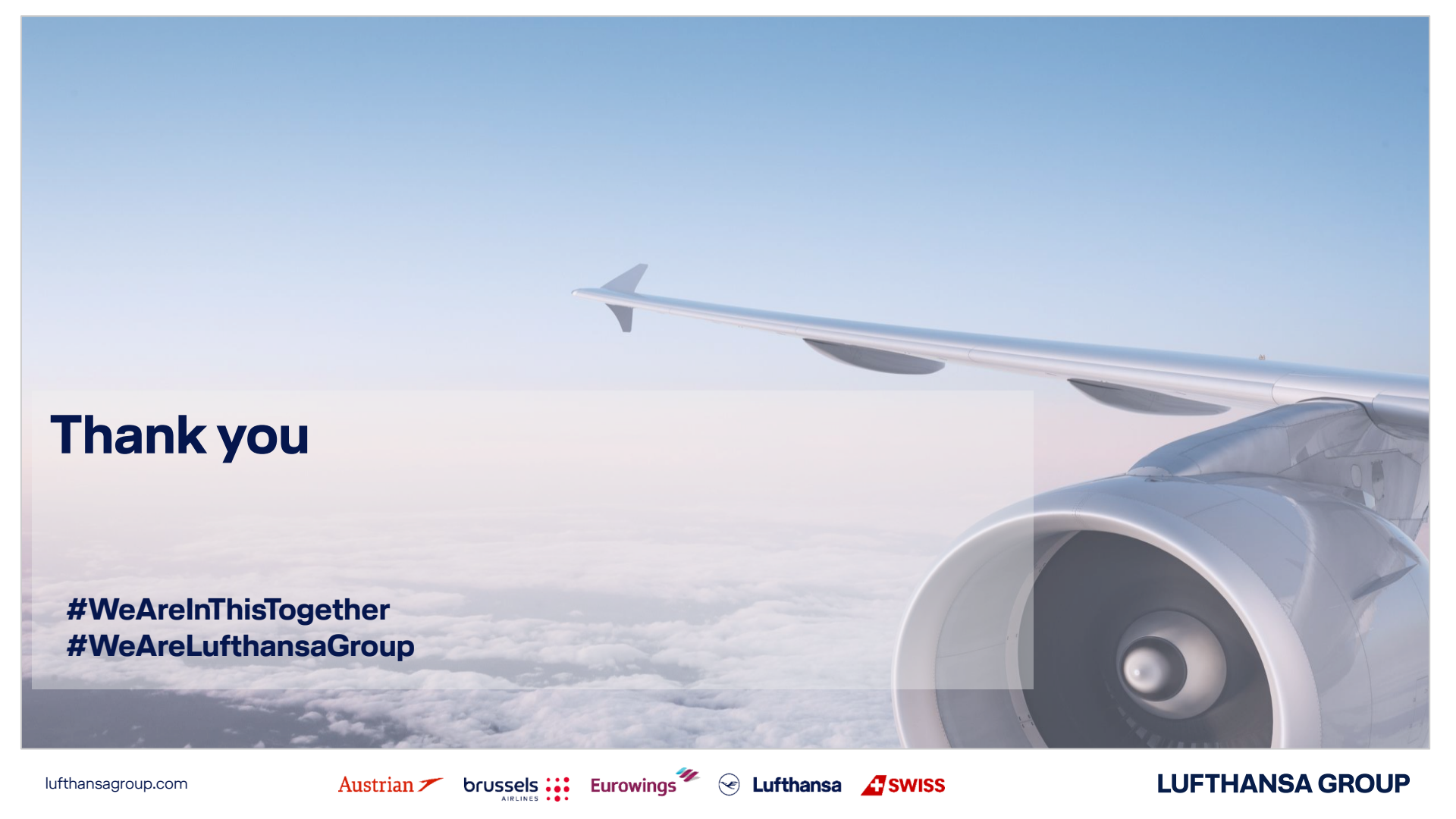
Groups Desk

Weekdays (Mon-Fri) - 08:30 – 18:30

- Email: bookagroup.australia@dlh.de
- Call +66 2 056 6899

Weekend (Sat-Sun) - 08:00 – 18:00

- Email only - group.weekendservice@dlh.de
- Scope – Strictly for IRREG or urgent name change/correction within 72 hours departure.



Thank you

#WeAreInThisTogether
#WeAreLufthansaGroup