



Lufthansa City Center 24h Emergency Line

+49 (0)30-69802-444

Status: March 2014

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1. Explanation and Aim

The Lufthansa City Center 24h Emergency Line is available for corporate customers 365 days a year around the clock. This Lufthansa City Center 24h Emergency Line is to be used **only outside office hours (Monday-Friday: 9.00-19.00)**. This line is a real emergency line, not as general information or booking source. Within office hours, customers should always call our offices **Viaggi Salvadori Salbusiness 1929 Lufthansa City Center +390512960085 +39051225686**, not the 24h Emergency Line..

The division that is operating the 24h Emergency Line for Lufthansa City Center is called "AERTICKET AG".

2. Description

The number of this 24 h Emergency Line is **+49 (0)30-69802-444**.

2.1. Which services are offered via the LCC 24h Emergency Line?

- Services 24/7 on 365 days of the year
- Bookings, re-bookings and cancellations** of scheduled flights (any airlines booked ... not "only" Lufthansa) booked via **Amadeus (no Low cost)**.
- Bookings, re-bookings and cancellations** of hotels and cars that have been booked via **Amadeus (usually bookings that are payed directly by the client at check-in or at car pickup)** . **Hotels booked directly or via consolidator (usually payment done through Viaggi Salvadori Lufthansa City Center) or group booking cannot be managed by the 24h Emergency Line**
- Issuing of tickets and change documents if required
- General information** on flight schedules, tariffs, visa and customs regulations and climate situation
- Monthly Statistics** containing the following information - Date, time and duration of call
 - Name of person that called, company name
 - Reason for call, filekey

These services are delivered 24/7 in **English** and **German language**. There might be staff available speaking Italian, Spanish or French, however this service cannot be guaranteed.

The 24 h Emergency Line does not work on/ change/ cancel or rebook any bookings on Low Cost Airlines or hotel and car bookings made outside the Amadeus system. All changes for bookings made via the internet must be made by the customer directly with the respective supplier.

2.2. Payment Method

Important: Please note that the 24 h Emergency Line can only accept credit card as form of payment for any flight ticket arrangements.

2.3. Costs / Invoicing

The following cost structure applies for the use of the 24 h Emergency Service:

The costs per phone call are 14,95 € plus additional fees for rebooking or issuing of tickets:

Basic Costs

- | | | |
|---|-----------------------|----------------|
| <input type="checkbox"/> Implementation Fee | 500,00 eur | free of charge |
| <input type="checkbox"/> Basic Monthly Fee | 30,00 eur | free of charge |

Additional Costs

- | | | |
|--|--|-----------|
| <input type="checkbox"/> Issuing Airline E-Ticket | | EUR 10,00 |
| <input type="checkbox"/> Refund | | EUR 11,95 |
| <input type="checkbox"/> Ticket changing | | EUR 15,00 |
| <input type="checkbox"/> Costs for CC charge back in addition to ADM/CC charge back amount | | EUR 20,00 |
| <input type="checkbox"/> Credit card costs/ Disagio | | at cost* |

*Status December 2012:CA/VI/TP
1,2%, AX 1,95% , DC 2,5%

Luftansa City Center International will forward the call statistics to all relevant offices once a month. The invoicing from Viaggi Salvadori Lufthansa City Center will be done to the clients on a quarterly basis or annual basis (depending on volume).

3. Access to 24h Emergency Line

Clients that are in need of 24h Emergency Line should **call +49 (0) 30-69802-444** and simply give their name and that their booking has been made by **Viaggi Salvadori / Salbusiness 1929 Lufthansa City Center office**

4. Important Information

AERTICKET AG by Lufthansa City Center works as provider of an emergency service. Certain services, such as e.g. calling an airline in case of flight cancellations cannot be delivered. As airlines phone lines generally have a long waiting time, the response times for other incoming calls would be prolonged unnecessarily.

We further advise that in case of flight irregularities (strike, weather, technical etc) a free of charge re-booking of special tariffs or change or re-routing to other airlines/routes can only be arranged directly through the service team of the originally booked airline and not via 24h Emergency Line – In this case anyway 24h Emergency Line can help and provide alternative flights option but considered as a **total new booking and ticket that has to be paid entirely; it cannot be guaranteed any future refund of original ticket from airlines**

Your Contact

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