



Lufthansa is set to redefine the onboard experience on long-haul flights

Dear Marc,

With the Future Onboard Experience (FOX) initiative, Lufthansa is completely reimagining all onboard services and processes. Starting in spring 2026, passengers on long-haul flights can look forward to a significantly enhanced travel experience – in Economy, Premium Economy, Business, and First Class.

At the heart of this transformation are individual preferences, new personal space, noticeably greater comfort, and a sense of hospitality that reflects the unmistakable character of Lufthansa. The result is a travel experience that redefines the airline's premium standard – modern, personalized, and marked by Lufthansa Signature Moments: special and unforgettable experiences that only Lufthansa can create.

[Learn more](#)

Read more news from the world of the Lufthansa Group airlines in this newsletter.

With best regards,

Your eXperts team

- > New European Entry/Exit System (EES) launching soon
- > Updated fees for advance seat reservations
- > Managing bookings online soon only possible with One-Time Password
- > Phishing emails about alleged flight cancellations circulating



Well informed

New European Entry/Exit System (EES) to launch on 12 October 2025

The new automated Entry/Exit System will streamline border control procedures and gradually replace the time-consuming manual passport stamping process starting in October 2025. It applies to all third-country nationals* who spend a short stay of up to 90 days within a period of 180 days in the Schengen Area.

> [Learn more](#)





Effective 1 October 2025: e-Arrival Card now mandatory for entry into India

Foreign travelers must complete an electronic form (e-Arrival Card) up to 72 hours before entering India. The form includes details like passport number, nationality, purpose of visit, address in India and contact details. It replaces the previous paper-based form that was typically filled out upon arrival or during the flight.

[> Learn more](#)

Lufthansa Allegris: More seating options for travelers flying together in Business Class

For passengers traveling together, the Business Class Suites located in the center of the cabin are an ideal choice. Alternatively, we recommend the combination of a Classic Seat and an Extra Long Bed Seat in the middle block of the last row. The Business Class seat with extra-long bed can now be reserved free of charge when two or more travelers are booked under the same PNR.

[> Learn more](#)



Adjustment of advance seat reservation fees

As of 30 September 2025, the airlines of the Lufthansa Group have adjusted the fees for reserving Extra Legroom Seats and Legroom Seats on long-haul flights. In addition, seat reservation fees in USD have been updated.

[> Overview of ASR Fees](#)

Advance seat reservations on codeshare flights with ITA Airways

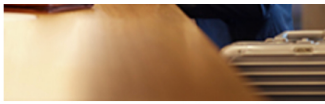
The Lufthansa Group airlines have expanded the existing ASR EMD interlining agreement. Effective immediately, seat reservations for codeshare flights between ITA Airways and Austrian Airlines, Brussels Airlines, Lufthansa, SWISS, and Air Dolomiti can now be made in the Amadeus GDS.

[> Learn more](#)



Manage bookings online: Verification code required starting January 2026

For data protection reasons, starting January 2026, managing flight bookings on the Lufthansa Group airlines' websites will, in certain cases, only be possible with a verification code (One-Time Password) sent to the email address stored in the PNR. Therefore, please always enter customer



contact details in the PNR using the “SSR CTC” format.

[> Learn more](#)

Effective 1 November 2025: New booking conditions for group travel

The Lufthansa Group airlines will update the Book-a-Group commercial groups booking conditions for all new group bookings made starting 1 November 2025. Among other changes, the deadlines for the booking option and realization rate phase, as well as the cancellation fees, will be adjusted.



[> Learn more](#)



The new eXperts website is online. What's your first impression?

The eXperts website has been completely redesigned. Modern design, optimized structure, new features, and practical tools – everything you need to support you even better in your daily work. Now we want to know:

What do you think of the new eXperts website?

Great, very clear

Unfamiliar, but good

I can't find anything anymore

I liked the old website better



Good to know



Note on payment methods according to IATA Resolution 890

We would like to remind you that, in accordance with IATA Resolution 890 (1.4 Credit Card Sales Rules), it is not permitted to use a travel agency's own credit card or a credit card issued in the name of a person acting on behalf of the travel agency for payment. This also applies to virtual card products in B2B (VAN) and so-called wholesale cards.

[> Learn more](#)

Warning: Phishing emails about alleged flight cancellations in circulation

There has been a rise in phishing emails falsely claiming to be from the Lufthansa Group airlines, notifying recipients of alleged flight cancellations. The aim of these fraudulent emails is to create uncertainty and prompt recipients to interact with harmful links.

> [How to protect yourself from phishing](#)



Group travel with Air India bookable via Book-a-Group

You can now also book group travel with Air India in conjunction with Austrian Airlines, Brussels Airlines, Lufthansa and SWISS flights via the established OAL process in Book-a-Group. This provides group travelers with additional travel options.

> [Go to Book-a-Group](#)



Timetable & route network

5 continents, 97 countries, around 270 destinations: Our 2025/2026 winter offer

Whether your customers are dreaming of stunning sandy beaches, magical winter landscapes, cultural highlights, or vibrant metropolises — with around 270 destinations worldwide, the Lufthansa Group airlines' winter flight schedule 2025/2026 offers the perfect destination for every travel wish.

> [To the winter schedule](#)

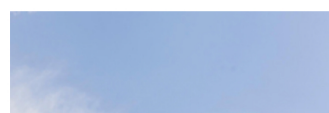


Fly to the Seychelles with Discover Airlines – (almost) all year round

Even before the inaugural flight takes off on 26 October 2025, Discover Airlines is responding to high demand by expanding its flight offer to the Seychelles, operating additional flights to the island paradise in the Indian Ocean from late June through the end of September 2026.

> [Learn more](#)

From tropical dreams to northern lights: three new Edelweiss destinations this winter

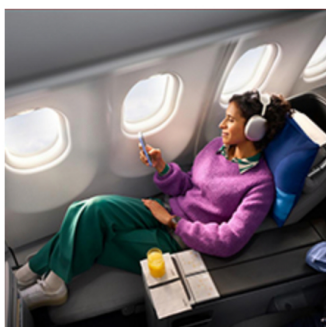


Whether it's the Arctic Northern Lights or a tropical volcanic panorama — the Edelweiss winter flight schedule 2025/2026 will take your customers to three extraordinary new destinations. Between mid-December 2025 and March 2026, Edelweiss will launch flights to Luleå, as well as to two additional Cape Verde destinations — São Vicente and Praia — from late October 2025 through March 2026.

[› Learn more](#)



Tips for your customers



Discover Airlines offers new upgrade option during online check-in

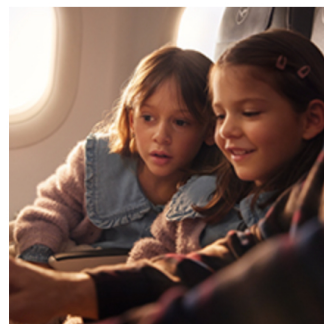
Passengers flying with Discover Airlines can now purchase upgrades to Premium Economy or Business Class during the online check-in process. Subject to availability, the option will appear directly within the online check-in and can be booked immediately for an additional fee.

[› Learn more](#)

What the Hack: Flying with kids – tips for relaxed family travel

Traveling with kids? Pure adventure! Travel expert Stefanie Pröstler-Meckl shares her tips with Lufthansa Insights on how to enjoy your flight with the whole family – embracing excitement instead of stress, packing smart snacks, taking play breaks at the airport, and surprising little ones with fun treats in their carry-on.

[› To the Travel Hacks](#)



Did you know? Lufthansa is the most family-friendly airline in the world

Lufthansa puts great emphasis on making flights special for their smallest passengers. With thoughtful services on the ground and in the air, Lufthansa creates a seamless and family-friendly travel experience – earning them the 2025 World Airline Award for Most Family-Friendly Airline.

[› Learn more](#)



L'Osteria and Eurowings serve up pasta delights high above the clouds

Starting 1 November 2025, Eurowings will be serving the L'Osteria classic



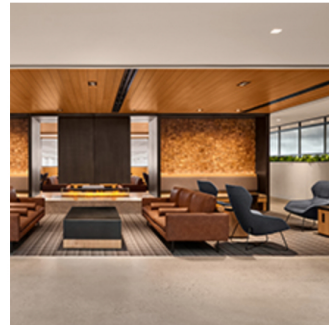
"Maccheroncini Colorati" exclusively at cruising altitude. The recipe of this popular pasta creation has been specially adapted for in-flight service – without compromising on taste or quality. The colorful pasta dish will be available for €8.90 at the Eurowings Wings Bistro.

[> Learn more](#)

Largest-yet United Club open in Denver

United Airlines has expanded its United ClubSM in Denver, featuring two full bars, buffet dining with seasonal cuisine, and Colorado-inspired design and decor. With more than 550 average daily departures, Denver is home to United's fastest-growing hub. The airline is committed to enhancing customer experience by renovating and expanding its United Club and Polaris lounges.

[> Learn more](#)



New Air Canada routes for summer 2026

Air Canada has announced new additions to its network for summer 2026. The airline will launch new routes between Montréal and Catania, as well as Palma de Mallorca. Non-stop service between Toronto and Budapest will resume, and flights from Prague will see increased frequency.

[> Learn more](#)



#MakeChangeFly

Earn valuable miles and up to 50% more points with Eurowings PlanetBlu

With every offset of their flight-related emissions, Eurowings passengers move one step closer to frequent flyer status or their desired reward. An especially attractive benefit: travelers earn up to 50% more Points and Qualifying Points when choosing to offset with Sustainable Aviation Fuel (SAF).

[> Learn more](#)



Inside Lufthansa Group

Lufthansa Dreamliner receives special livery to mark

centennial anniversary



Lufthansa is presenting an iconic special livery to mark its 100th anniversary in 2026. Starting in December 2025, a new Boeing 787-9 will proudly carry the symbol of Lufthansa's unique identity around the world: the crane.

[Learn more](#)



„Above & Beyond“ – second season for Lufthansa podcast

The second season of the Lufthansa podcast „Above & Beyond“ takes listeners on a journey through 100 years of company history. Along the way, voices of those who have helped shape this story come to life – from developers and historians to long-standing employees. Prepare to be surprised and inspired by voices that are otherwise unheard.

[➤ To the podcast](#)

*Third-country nationals: travelers who do not hold the nationality of a country in the European Union or the nationality of Iceland, Liechtenstein, Norway, or Switzerland.



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