

Impact of global IT problems on Lufthansa Group airlines flights

A large-scale global disruption by an IT company is currently causing disruptions in many areas of public life worldwide, including global air traffic. The greatest impact are on flights to and from Berlin, Amsterdam and Zurich. Among the numerous airlines and airports affected is **Eurowings**, whose check-in and boarding processes are impaired. Online check-in is currently not possible. A processes affected by the IT disruption are beyond the control of Eurowings.

Due to this situation, Eurowings has to cancel domestic German flights as well as flights to and from the UK on Friday, 19 July 2024, until departure at 3 p.m.

Passengers affected by a flight cancellation within Germany are requested to book a train ticket themselves and submit it for reimbursement.

» [Learn more](#)

We ask passengers to **check the status of their flight before setting out on their journey.**

- » [Austrian Airlines flight status](#)
- » [Brussels Airlines flight status](#)
- » [Eurowings flight status](#)
- » [Lufthansa flight status](#)
- » [SWISS flight status](#)
- » [Air Dolomiti flight status](#)
- » [Discover Airlines flight status](#)

Important notes regarding short-term flight cancellations

In case of short-term flight cancellations within 48 hours (in select cases: up to 5 days) before departure, no (immediate) UN will be set in the PNR in all cases. In this case, you can do the rebooking/reissue without having to request a waiver.

» [To the Factsheet „Notes regarding short-term flight cancellations“](#)

Rules for rebooking/reissue/refund for cancelled flights

Customers affected by a flight cancellation can rebook once free of charge or have their ticket refunded.

- You are welcome to make rebookings/reissues/refunds for cancelled flights <by yourself in accordance with the [Schedule Change/Irregularity Policy for Travel Agents \(OS/SN/LH/LX\)](#)
- You are welcome to make rebookings/reissues/refunds for cancelled flights **on Air Dolomiti tickets** yourself in accordance with the [Rules for handling of long term schedule changes and short term schedule changes \(re-bookings / reissues / refund in Travel Agency sales \(EN\)\)](#)

Please note: The Schedule Change/Irregularity Policy only applies to flights which have already been cancelled or which have been automatically rebooked by the airline.

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