



Travel Agency Ticketing Instructions

For the **UPA Conference 2010** event to be held in **Munich, Germany**, Lufthansa offers discounts to eligible passengers (Event participants, accompanying persons and guest speakers). Discounts are applicable on any flight operated with a Lufthansa flight number and are valid for **worldwide travel** to **Munich, Germany**.

The event fares must not be made public. Eligible passengers shall be informed that Lufthansa is the Official Airline to the event and that tickets can be purchased through any IATA / ARC Travel Agency.

Discounts: a **manual calculation of the discounted fare is required**. The discounts must be taken from the base published fare, with booking classes as shown below, which is published in the Computerized Reservation System (CRS) as an open fare - IATA fares as well as unique LH fares. These base fares can be retrieved in the CRS using the following entries (replace AAA with origin city code):

AMADEUS: FQD AA**MUC**/R,U/ALH
GALILEO: FD AA**MUC**/LH
SABRE: FQ AA**MUC**-LH
SITA: FSD AA**MUC**/LH/EUR
WORLDSPAN: 4F AA**MUC**SR-LH

Agreed Discounts off Published Fares:

First and Business Class Fares:

Booking Class F* / C* / D	10 % discount
Booking Class Z	0 % discount

Economy Class Fares:

Booking Class B / M / P	15 % discount
Booking Class H / Q / G / K	10 % discount

* Discount off the published F and C Class fares but the reservation must be booked in A and D Class respectively.

Point of Sale: worldwide through any IATA / ARC Travel Agency or Lufthansa office.

Valid Destination/s: **Munich, Germany (MUC)**

Valid Travel Period: travel may not commence before **17/05/2010** or after **28/05/2010**

Booking Class, Stopovers, Transfers, Cancellations, Refunds, Changes, Re-Issues, Combinations: as per applicable base fare rule. **Exception: Discounts off the published F First Class fares to be booked in A Class. Discounts off the published C Business Class fares to be booked in D Class.**

Advanced Purchase Period: 3 days before departure

Minimum Stay: 2 days

Max stay: 1 month

Flight application: fares only apply on **any Lufthansa (LH) flight number including code-share flights operated by partner airlines**

Fare basis / ticket designator: use the fare basis of the base fare followed by **/MC02**

Endorsement: **valid on LH flight numbers only**

Tour Code: **LH9EVDE182**

Airport fee / taxes: applicable - no discount permitted

Please note that misuse of these private fare codes (i.e. to any other destination besides Munich, Germany or for any departure date not between 17/05/2010 and 28/05/2010 will result in an ADM being raised to the non-discounted published fare level.

For any questions, please contact your local Lufthansa Sales and Service Team and refer to the **UPA - Usability Professionals' Association** MICE agreement stored in the Lufthansa intranet under:

<https://eteaming.ebase.dlh.de/groups/mice-lh-meetings-events>