

QUESTIONS AND ANSWERS ABOUT THE CURRENT SITUATION AT AIRBERLIN

WILL THE FLIGHT OPERATION BE CONTINUED BY AIRBERLIN / NIKI?

Yes, the flight operation will be continued. The published airberlin / NIKI schedule is valid. airberlin and NIKI will carry out the flights as published. Should changes be necessary, e.g. for operational reasons, we will inform accordingly.

DO TICKETS REMAIN VALID?

Yes, all issued tickets are valid.

WILL TICKETS ALREADY ISSUED BE REIMBURSED?

All tickets issued until August 11th 2017 are no longer refundable. Tickets valid from August 12th 2017 will be subject to the applicable tariff conditions.

CAN TICKETS BE REBOOKED?

The tariff conditions valid at ticket issuance are still actual. Issued tickets can be rebooked on the basis of the valid tariff conditions, if these include the possibility to change a booking. If fees apply, they must be paid by the passenger.

WILL AIRBERLIN AND NIKI ACCEPT NEW BOOKINGS?

Yes, airberlin and NIKI flights are bookable through our distribution channels. All fares are still valid. All sales channels remain open.

HOW LONG IN ADVANCE CAN I BOOK FLIGHTS?

The entire schedule published by airberlin and NIKI can be booked

WILL I CONTINUE TO EARN MILES ON MY FLIGHTS?

Yes, guests can still collect miles as published by the topbonus program and the tariff conditions. The rules for collecting and redeeming miles have not changed.

WILL THE PRODUCTS AND SERVICES OFFERED BY AIRBERLIN / NIKI BE MAINTAINED?

Yes, the existing product / service offering at airberlin and NIKI will remain the same.

WILL AGREEMENTS / INCENTIVE CONTRACTS WITH SALES PARTNERS REMAIN AND REMAIN VALID?

Yes, existing incentive contracts / charter framework agreements will remain valid until further notice. Should changes be required, airberlin / NIKI would inform their sales partners accordingly.

WILL AGREED TARIFF CONDITIONS (FOR EXAMPLE, COMPANY RATES, TOUR OPERATOR FARES OR CONSOLIDATOR RATES) REMAIN?

All tickets issued until August 11, 2017 are not refundable. Tickets valid from 12 August 2017 will be subject to the applicable tariff conditions.

WILL THE SALES PROGRAMS SUPERSELLER AND BUSINESSPOINTS REMAIN?

Yes, both sales programs will remain in place until further notice.

HOW IS AIRBERLIN / NIKI AVAILABLE TO SALES PARTNERS / CUSTOMERS?

airberlin / NIKI can be reached without any restrictions via the published contact numbers / email addresses. The existing sales contacts will still at your disposal.

IS AIRBERLIN / NIKI STILL A MEMBER OF BSP?

Yes, airberlin remains a member of the BSP.

DOES AIRBERLIN REMAIN A MEMBER OF ONEWORLD?

Yes, airberlin remains a member of Oneworld.

ARE AIRBERLIN TICKETS VALID ON PARTNER AIRLINES?

Yes, airberlin has ensured that Interline Tickets can be used.