

What is the 24-hour rule for Lufthansa?

The 24-hour rule for Lufthansa allows passengers to cancel or modify their flight bookings within 24 hours of purchase without incurring a penalty, under specific conditions. This policy is primarily applicable to reservations made directly through Lufthansa's official channels, such as their website, mobile app, or customer service hotline. According to Lufthansa's guidelines, if you book a flight and realize shortly after that you made a mistake—such as selecting the wrong date, route, or name—you can cancel the booking within 24 hours at no charge. The cancellation must be completed within 24 hours of the original booking time, and the full fare amount is typically refunded to the original form of payment. However, the 24-hour rule is not a blanket policy for all customers worldwide; it is more clearly defined for passengers departing from or traveling to the United States due to U.S. Department of Transportation (DOT) regulations. Under the DOT rule, airlines must allow passengers to cancel a reservation within 24 hours of booking without penalty, provided the booking is made at least seven days before the scheduled departure. Lufthansa complies with this requirement for all U.S.-related travel. For travelers booking Lufthansa flights outside of the U.S., the 24-hour cancellation flexibility may still be available, but it depends on local fare conditions and ticket types. Lufthansa also offers a "Secure Your Fare" feature, which allows customers to hold a selected fare for 48 hours for a small fee. If you're unsure about committing to a purchase, this option gives you additional time without the need to cancel later. When canceling a booking within the 24-hour window, customers can log into the "My Bookings" section on the Lufthansa website or app and choose the cancel option, or contact customer service directly by phone. Refunds are typically processed within a few business days, although actual timing depends on the payment method and banking system. It's important to note that while flight-only bookings are covered under this policy, bundled services like flight-plus-hotel or vacation packages may follow different rules and refund terms. Travelers using Miles & More, Lufthansa's frequent flyer program, can also cancel award tickets within 24 hours without losing their miles, provided the cancellation is done within the stated timeframe. Lufthansa advises passengers to double-check their booking details—such as spelling of names, travel dates, and destinations—immediately after confirmation to take advantage of the 24-hour window if needed. After this period, standard fare rules apply, and cancellation or change fees may be charged depending on the ticket type. Non-refundable fares, in particular, usually cannot be refunded after the 24-hour grace period. In summary, Lufthansa's 24-hour rule offers a useful safety net for travelers who need to correct or cancel a booking shortly after purchase. While primarily enforced for U.S.-bound or U.S.-originating flights, similar flexibility may apply globally depending on fare conditions. To take advantage of it, the cancellation must be made within exactly 24 hours of booking, and it's best done through Lufthansa's official platforms to ensure full eligibility and prompt refund processing.