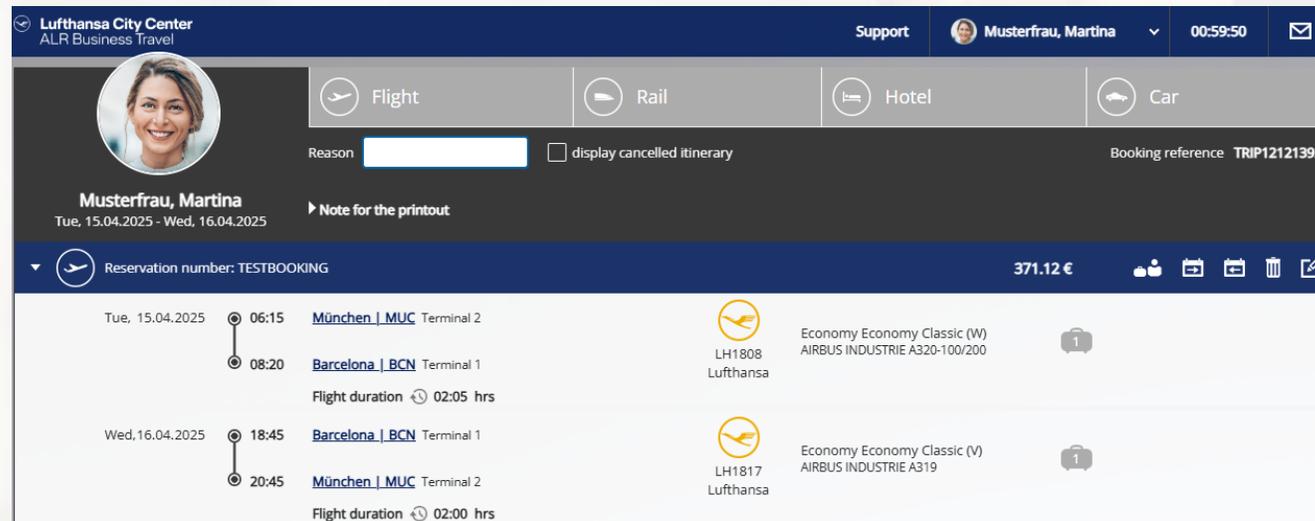




Rebooking & cancellation

Rebooking



Lufthansa City Center
ALR Business Travel

Support Musterfrau, Martina 00:59:50

Flight Rail Hotel Car

Reason display cancelled itinerary Booking reference TRIP12121392

Musterfrau, Martina
Tue, 15.04.2025 - Wed, 16.04.2025

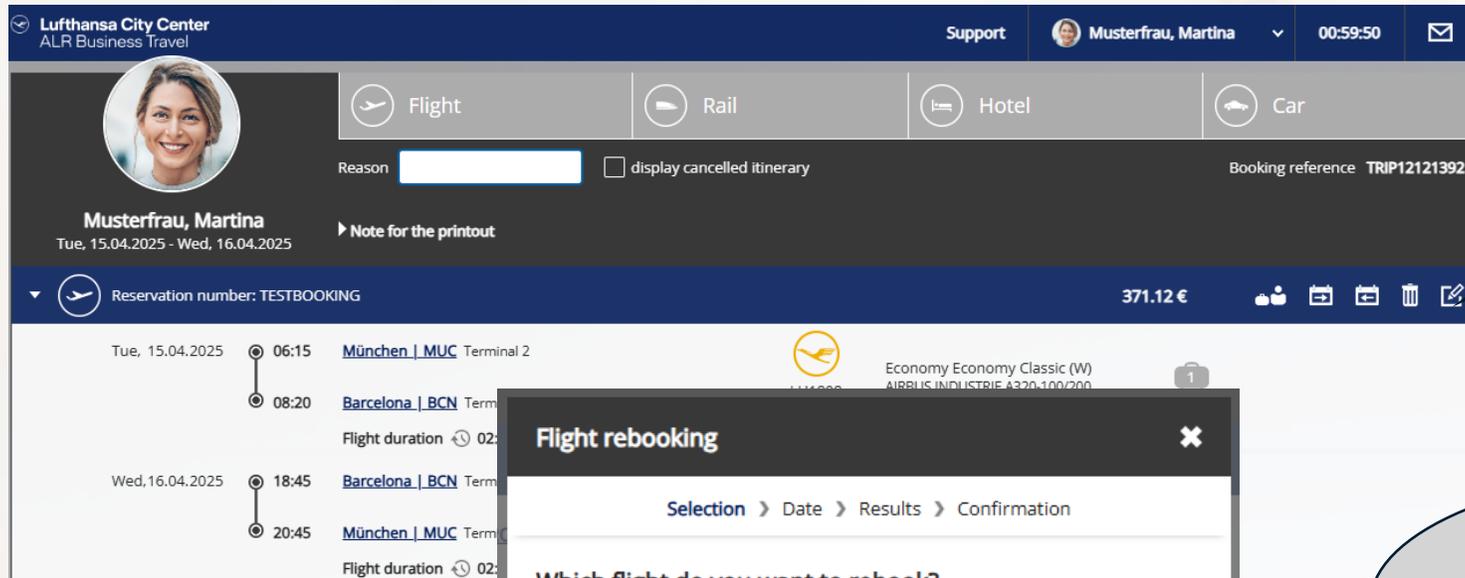
Reservation number: TESTBOOKING 371.12 €

Tue, 15.04.2025	06:15	München MUC Terminal 2		Economy Economy Classic (W) AIRBUS INDUSTRIE A320-100/200	
	08:20	Barcelona BCN Terminal 1	LH1808 Lufthansa		
Flight duration 02:05 hrs					
Wed, 16.04.2025	18:45	Barcelona BCN Terminal 1		Economy Economy Classic (V) AIRBUS INDUSTRIE A319	
	20:45	München MUC Terminal 2	LH1817 Lufthansa		
Flight duration 02:00 hrs					

If this icon is displayed,
you can change the
reservation by yourself
via onesto.

! Not all travel services can be rebooked via onesto. If the icon is not displayed, please contact your Business Travel Team for rebooking.

Rebooking of flight services (1/2)



The screenshot shows the Lufthansa City Center user interface. At the top, there is a navigation bar with the Lufthansa City Center logo, user name 'Musterfrau, Martina', and time '00:59:50'. Below this is a menu with 'Flight', 'Rail', 'Hotel', and 'Car' options. The main content area displays a flight itinerary for 'Musterfrau, Martina' from Tue, 15.04.2025 to Wed, 16.04.2025. The itinerary includes flights from München (MUC) to Barcelona (BCN) and back. A 'Flight rebooking' modal is open, showing options to rebook only the outbound flight, only the inbound flight, or both. A callout bubble points to an icon in the top right of the main interface, and another callout bubble points to the 'Next' buttons in the modal.

Click on the icon.

In the next window, indicate whether you want to change only the outbound flight, only the return flight, or both.

Rebooking of flight services (2/2)

Flight rebooking ✕

✔ Selection > Date > Results > Confirmation

Please choose a new inbound date.

Return date

<< April 2025 >>

CW	Mon	Tue	Wed	Thu	Fri	Sat	Sun
14		1	2	3	4	5	6
15	7	8	9	10	11	12	13
16	14	15	16	17	18	19	20
17	21	22	23	24	25	26	27
18	28	29	30				

[Close calendar](#)

Enter the new date and departure time and click on "Next".

Onesto shows the possible flight connections and calculates the incurring costs.

Flight rebooking ✕

✔ Selection > ✔ Date > Results > Confirmation

Airlines	Time	Date	Origin	Duration	CO ₂	Extra charge	Price	
	12:00 - 14:00	Tue, 15.04.2025	Barcelona - Munich	⌚ 02:00 h	☁ CO ₂ 446 kg		408.48 €	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>

By clicking on "Rebook" the flight will be rebooked and the ticket updated.

Rebooking of hotel services (1/2)

The screenshot shows the user interface for managing a hotel booking. At the top, there is a navigation bar with 'Lufthansa City Center ALR Business Travel', 'Support', and user information for 'Musterfrau, Martina'. Below this is a menu with 'Flight', 'Rail', 'Hotel', and 'Car' options. The 'Hotel' option is selected. The main content area displays the booking details for 'Radisson Blu Hotel Frankfurt' for the dates 'Tue, 15.04.2025 - Wed, 16.04.2025'. The reservation number is 'TESTBOOKING' and the price is '164.00 €'. A callout bubble points to the 'Hotel' icon in the menu.

Click on the icon.

The screenshot shows a 'Hotel search' dialog box. The hotel name is 'Radisson Blu Hotel Frankfurt'. The arrival date is set to 'Fri, 18.04.2025'. A calendar for 'April 2025' is displayed, with the 18th of April highlighted in red. The calendar shows the following dates: 14 (Sun), 15 (Mon), 16 (Tue), 17 (Wed), 18 (Thu), 19 (Fri), 20 (Sat), 21 (Sun), 22 (Mon), 23 (Tue), 24 (Wed), 25 (Thu), 26 (Fri), 27 (Sat), 28 (Sun), 29 (Mon), 30 (Tue). A 'Close window' button is at the bottom left and a 'Next' button is at the bottom right. A callout bubble points to the 'Next' button.

In the next window, enter the new data and click on "Next".

Rebooking of hotel services (2/2)

Hotel search

✔ Hotel rebooking > Booking details > Confirmation

Hotel Radisson Blu Hotel Frankfurt

Arrival Thu, 17.04.2025 **Departure** Fri, 18.04.2025

Room 1 Double room

Remark

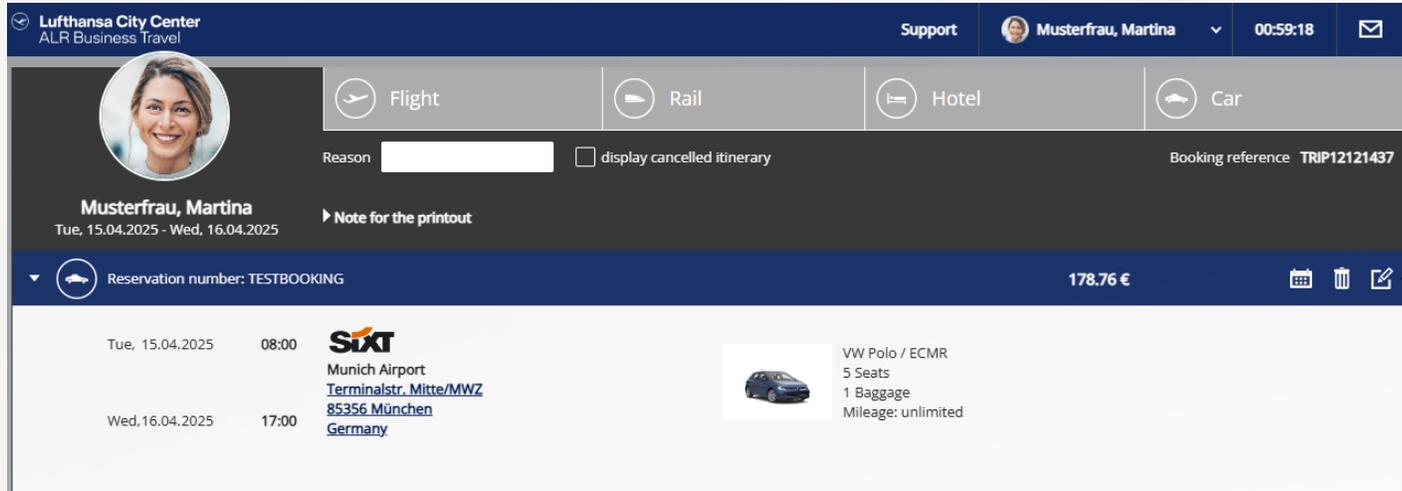
Guest name	Salutation	Lastname	Firstname
1. Mrs		Musterfrau	Martina

[Back](#) [Rebooking](#)

Onesto will check the availability of the corresponding room category for the new date.

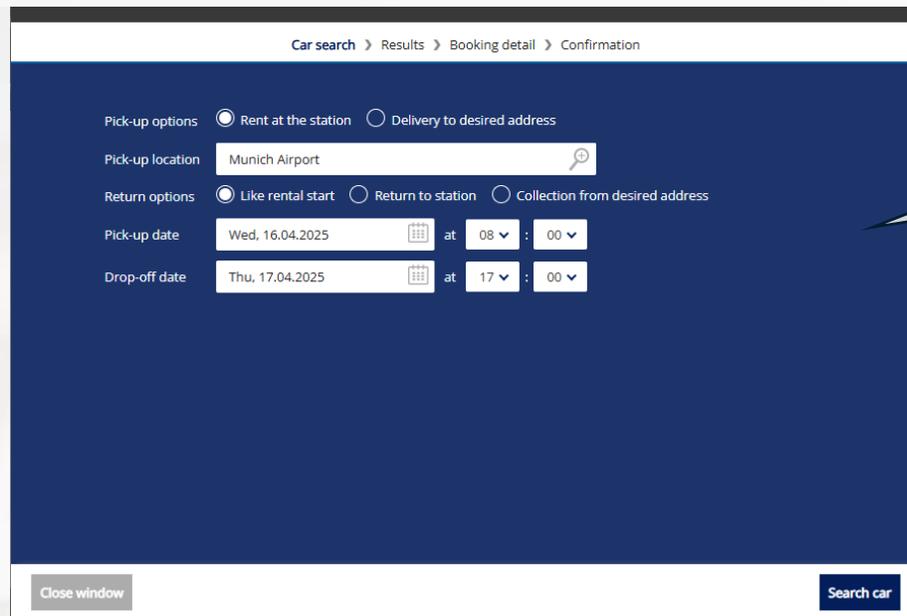
By clicking on "Rebooking" the hotel will be rebooked for the new date.

Rebooking of rental car services (1/2)



The screenshot shows the user interface for a Lufthansa City Center account. At the top, there is a navigation bar with 'Support', the user's name 'Musterfrau, Martina', and the time '00:59:18'. Below this is a profile section for 'Musterfrau, Martina' with a photo and travel dates 'Tue, 15.04.2025 - Wed, 16.04.2025'. A menu bar contains icons for 'Flight', 'Rail', 'Hotel', and 'Car'. The 'Car' icon is highlighted. Below the menu, there is a 'Reason' field and a checkbox for 'display cancelled itinerary'. The booking reference is 'TRIP12121437'. A reservation card for 'TESTBOOKING' is shown with a price of '178.76 €' and icons for calendar, trash, and edit. The reservation details include dates and times for pickup and drop-off, the car model 'VW Polo / ECMR', and pickup location 'Munich Airport Terminalstr. Mitte/MWZ 85356 München Germany'.

Click on the icon.



The screenshot shows the 'Car search' results page. The breadcrumb trail is 'Car search > Results > Booking detail > Confirmation'. The page has a dark blue background. It features several form fields and radio buttons for configuring the rental. The 'Pick-up options' section has two radio buttons: 'Rent at the station' (selected) and 'Delivery to desired address'. The 'Pick-up location' is set to 'Munich Airport'. The 'Return options' section has three radio buttons: 'Like rental start' (selected), 'Return to station', and 'Collection from desired address'. The 'Pick-up date' is 'Wed, 16.04.2025' at '08:00'. The 'Drop-off date' is 'Thu, 17.04.2025' at '17:00'. At the bottom, there are 'Close window' and 'Search car' buttons.

In the next window, enter the new data and click on "Search car".

Rebooking of rental car services (2/2)

Car search - Results

Munich Airport Wed, 16.04.2025 08:00

Munich Airport Thu, 17.04.2025 17:00

Change search

Car search > Results > Booking detail > Confirmation

Show map

Mini

VW Polo (or similar car) 178.76 €

SIXT Munich Airport 0 km MUC 11.69 € M

Select

VW Polo (or similar car) 9.28 € M

SIXT Freising near Munich 3.9 km 9.28 € M

Select the preferred rental car.

Car search - Booking detail

Car search > Results > Booking detail > Confirmation

VW Polo (or similar car) SIXT

ECMR 5 km unlimited

Pick-up: Wed, 16.04.2025 08:00 - Terminalstr. Mitte/MWZ, 85356 München

Drop off: Thu, 17.04.2025 17:00 - Terminalstr. Mitte/MWZ, 85356 München

Equipment

Equipments from original booking, which are not available

Location fee

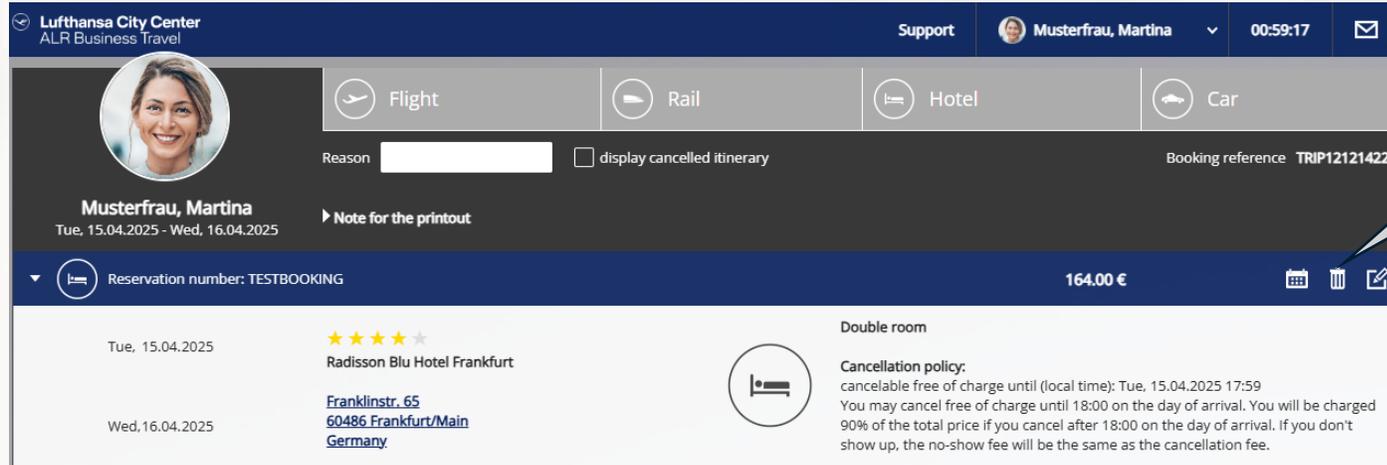
Inclusive

- Air condition free of charge
- Insurance (24/7 Breakdown assistance) free of charge

Back Rebook

In the next window, click on "Rebook".

Cancellations



Lufthansa City Center
ALR Business Travel

Support | **Musterfrau, Martina** | 00:59:17

Flight | Rail | Hotel | Car

Reason display cancelled itinerary | Booking reference: **TRIP12121422**

Musterfrau, Martina
Tue, 15.04.2025 - Wed, 16.04.2025 | **Note for the printout**

Reservation number: TESTBOOKING | 164.00 €

Tue, 15.04.2025	★★★★☆ Radisson Blu Hotel Frankfurt Franklinstr. 65 60486 Frankfurt/Main Germany	 Double room Cancellation policy: cancelable free of charge until (local time): Tue, 15.04.2025 17:59 You may cancel free of charge until 18:00 on the day of arrival. You will be charged 90% of the total price if you cancel after 18:00 on the day of arrival. If you don't show up, the no-show fee will be the same as the cancellation fee.
Wed, 16.04.2025		

You can use this icon to cancel travel services in onesto.

! To cancel flight reservations, please contact your Business Travel Team so that the cancellation conditions of the ticket and the associated refund claims can be checked for you.



Contact

Contact

**Do you have any questions or suggestions
regarding onesto?**

The Online Solutions Team is happy to assist you.

☎ +49 89 286611 - 600

✉ onlinesolutions@lcc-alr.de

The department Online Solutions



Melanie English, Simone Hobler, Frank Raisch, Intissar Hummel, Annika Blank