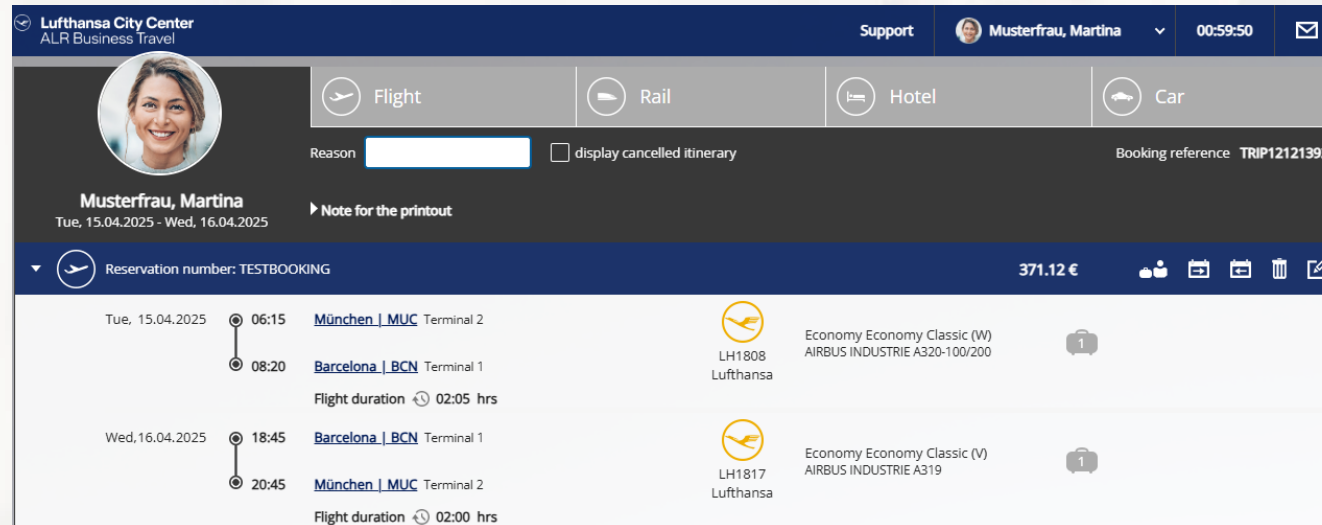




Rebooking & cancellation

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 | [Note for the printout](#)

Reservation number: TESTBOOKING | 371.12 € |    

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

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 [Note for the printout](#)

Reservation number: TESTBOOKING 371.12 €     

Tue, 15.04.2025 06:15 **München | MUC** Terminal 2  Economy Economy Classic (W)
08:20 **Barcelona | BCN** Terminal 1 AIRBUS INDUSTRIE A320-100/200
Flight duration 02:25

Wed, 16.04.2025 18:45 **Barcelona | BCN** Terminal 1
20:45 **München | MUC** Terminal 2
Flight duration 02:25

Click on the icon.

Flight rebooking 

[Selection](#) > [Date](#) > [Results](#) > [Confirmation](#)

Which flight do you want to rebook?

 Only outbound 

 Only inbound 

 Outbound and inbound 



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

Back Next

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 €	☐ ☐ ☒

Rebook

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

Rebooking of hotel services (1/2)

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

Wed, 16.04.2025

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.

Click on the icon.

Hotel search

Hotel rebooking > Booking details > Confirmation

Hotel Radisson Blu Hotel Frankfurt

Arrival

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](#)

Fri, 18.04.2025

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)

Lufthansa City Center
ALR Business Travel

Support  Musterfrau, Martina 00:59:18 

 Flight  Rail  Hotel  Car

Reason ☐ display cancelled itinerary Booking reference TRIP12121437

 **Musterfrau, Martina**
Tue, 15.04.2025 - Wed, 16.04.2025 [Note for the printout](#)

▼  Reservation number: TESTBOOKING 178.76 €   

Tue, 15.04.2025	08:00	 Munich Airport Terminalstr. Mitte/MWZ 85356 München Germany	 VW Polo / ECMR 5 Seats 1 Baggage Mileage: unlimited
Wed, 16.04.2025	17:00		

Click on the icon.

Car search > Results > Booking detail > Confirmation

Pick-up options ☒ Rent at the station ☐ Delivery to desired address

Pick-up location 

Return options ☒ Like rental start ☐ Return to station ☐ Collection from desired address

Pick-up date  at

Drop-off date  at

[Close window](#) [Search car](#)

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

Mini



VW Polo
(or similar car)
SIXT
Munich Airport
0 km MUC
11.69 € M



VW Polo
(or similar car)
SIXT
Freising near Munich
3.9 km
9.28 € M

178.76 €

Select

Select the preferred rental car.

Car search - Booking detail

Car search > Results > Booking detail > Confirmation

VW Polo (or similar car)

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

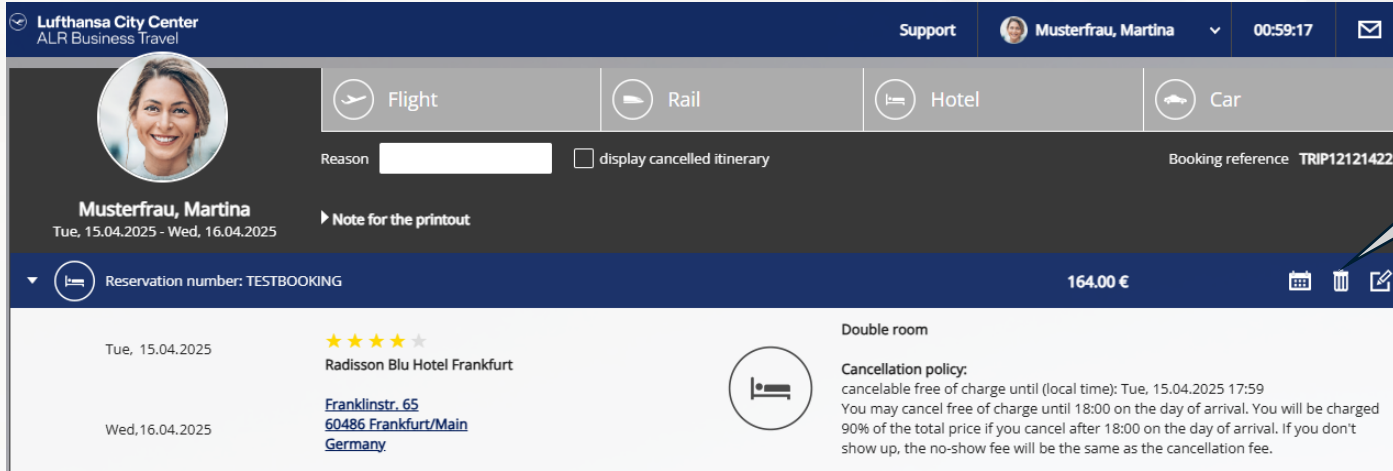
Inclusive

✓ 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	 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	Franklinstr. 65 60486 Frankfurt/Main Germany	

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

**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

Your Online Solutions Team



Simone Hobler
Head of Online Solutions



Annika Blank
Implementation Manager



Intissar Hummel
Support Manager



Sabrina Pöhlmann
Product Manager



Frank Raisch
Product Manager