

UNDERTAKINGS TO THE OFFICE OF FAIR TRADING

Deutsche Lufthansa AG, of Von-Gablenz-Strasse 2-6, Cologne, 50679, Germany (the "**Company**") has agreed to provide undertakings to the Office of Fair Trading (the "**OFT**") in response to an investigation by the OFT into possible breaches of the Consumer Protection from Unfair Trading Regulations 2008 (the "**CPRs**").

The giving of this undertaking is not an admission by or on behalf of the Company of any breach by it of the CPRs or any other consumer protection legislation.

This undertaking applies to any conduct of the Company that takes place, or has an impact on consumers, in any place throughout the European Economic Area provided such conduct is subject to the OFT's jurisdiction.

For the purpose of these undertakings, "Headline Price" is the price stated as being generally available on any website advertisement or the price displayed to the customers at the beginning of a booking process entered into by a customer;

The Company gives the following undertakings to the OFT under section 219 of the Enterprise Act 2002 (the "**EA02**"):

1. The Company will not charge an additional fee, above any charges included in the Headline Price, for making a payment in respect of the booking of flights and ancillary services, where a debit card is used and is explicitly accepted and recognised by the Company as such.

2. If the Company charges any additional fee, above any charges included in the Headline Price, in relation to accepting a payment or a booking where a debit card is not used, such a fee will not be described as an "administration", "transaction", "booking" or "handling" fee or in any similar manner that suggests that it reflects the costs incurred by the Company, where the amount of the fee is more than the increased cost to the Company of processing that payment method.

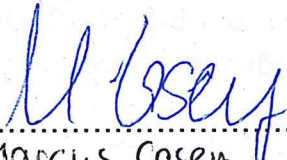
3. Any additional fee applied to payments or bookings made other than by debit card will be described in clearly visible text in any advertising which displays the Headline Price and notified to consumers on each page of the Company's website where the Headline Price is displayed in clearly visible text and by means of a prominent link to such fees.

4. The Company's website will comply with the undertakings given in paragraphs 1 to 3 above.

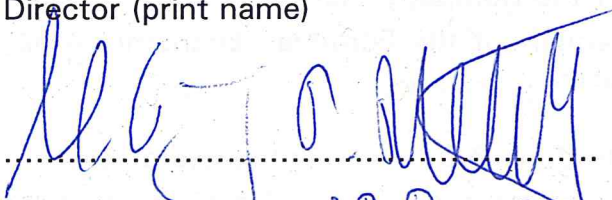
5. The Company will not (whether by its officers, employees, agents or otherwise or by directing any other entity or individual) consent to or connive in

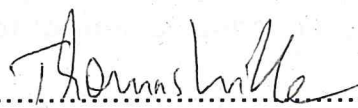
conduct which infringes paragraphs 1 to 4 above by another body corporate with which it has a special relationship (within the meaning of section 222(3) of the EA02).

I am authorised to sign these undertakings on behalf of Deutsche Lufthansa AG.


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Marcus Caser
Director (print name)

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THOMAS WITTE
Witness (print name)


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Director's signature J.P. RITTERHOFF


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Witness's signature

Date: 06 June 2012

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