

From the desk of Dr. André Schulz

Dear Esteemed Business Partner,



With the easing of travel restrictions from and to Namibia, coupled together with the European Summer flight schedule being implemented at the end of March, there is a lot for our industry to look forward to. New opportunities, not only in business but also in our private lives, bring about a sense of optimism, knowing that we are finally starting to see the light at the end of what has been an immensely challenging period which we have endured together.

As you already know from our previous communication, the 7th March 2021 marked an important milestone for the Lufthansa Group in Namibia. Our fourth frequency between Frankfurt and Windhoek was introduced and an additional fifth frequency is scheduled for 2nd April 2021. In conjunction with our capacity increase adjustments, we would furthermore like to offer our industry and business partners an opportunity not to be missed. Lufthansa is introducing a promotional flash sale to 15 attractive European destinations. From 25th March until 30th April 2021, you can book an Economy Class round trip seat for travel between 25th March and 30th September 2021, starting from just N\$7,299 including taxes, when booked through your NDC channel. For further details of these offers, please take a look at the fare grid which follows:

Destination	NDC Fare incl. taxes	GDS Fare incl. taxes	Booking Class	Baggage Allowance
Frankfurt	N\$7,299	N\$7,549	K	2PC @ 23KG
Oporto	N\$7,488	N\$7,738	K	2PC @ 23KG
Athens	N\$7,499	N\$7,749	K	2PC @ 23KG
Oslo	N\$7,499	N\$7,749	K	2PC @ 23KG
Venice	N\$7,599	N\$7,849	K	2PC @ 23KG
Amsterdam	N\$7,899	N\$8,149	K	2PC @ 23KG
Milan	N\$7,899	N\$8,149	K	2PC @ 23KG
Berlin	N\$8,499	N\$8,749	K	2PC @ 23KG
Kiev	N\$8,499	N\$8,749	K	2PC @ 23KG
Zurich	N\$8,499	N\$8,749	K	2PC @ 23KG
Bremen	N\$8,799	N\$9,049	K	2PC @ 23KG
Hamburg	N\$8,799	N\$9,049	K	2PC @ 23KG
London	N\$8,799	N\$9,049	K	2PC @ 23KG
Manchester	N\$8,799	N\$9,049	K	2PC @ 23KG
Munich	N\$8,799	N\$9,049	K	2PC @ 23KG

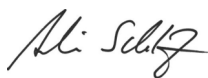
Sales period: 25 March to 30 April 2021. Travel period: 25 March to 30 September 2021. Fares are based on return, per person, including taxes. Subject to availability. Origin: WDH. Class of travel: Economy Class

For the upcoming months, we recognize that whenever travel restrictions are eliminated, booking volumes tend to increase steeply in the respective traffic area. We therefore expect that for the full year 2021, our global capacity on offer will increase by 40 to 50 percent of our 2019 levels. To support this ramp-up, the Lufthansa Group welcomes the opportunity for as many people as possible to be vaccinated, and we believe that internationally recognized, digital vaccination and test certificates must replace travel bans and quarantine measures so that people can once again visit family and friends, meet business partners or learn about other countries and cultures.

As you are already without a doubt aware, travel and tourism is experiencing a rapid evolution on all fronts. At the start of the pandemic, the industry had to reinvent itself, find innovative solutions and weather the storm. Today I am pleased to introduce you to our newest virtual staff member, Maya. Designed with sales servicing in mind, Maya is an AI-powered Chatbot that provides dynamic answers to more than 600 questions, which travel agents may have. This technology will facilitate faster turn around times without having to call our B2B service line. The virtual assistant will be introduced into the Namibian market from April 2021 and will be available 24/7 to all travel agents who are registered on our eXperts platform.

This unique crisis is accelerating the transformation process in our company. 2021 will be a year of modernization and redimensioning for us, with a clear focus on our purpose to connect people, cultures and economies in a sustainable way. I would like to thank all our business partners for your ongoing support throughout our journey of development and transition. Until next time, take care and stay healthy!

Yours in Travel,



**Dr. André Schulz**

General Manager Southern Africa & East Africa