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PRIVATE ID-FLIGHTS

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Further Private Travel

≡ Select submenu item

## Tips & Tricks for ID travel



### Tips & Tricks for ID travel

Whether on duty or private travel - stand-by or booked - ID travelers should follow a few basic tips that will certainly make their travel and the work of our operational colleagues on the ground easier, and not just during vacation periods.

#### During planning / before the trip

- ID tickets can only be purchased via **My Private Travel Manager** in eBase or privateBase and via the → **myIDTravel App** . With **privateBase** and MFA software, you can use the My Private Travel Manager booking tool from any internet-enabled device worldwide. Further information on Microsoft Multi-Factor Authentication



(MFA) can be found on eBase under → IT & You . Unfortunately, the stations cannot support the purchase and modification of ID tickets.

- Please note that **multiple bookings** for the same trip or within the same period are not permitted. In My Private Travel Manager, you can make a booking with a maximum of three waiting list requests. As soon as more than one flight is confirmed, you must decide immediately and cancel accordingly.
- Please **only** ever create **one booking code** for a trip. If you create several bookings, it may happen that booked flight segments that overlap are automatically canceled. This happens without prior notice and without prior queries.
- The utilization of our flights should be controlled as optimally as possible. For this reason, a robot, the so-called **no-show controller**, searches the booking system for duplicate and unused bookings and cancels the onward or return flight and alternative confirmed bookings for the same travel period in these cases. This is also done without prior notice and without prior enquiries.  
To avoid your return or onward flight being canceled due to a no-show, it is therefore essential that you **adjust your booking**. In concrete terms, this means: please immediately cancel any other bookings or waiting lists that are after your actual departure date and are no longer required.
- Please use the options to **check in online** or via the **Lufthansa app**. This is possible for all ID flights (booked and stand-by) from 30 hours before departure.
- Please check the **entry requirements** for your destination in good time. Use the digital document check on lh.com or in the Lufthansa app to check your necessary entry documents.
- It is recommended that you follow the **instructions and rules of the authorities** when entering/exiting the country, going through customs and security checks. In some countries, unnecessary discussions with official representatives of the authorities or requests for exceptions can lead to considerable personal consequences. The stations can only provide limited or no support in such situations.

### At the start of the journey

- Please **arrive** at the airport **in good time**, with baggage at least two and a half hours before departure, with hand baggage two hours before departure.
- Use the **check-in** and baggage drop-off processes at the airport **according to your booking class**.
- Use the **self-service** check-in machines and self-service bag drop machines wherever available.
- Please note that the **hand baggage and excess baggage rules** for ID travel are identical to the rules for full-paying passengers. This also applies to all types of charges, e.g. for excess baggage. The stowage space in the cabin is often insufficient for the **amount of hand baggage** on full flights. Before you travel, please take a critical look at how you can reduce the amount, size and weight of your hand



baggage to a minimum. The space under the seat in front is also a good place to stow hand luggage on a cont flight. Please also remember to use the coat hook on your seat, e.g. for your jacket.

- If there is a **waiting list**, this is automatically processed by the check-in system in the correct priority order. Individual seats are also allocated automatically by the check-in system.  
If **upgrades** become necessary in order to accept as many passengers on the waiting list as possible, these will be automatically suggested and carried out by the check-in system. Full-paying passengers, especially our status customers, will be given priority.
- Sometimes **seats** are **defective** and are no longer allocated to full-paying passengers for reasons of comfort. These can be used for ID guests as long as passenger safety is not compromised. These seats are also automatically allocated by the check-in system according to priority.
- On paper boarding passes for Lufthansa departures ex Frankfurt, the **departure gate** will only be printed in the last 2 hours before departure. Outside this time window, only the area (A/B/C/Z) is shown on the boarding pass. Please make use of the possibility to obtain **gate information online** or via the information boards at the airport and refrain from making a request to our operational colleagues on the ground.
- Many airports (including Berlin and Frankfurt) now offer the **booking of appointment slots for security checks**. You should therefore check whether this service is offered at your departure airport in order to avoid long waiting times and stress.

### For stand-by flights

- Please note that a **listing** is always required for standby flights.
- If you are already checked in and **change your travel plans**, check out first via the Lufthansa app before attempting to change your listing or booking.
- Please check the **booking status** of your selected flights in My Private Travel Manager or the myIDTravel App before you fly. If your travel plans change, please change your listing. If the routing changes, you will need a new ID ticket.
- Always **cancel bookings and listings** in good time so that colleagues can realistically assess the standby situation.
- Please avoid asking your colleagues on the ground about the forecast for your **flight chances**.
- Requests for **jumpseats** should always be made discreetly and at an appropriate moment at the gate. Only the flight captain decides on the allocation of jumpseats. Safety aspects have priority in his selection - seniority and ID status do not play a role.



## Other

- For duty trips and private ID trips: Whenever technically possible, please use the option of independent **rebooking via digital channels** in the event of rejection due to insufficient transport capacity or travel plan changes for reasons of convenience - this relieves our colleagues on the ground.
- If your waiting list position differs via apps, **only** the information provided by the check-in system at the gate is authoritative. Waiting lists from external apps are often incomplete and incorrect. Therefore, please refrain from inquiries and discussions with colleagues in this regard and please also refrain from inquiries regarding a **free upgrade** (ID travelers always receive seats in the booked/purchased class of carriage).
- It may happen that on certain flights, despite a good forecast and empty seats, no ID transportation can take place because the flight may not take off fully loaded for safety reasons due to **weight restrictions**, e.g. due to weather. We ask for your understanding that there can be no compromises or exceptions when it comes to flight safety.
- With a few exceptions, ID travelers are not permitted to visit the → **lounges** . This applies in particular to contract lounges and lounges of our partner airlines.
- The → **Lufthansa Staff Travel Helpdesk** hotline can be reached from Monday to Friday from 9 a.m. to 6 p.m. and on weekends and public holidays from 10 a.m. to 6 p.m. on the central number +49 89 231 289 46.  
Please note that e-mail processing cannot be guaranteed promptly and that e-mails are only processed from Monday to Friday.
- The **staff entrances** at the security checkpoints may only be used by employees on duty with an airport ID card. Crew controls may only be used by active or dead-head crews. Private travelers or shuttlers are not allowed to use the crew paths.
- Please observe the applicable → **dress code** for you, your fellow passengers and children on Lufthansa Group Airlines flights.
- A request from our colleagues on board and on the ground: **Be friendly with each other**. If it takes a little longer at the check-in or gate, it may be that the colleagues are still new. Colleagues on board also asked us to remind ID travelers that it would also be nice if more understanding for each other on board would lead to more consideration.
- To avoid penalties, please note that **employee parking lots and buildings may only be used for business purposes**. This means that during vacation absences or for private pick-ups or drop-offs at the airport, it is not permitted to park on company premises in Frankfurt or in the Munich FOC and T2.

All of the options described here - like the ID flights themselves - are fundamentally a privilege and voluntary service of the company that can be changed at any time and to which there is no legal entitlement even if used repeatedly. ^

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