

Lufthansa is promising us:

“A romantic retreat like no other”

This is not exactly what we experienced during our trip with Lufthansa.

On October 20, 2022 we received this email from Lufthansa.

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Dear customer,

Your flight LH231 on 21.10.2022 from Rome to Frankfurt/Main is canceled.

Please accept our apologies.

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Our interaction face-to-face with Lufthansa agents were promising...

But the promises were not supported by their actions.

We did not get any help and even the Lufthansa app that must solve our problems did not work.

Amazing, but no one from Lufthansa expected this app to work 😊

During our two days delay we had some expenses that Lufthansa promised to compensate.

But Lufthansa did not respond to our messages with receipts.

Our resume: Do not trust Lufthansa promises.