

Deutsche Lufthansa Aktiengesellschaft  
Lufthansa Aviation Center, Airportring, 60546 Frankfurt/Main

Ihre Zeichen  
Your Ref.

Unsere Zeichen / Datum  
Our Ref. / Date

Telefon / Telefax  
Telephone / Telefax

**Economic Regulation Group**  
**The CAA**  
CAA House  
45–59 Kingsway  
GB - London, WC2B 6TE

FRA LR/S-G      +49 (69) 696  
April 29th, 2016      - 2656

[economicregulation@caa.co.uk](mailto:economicregulation@caa.co.uk)

**Strategic themes for the review of Heathrow Airport Limited's charges ("H7")  
- A discussion document (CAP 1383) -**

**LH Group (LH,LX,OS,4U) reply**

Thank you for involving your key stakeholders at an early stage of the regulatory review process for "H7", as well as for inviting airlines views on the major strategic topics related thereto.

First of all, please let us point out, that we support the detailed responses to the questions raised you will be receiving by AOC/LACC and Star Alliance. In addition, please let us emphasize that

- Consumers - passengers and cargo owners - are the core focus of our business and for the past, present and future we are committed to constantly improving their experience at airports worldwide. Strong competition among airlines nearly guarantees the airline's strive to best fulfil passenger expectations.
- Airports and airlines are already underlying an extensive and well controlled framework of local and international laws – among others EU Regulation 1107/2006 for passengers with reduced mobility and EU Regulation 261/2004 for passenger rights - so we would appreciate to further evaluate which kind of additional benefits a new forum like the CCF would be creating.

- We welcome the retention of the single-till and are prepared to further discuss the various aspects of cost efficiency and financeability as well as of the three other strategic themes.

We are looking forward to an ongoing fruitful exchange of views and remain with kind regards

Deutsche Lufthansa Aktiengesellschaft  
Aviation Infrastructure Management



i.A. Gabriele Stoll  
Manager Governmental Charges & Relationship Management

CC : IATA / LACC / AOC / Star Alliance