

GLOBAL PROCEDURE

LOT POLISH AIRLINES GLOBAL POLICY

(1) FOR COVID-19 TEMPORARY NETWORK SUSPENSION

(2) ALL OTHER COVID-19 RELATED PROCEDURES

2020

TICKETS (080)

Date: 13.03.2020

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Suspension until 28MAR

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/ INTRODUCTION /

THE DOCUMENT STATES LOT POLISH AIRLINES CONDITIONS FOR PROCEEDING WITH FLIGHT CANCELLATIONS DUE TO THE CORONA VIRUS (SUSPENSION DATES 15-28MAR20) AND IS A REMINDER OF ALL PREVIOUS PROCEDURES.

**IN CASE YOUR FLIGHT WAS SCHEDULED BETWEEN 15MAR20-28MAR20, PLEASE PROCEED TO
1. GENERAL CONDITIONS FOR SUSPENDED FLIGHTS FROM 15MAR20 UNTIL 28MAR20 (PAGE 5, 11) IN**

ALL OTHER CASES PLEASE PROCEED TO THE ATTACHED PROCEDURES ON THE FOLLOWING PAGES

1. GENERAL CONDITIONS FOR FLIGHTS DEPARTING 14MAR20 AND SUSPENDED FLIGHTS FROM 15MAR20 UNTIL 28MAR20

/ BOOKING AND TICKETING GUIDELINES /

BELOW PLEASE FIND LOT POLISH AIRLINES GLOBAL PROCEDURE - COVID-19 NETWORK SUSPENSION

TICKETS MUST BE ISSUED ON/BEFORE: 13MAR20

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR REFUND DUE TO CANCELLED FLIGHTS RESPECTIVELY IN THE PNR (OSI/SI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX):

OSI LO INVOLUNTARY REFUND **COVID19**
FE INVOL REFUND **COVID19**

OR

OSI LO INVOLUNTARY RESA CHANGE FOC **COVID19**
FE INVOL RESA CHANGE FOC **COVID19**

INVOLUNTARY REBOOKING FOR INDIVIDUAL PASSENGERS

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES FROM 29MAR20 TO 19APR20 – REBOOKING IN THE LOWEST RBD AVAILABLE WITHIN THE SAME COMPARTMENT.
- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS ON THE SAME ROUTE FOR DATES LATER FROM 20APR20 - 31MAY20 AND 17OCT20 - 13DEC20 WITHIN THE SAME RBD AVAILABLE. IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS (RBD), THE INVOL REBOOKING TO LATER DAYS CANNOT BE PROCEEDED.
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.

INVOLUNTARY REBOOKING FOR GROUP PASSENGERS (TICKETED AND BOOKED)

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES FROM 29MAR20 TO 19APR20 – NO CHANGE IN THE FARE LEVEL, SUBJECT TO SEAT AVAILABILITY.
- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS ON THE SAME ROUTE FOR DATES LATER FROM 20APR20- 31MAY20 AND 17OCT20-13DEC20 – SUBJECT TO RECALCULATION AND SEAT AVAILABILITY.
- ALL GROUP PASSENGER CHANGES NEED TO BE PROCEEDED BY LOT GROUP DESK
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.

INVOLUNTARY TICKET CHANGE TO EMD (VCHR)

- INVOLUNTARY TICKET CHANGE TO EMD IS PERMITTED.
- ISSUED EMD WILL BE AVAILABLE FOR USE ACCORDING TO EMD VALIDITY.
- EMD IS NOT REFUNDABLE. CAN ONLY BE USED FOR FURTHER TRAVELS.
- TICKET CHANGE TO EMD CAN BE DONE ONLY BY LOT OWN OFFICES (CC/ATO/CTO).

INVOLUNTARY REFUND

- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND.
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.

2. GENERAL CONDITIONS FOR CANCELLED ATLANTIC FLIGHTS 13MAR-14APR

/ BOOKING AND TICKETING GUIDELINES /

BELOW PLEASE FIND LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ON LO WAW/BUD-US CANCELLED FLIGHTS:

THE PROCEDURE IS VALID FOR INDIVIDUAL AND GROUP PASSENGERS (TICKETED AND BOOKED) AND FOR ALL MARKETS EQUALLY.

TICKET MUST BE ISSUED ON/BEFORE: 13MAR20

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR REFUND DUE TO CANCELLED FLIGHTS WAW-US/CA/BUD-US v.v./ and RESPECTIVELY IN THE PNR (OSI/SI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX):

OSI LO INVOLUNTARY REFUND DUE TO CANCELLED LO FLIGHT
FE INVOL REFUND DUE TO CANCELLED LO FLIGHT

OR

OSI LO INVOLUNTARY RESA CHANGE FOC DUE TO CANCELLED LO
FLIGHT FE INVOL RESA CHANGE FOC DUE TO CANCELLED LO FLIGHT

OTHER CONDITIONS FOR CANCELLED FLIGHTS TO/FROM WAW-EWRWAW/BUD-JFK-BUD:

INVOLUNTARY REBOOKING

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS VIA WAW AND JFK WITHIN +/- 7 DAYS –REBOOKING IN THE LOWEST RBD AVAILABLE WITHIN THE SAME COMPARTMENT.
- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS ON THE SAME ROUTE FOR DATES LATER FROM **13APR20-31MAY20** AND **17OCT20-13DEC20** WITHIN **THE SAME RBD AVAILABLE**. IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS (RBD), THE INVOL REBOOKING TO LATER DAYS **CANNOT BE PROCEEDED**.
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.

INVOLUNTARY REROUTING TO YYZ/ORD

- INVOLUNTARY REROUTING IS PERMITTED TO EXISTING WAW-YYZ/ORD-WAW LO OPERATING FLIGHTS FOR DATES FROM **13MAR20-31MAY20** AND **17OCT20-13DEC20** IN RESPECT TO THE **AVAILABILITY OF THE SAME RBD**.
- IF THERE ARE **NO SEATS AVAILABLE** IN THE ORIGINAL BOOKING CLASS, THE INVOL REROUTING TO YYZ/ORD CANNOT BE PROCEED FOR THE SELECTED DATES.

OTHER CONDITIONS FOR CANCELLED FLIGHTS TO/FROM MIA/LAX:

INVOLUNTARY REROUTING YYZ/JFK/ORD

- INVOLUNTARY REROUTING IS PERMITTED TO EXISTING YYZ/JFK/ORD LO OPERATING FLIGHTS FOR LATER DATES FROM **13MAR20-31MAY20** AND **17OCT20-13DEC20** RESPECTING THE **AVAILABILITY OF THE SAME RBD**.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, THE INVOL REROUTING TO YYZ/ORD **CANNOT BE PROCEEDED** FOR THE SELECTED DATES.

INVOLUNTARY REBOOKING

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS ON THE SAME ROUTE FOR LATER DATES FROM **13APR20-31MAY20 AND 17OCT20-13DEC20** RESPECTING THE **AVAILABILITY OF THE SAME RBD**
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.

OTHER CONDITIONS FOR WAW-US/BUD-US V.V. CANCELLED FLIGHTS:

INVOLUNTARY TICKET CHANGE TO EMD (VCHR)

- INVOLUNTARY TICKET CHANGE TO EMD IS PERMITTED.
- ISSUED EMD WILL BE AVAILABLE FOR USE ACCORDING TO EMD VALIDITY.
- EMD IS NOT REFUNDABLE. CAN ONLY BE USED FOR FURTHER TRAVELS.
- TICKET CHANGE TO EMD CAN BE DONE ONLY BY LOT OWN OFFICES (CC/ATO/CTO).

INVOLUNTARY REROUTING TO OTHER DESTINATIONS

- INVOLUNTARY REROUTING IS PERMITTED TO EXISTING NRT/SIN/ICN/CMB/TSE OR OTHER EUROPEAN DESTINATION WITHIN LO NETWORK FOR DATES FROM **29MARCH** TO **24APR20**.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.

INVOLUNTARY REFUND

- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND.
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.

3. GENERAL CONDITIONS FOR CANCELLED BJS FLIGHTS 01MAR-24APR:

/ BOOKING AND TICKETING GUIDELINES /

BELOW PLEASE FIND LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ON LO WAW-PEK/PKX-WAW CANCELLED FLIGHTS:

TICKETS ISSUED ON/BEFORE 13FEB20

LO89-92 01MAR2020-24APR2020 (WAW-PEK/PKX-WAW)

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR REFUND DUE TO CANCELLED FLIGHTS WAW-PEK/PKX v.v./ and RESPECTIVELY IN THE PNR (OSI/SI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX):

OSI LO INVOLUNTARY REFUND DUE TO CANCELLED LO FLIGHT
FE INVOL REFUND DUE TO CANCELLED LO FLIGHT

OR

OSI LO INVOLUNTARY RESA CHANGE FOC DUE TO CANCELLED LO
FLIGHT FE INVOL RESA CHANGE FOC DUE TO CANCELLED LO FLIGHT

INVOLUNTARY REBOOKING

- PERMITTED INVOLUNTARY REBOOKING ON WAW-PEK/PKX-WAW EXISTING LO OPERATING FLIGHTS FOR LATER DATES FROM 26APR2020 TO 30JUN2020.
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.

INVOLUNTARY REROUTING

■ INVOLUNTARY REROUTING IS NOT
PERMITTED **INVOLUNTARY REFUND**

- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND.
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.

4. LOT POLISH AIRLINES GENERAL POLICY FOR ENTRY RESTRICTIONS TO SPECIFIED COUNTRIES DUE TO CORONAVIRUS OUTBREAK

/BOOKING AND TICKETING GUIDELINES/

BELOW PLEASE FIND LOT POLISH AIRLINES GENERAL PROCEDURE FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ISSUED FOR PASSENGERS WHICH ARE SUBJECT FOR ENTRY RESTRICTIONS TO SPECIFIED COUNTRIES DUE TO CORONAVIRUS OUTBREAK.

THE PROCEDURE IS VALID FOR INDIVIDUAL AND GROUP TICKETS AS WELL FOR NOT-TICKETED GROUP BOOKINGS AND FOR ALL MARKETS EQUALLY.

TICKETS MUST BE ISSUED ON/BEFORE THE DAY THAT ENTRY RESTRICTIONS WERE PUBLISHED ON IATA SITE OR GROUP CANCELLATION MUST BE DONE ON/AFTER THE DAY THAT ENTRY RESTRICTIONS WERE PUBLISHED ON IATA SITE.

LIST OF COUNTRIES THAT PUT INTO PLACE ENTRY RESTRICTION DUE TO CORONAVIRUS OUTBREAK ARE SPECIFIED ON OFFICIAL IATA TRAVEL CENTRE WEBSITE (link below):

<https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING OR REFUND DUE TO ENTRY RESTRICTIONS AND RESPECTIVELY IN THE PNR (OSI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX).

CONDITIONS FOR PASSENGER TRAVELLING TO DESTINATIONS WHICH ARE SUBJECT TO ENTRY RESTRICTIONS:

Passengers are entitled to choose one of the below options:

INVOLUNTARY REBOOKING

- FOR INDIVIDUAL TICKET PERMITTED INVOLUNTARY REBOOKING ON EXISTING LOT OPERATING FLIGHTS ON THE SAME ROUTE FOR DATES UNTIL **31MAY20 OR 17OCT20-13DEC20 WITHIN THE SAME RBD AVAILABLE**. IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS (RBD), THE INVOL REBOOKING TO LATER DAYS CANNOT BE PROCEED.
- IF THE SAME RBD IS NOT AVAILABLE ON THE SELECTED DATE, INDIVIDUAL PASSENGERS ARE SUBJECT TO VOLUNTARY CHANGE ACCORDING **WAIVER2020 PROCEDURE** (UPGRADE TO HIGHER FARE).
- GROUP TICKETS OR BOOKINGS ARE SUBJECT TO NET FARE RECALCULATION AND SEAT CONFIRMATION SUBJECT TO AVAILABILITY. GROUP SIZE MUST REMAIN UNCHANGED.
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.
- INVOLUNTARY REBOOKING IS NOT APPLICABLE TO PASSENGERS WHO WERE NOSHOW.

OSI LO INVOL RESA CHANGE FOC DUE TO QUARANTINE COVID

INVOLUNTARY TICKET CHANGE TO EMD (VCHR)

- INVOLUNTARY TICKET CHANGE TO EMD IS PERMITTED.
- ISSUED EMD WILL BE AVAILABLE FOR USE ACCORDING TO EMD VALIDITY.
- EMD IS NOT REFUNDABLE. CAN ONLY BE USED FOR FURTHER TRAVELS.
- TICKET CHANGE TO EMD CAN BE DONE ONLY BY LOT OWN OFFICES (CC/ATO/CTO).

INVOLUNTARY REFUND

- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND.
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.
- INVOLUNTARY REFUND IS NOT APPLICABLE TO PASSENGERS WHO WERE NOSHOW.

FE INVOL REF DUE TO QUARANTINE COVID

INVOLUNTARY REROUTING

- REROUTING IS NOT PERMITTED

IF THE PASSENGER IS NOT ALLOWED TO ENTER THE COUNTRY OF DESTINATION DUE TO THE FACT THAT INFORMATION REGARDING HIS LAST STAY WITHIN 14 DAYS WERE INTENTIONALLY HIDDEN AND/OR THE PASSENGER WILL HAVE TO RETURN IMMEDIATELY TO THE POINT OF ORIGIN, PLL LOT RESERVES THE RIGHT TO CHARGE THE PASSENGER FOR THE COST OF CARRIAGE TO THE DEPARTURE POINT.

IN ORDER TO AUTHORIZE FREE OF CHARGE CHANGE OF RESERVATION OR INVOLUNTARY REFUND, AGENT SHOULD CONTACT WITH DEDICATED LO AGENT HELPDESEK, ACCORDING TO THE POINT OF SALE.

IT IS MANDATORY THAT ANY CHANGE OR REFUND DESCRIBED IN THE PROCEDURE TO BE AUTHORIZED BY LO HQ (WAIVER TEAM). UNAUTHORIZED REFUND OR CHANGE IS SUBJECT TO ADM.

Please note that if the Agent or Passenger contacts the airline, he must provide documents confirming that the Passenger has been restricted in his application of entrance to the country.

5. GENERAL CONDITIONS FOR USAGE OF WAIVER2020 PROCEDURE:

/ BOOKING AND TICKETING GUIDELINES /

BELOW PLEASE FIND LOT POLISH AIRLINES WAIVER POLICY FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ISSUED FOR PASSENGERS WHO HAVE PURCHASED TICKETS IN INDIVIDUAL FARES AND WHICH WISH TO POSTPONE THEIR TRIPS AND CHANGE THE DATE OF TRAVEL. THE PROCEDURE IS VALID ONLY FOR INDIVIDUAL BOOKINGS AND FOR ALL MARKETS.

SALES RESTRICTION: ON/BEFORE 31MAR20

TRAVEL DATES RESTRICTION: 12MAR20-24APR20

REBOOKING FREE OF CHARGE: UNTIL 31DEC20

PERMITTED ONE FREE OF CHARGE REBOOKING ON LO OPERATING FLIGHTS WITHIN THE SAME FARE FOR DATES NO LATER THAN **31DEC20**. THE WHOLE JOURNEY MUST BE COMPLETED TILL **31DEC20**.

IF THE SAME FARE IS NOT AVAILABLE FOR THE NEW TRAVEL DATES OR DOES NOT MEET OTHER FARE CONDITIONS FOR REBOOKING, THIS SHOULD BE UPGRADED TO CURRENT AVAILABLE FARE ON THE REISSUE DATE (EQUAL OR HIGHER). FARE DIFFERENCE SHOULD BE PAID BY THE PASSENGER. TICKET RE-PRICE IS REQUIRED.

IT IS MANDATORY TO INSERT INFORMATION ABOUT REBOOKING RESPECTIVELY IN THE PNR (OSI ELEMENT):

OSI LO WAIVER2020

IN CASE OF TICKET REISSUE IT IS MANDATORY TO ADD FE **WAIVER2020** IN THE ENDORSMENT RESTRICTION BOX OF THE ETIX

REFUND

- FULL REFUND IS NOT PERMITTED. STANDARD FARE RULES APPLY. **REBOOKING**
- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED.
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLIES.
- MANUAL PRICING AND TICKETING IS REQUIRED WHENEVER ATC IS NOT WORKING.
- ALL CHANGES MUST BE HANDLED ON A VOLUNTARY BASIS.
- RULES APPLY EQUALLY TO ALL TYPES OF LO INDIVIDUAL FARES – CHANGEABLE AND NON-CHANGEABLE FARES.
- FREE OF CHARGE REBOOKING IN THE SAME FARE IS NOT APPLICABLE TO PASSENGERS WHO WERE NOSHOW.
- CHANGE AND RE-ISSUE REQUIRED BEFORE THE ORIGINAL TRAVEL DATE.
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.
- EXTENSION OF TICKET VALIDITY IS NOT PERMITTED.

6. GENERAL CONDITIONS FOR GROUP TICKETS AND BOOKINGS

PLEASE FIND BELOW GROUP PROCEDURE AS A RESPONSE TO CURRENT GLOBAL CHANGES IN TRAVEL INDUSTRY. IT SPECIFIES THE POSSIBILITIES TO CHANGE OR CANCEL THE GROUP RESERVATION CREATED FOR LOT POLISH AIRLINES FLIGHTS FOR TRAVEL DATES FROM 11MAR20 TO 24APR20. IT CONTAINS POSSIBILITIES FOR BOTH TICKETED AND NOT TICKETED GROUP RESERVATIONS

GROUP RESERVATION WITHOUT ISSUED TICKETS

REBOOKING (ONE FREE OF TIME)

- **NEW TRAVEL DATES:** UNTIL 31DEC20. TO BE SPECIFIED UNTIL 31MAY20 LATEST.
- **ROUTING:** UNCHANGED, AS FOR ORIGINAL RESERVATION
- **GROUP SIZE:** UNCHANGED, AS FOR ORIGINAL RESERVATION
- **NET FARE FOR NEW TRAVEL DATES:** RECALCULATION REQUIRED
- **CONFIRMATION OF SEATS FOR NEW TRAVEL DATES:** SUBJECT TO AVAILABILITY
- **CONDITIONS:**
 - DEPOSIT: IN THE AMOUNT OF 20% NET FARE OF THE ORIGINAL GROUP. IN CASE IF DEPOSIT IS NOT COLLECTED ALREADY, IT MUST BE TAKEN ON EMD AS A PAYMENT ON ACCOUNT FOR FUTURE TRAVEL. EMD MUST BE ISSUED WITHIN 5 WORKING DAYS AFTER ORIGINAL TRAVEL DATES CANCELLATION
 - THE EMD NUMBER MUST BE SENT TO LO
 - REST OF THE GROUP CONDITIONS ACCORDING TO ORIGINAL CONTRACTS (E. G. STANDARD GROUP PROCEDURE OR SERIES AGREEMENT)

CANCELLATION OF GROUP RESERVATION

- **DATE OF CANCELLATION:** FROM 11MAR20 TO 30MAR20
- **CHANGED CANCELLATION FEE:** 20% NET FARE PER EACH CANCELLED SEAT OR 100% OF DEPOSIT, IF IT WAS COLLECTED. IT DOES NOT APPLY, IF ACCORDING TO THE ORIGINAL CONDITIONS, THE LOWER CANCELLATION FEE LEVEL ARE APPLICABLE AT THE MOMENT.

GROUP RESERVATION WITH TICKETS ISSUED

REBOOKING (ONE FREE OF TIME)

- **NEW TRAVEL DATES:** UNTIL **31DEC20**. TO BE SPECIFIED UNTIL **31MAY20** LATEST.
- **ROUTING:** UNCHANGED, AS FOR ORIGINAL RESERVATION
- **GROUP SIZE:** UNCHANGED, AS FOR ORIGINAL RESERVATION
- **NET FARE FOR NEW TRAVEL DATES:** RECALCULATION REQUIRED
- **CONFIRMATION OF SEATS FOR NEW TRAVEL DATES:** SUBJECT TO AVAILABILITY
- **PAYMENT FOR NEW TRAVEL DATES IN THE EVENT THAT:**
 - NEW DATES ARE SPECIFIED AT THE MOMENT OF REQUESTING:** TICKETS EXCHANGE FOR THE NEW TRAVEL DATES WITH POTENTIAL ADDITIONAL PAYMENT IN CASE OF NET FARE CHANGE,
 - NEW DATES TO BE SPECIFIED LATER (31MAY20 THE LATEST):**
 - ISSUED TICKETS ARE NOT REFUNDABLE (NON-REF) IN CASE THE GROUP IS NOT MATERIALIZED UNTIL **31DEC20**
 - THE VALUE OF NET FARE + YQ IS TAKEN AS A PAYMENT ON ACCOUNT FOR FUTURE TICKETS WITH POTENTIAL ADDITIONAL PAYMENT IN CASE OF NET FARE OR YQ CHANGE; ADDITIONAL FEES (TAXES) MUST BE RECALCULATED ACCORDING TO GENERAL RULES OF TICKET EXCHANGE
- **NAME CHANGE:** PERMITTED FREE OF CHARGE
- **CONDITIONS:** REST OF THE GROUP CONDITIONS ACCORDING TO ORIGINAL CONTRACTS (E. G. STANDARD GROUP PROCEDURE OR SERIES AGREEMENT)
- **RESERVATION INSTRUCTION:**
 - IMMEDIATE CANCELLATION OF EXISTING SEGMENTS

- INSERTING SSR OTHS LO SPECIAL GROUP PROCEDURE DATE CHANGE ELEMENT TO EXISTING RESERVATION - INSERTING OF NEW SEGMENTS TO THE EXISTING RESERVATION UNTIL **31MAY20** THE LATEST

CANCELLATION OF GROUP RESERVATION

- **DATE OF CANCELLATION:** FROM **11MAR20** TO **30MAR20**
- **CHANGED CANCELLATION FEE:** 20% NET FARE PER EACH CANCELLED SEAT OR 100% OF DEPOSIT, IF IT WAS COLLECTED. IT DOES NOT APPLY, IF ACCORDING TO THE ORIGINAL CONDITIONS, THE LOWER CANCELLATION FEE LEVEL ARE APPLICABLE AT THE MOMENT.
- **TICKET REFUND:** PERMITTED IN AMOUNT OF 20% VALUE (NET FARE +YQ); REFUND OF ADDITIONAL FEES (TAX) ACCORDING TO GENERAL RULES