

GLOBAL PROCEDURE

# LOT POLISH AIRLINES GLOBAL POLICY COVID-19 VOLUNTARY & INVOLUNTARY

2020

LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LOT POLISH AIRLINES  
TICKETS (080)

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## / INTRODUCTION – GENERAL DESCRIPTION OF THE PROCESS /

## THIS PROCEDURE HANDLES

1. GROUP (TICKETED AND NON-TICKETED) AND INDIVIDUAL PASSENGERS
2. ON CANCELLED OR NON-CANCELLED FLIGHTS

**FOR TICKETING GUIDELINES PLEASE PROCEED TO PAGE 5**INDIVIDUAL PASSENGERS

1. IF YOUR FLIGHT WAS SCHEDULED TO DEPART DURING THE NETWORK SUSPENSION FROM 15 MARCH 2020 TO 11 APRIL 2020 – YOUR FLIGHT WAS CANCELLED, YOU HAVE THE FOLLOWING OPTIONS:
  - 1.1. REBOOKING TO LO8000-LO8799 #LOTDODOMU EMERGENCY FLIGHTS – FREE OF CHARGE HANDLED BY LOT CONTACT CENTER – ONLY FOR AUTHORIZED PEOPLE TRAVELLING TO WARSAW, POLAND.
  - 1.2. CHANGE IS POSSIBLE WITHIN ONE CONTINENT – IF YOUR ORIGINAL TICKET WAS TO/FROM EUROPE, YOU CAN BE REBOOKED ON #LOTDODOMU EMERGENCY FLIGHT FROM EUROPE.
  - 1.3. IF YOU WISH TO TRAVEL ON THE SAME ROUTE WITHIN ONE YEAR SINCE ORIGINAL DEPARTURE DATE:
    - 1.3.1. WITHIN ONE YEAR SINCE THE DATE OF YOUR ORIGINAL TICKET PURCHASE CONTACT LOT CONTACT CENTER OR YOUR TRAVEL AGENCY
    - 1.3.2. YOUR TICKET WILL BE REBOOKED WITHOUT ADDITIONAL CHARGES FOR ANY SELECTED DATE WITHIN ONE YEAR SINCE THE ORIGINAL TRAVEL DATE (SUBJECT TO AIRCRAFT CAPACITY IN THE COMPARTMENT)
    - 1.3.3. THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET
    - 1.3.4. EACH INDIVIDUAL PASSENGER WILL BE OFFERED A SINGLE USE PROMOCODE FOR FUTURE TRAVEL WITH LOT POLISH AIRLINES: -30% OF THE NEW TICKET FARE, TO BE USED WITHIN 12 MONTHS SINCE REBOOKING – THE PROMOCODE CAN BE USED ON LOT.COM DURING YOUR NEXT BOOKING PROCESS.
      - 1.3.4.1. CONTACT CENTER WILL PROVIDE YOUR PROMOCODE DURING THE REBOOKING PROCESS
      - 1.3.4.2. IF YOUR TICKET WAS CHANGED BY THE TRAVEL AGENCY, VISIT LOT.COM TO FILL OUT A FORM TO HAVE YOUR PROMOCODE ISSUED
  - 1.4. UNTIL 31 AUGUST 2020 IF YOU WISH TO CHANGE YOUR DESTINATION AND/OR TRAVEL DATES WITHIN ONE YEAR SINCE ORIGINAL DEPARTURE DATE FREE OF CHARGE, THE ORIGINAL TICKET VALUE WILL BE USED AS A DEPOSIT FOR YOUR NEXT TRAVEL CHOICE. WITHIN ONE YEAR SINCE THE DATE OF YOUR ORIGINAL TICKET PURCHASE CONTACT:
    - 1.4.1. LOT CONTACT CENTER/ATO PL: PROVIDE YOUR DESIRED DESTINATION AND TRAVEL DATES AND ENJOY A 200 PLN BONUS FROM LOT POLISH AIRLINES – IF THE RECALCULATED FARE DIFFERENCE DOES NOT EXCEED 200 PLN YOU CAN EASILY CHANGE YOUR DESTINATION AND TRAVEL DATES. IF IT EXCEEDS 200 PLN, YOU WILL BE ASKED TO PAY THE RESIDUAL ABOVE 200 PLN
    - 1.4.2. YOUR TRAVEL AGENCY TO USE YOUR ORIGINAL TICKET VALUE AND BOOK YOUR NEW TICKET – ANY RECALCULATED FARE DIFFERENCE NEEDS TO BE PAID ON TOP OF THE ORIGINAL TICKET VALUE. THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET.
  - 1.5. IF NONE OF THE POINTS ABOVE SUIT YOU, YOUR TICKET CAN BE REFUNDED – CONTACT LOT CONTACT CENTER OR YOUR TRAVEL AGENCY
2. IF YOUR FLIGHT IS SCHEDULED BUT YOU ARE UNCERTAIN ABOUT YOUR TRAVEL PLANS, YOU CAN REBOOK YOUR TRAVEL FOR A LATER DATE FREE OR CHARGE. IF YOU HOLD A TICKET FOR TRAVEL COMMENCING ON/BEFORE 31 DECEMBER 2020 YOU ARE ENTITLED TO PERFORM ONE FREE DATE CHANGE:
  - 2.1. YOUR NEW TRAVEL DATES NEED TO BE ON/BEFORE 31 DECEMBER 2020
  - 2.2. IF YOU ARE NOT PLANNING ON TRAVELLING BUT YOU CANNOT SPECIFY NEW TRAVEL DATES – PLEASE CONTACT LOT CONTACT CENTER UNTIL 31 AUGUST 2020 IN ORDER TO SECURE YOUR NEW TRAVEL DATES.
  - 2.3. IN CASE YOU ALREADY KNOW YOUR NEW TRAVEL DATES, PLEASE CONTACT:
    - 2.3.1. LOT CONTACT CENTER TO PROVIDE YOUR NEW TRAVEL DATES – PROVIDE YOUR DESIRED TRAVEL DATES AND ENJOY A 200 PLN BONUS FROM LOT POLISH AIRLINES – IF THE RECALCULATED FARE DIFFERENCE DOES NOT EXCEED 200 PLN YOU CAN EASILY CHANGE YOUR TRAVEL DATES. IF IT EXCEEDS 200 PLN, YOU WILL BE ASKED TO PAY THE RESIDUAL ABOVE 200 PLN.
    - 2.3.2. YOUR TRAVEL AGENCY AND PROVIDE YOUR NEW TRAVEL DATES IN ORDER TO HAVE YOUR TICKET RECALCULATED. ANY FARE DIFFERENCE WILL NEED TO BE PAID.

- 2.4. PASSENGERS WHO WERE NOSHOW ON THEIR ORIGINAL FLIGHT ARE ENTITLED TO USE THIS FLEXIBLE DATE CHANGE PROCEDURE.
- 2.5. THERE IS NO REFUND POSSIBILITY FOR NONCANCELLED FLIGHTS

#### TICKETED GROUP PASSENGERS

1. IF YOUR FLIGHT WAS SCHEDULED TO DEPART DURING THE NETWORK SUSPENSION – YOUR FLIGHT WAS CANCELLED, YOU HAVE THE FOLLOWING OPTIONS:
  - 1.1. REBOOKING TO LO8000-LO8799 #LOTDODOMU EMERGENCY FLIGHTS – FREE OF CHARGE HANDLED BY LOT GROUP DESK
  - 1.2. CHANGE IS POSSIBLE WITHIN ONE CONTINENT – IF YOUR ORIGINAL TICKET WAS TO/FROM EUROPE, YOU CAN BE REBOOKED ON #LOTDODOMU EMERGENCY FLIGHT FROM EUROPE.
  - 1.3. WITHIN ONE YEAR SINCE THE DATE OF THE ORIGINAL TICKET PURCHASE CONTACT LOT GROUP DESK TO HAVE YOUR GROUP REBOOKED TO ANY SELECTED DATE WITHIN ONE YEAR SINCE ORIGINAL TRAVEL DATE. SAME ROUTE APPLIES, SUBJECT TO AIRCRAFT CAPACITY IN THE COMPARTMENT.
    - 1.3.1. EACH AGENCY WHICH REBOOKS THE WHOLE GROUP WILL BE GRANTED A 10 EUR/USD/CHF BONUS PER FLOWN PAX
    - 1.3.2. THE GROUP SIZE CAN BE INCREASED BY 1 SEAT FREE OF CHARGE (AIRPORT TAXES NEED TO BE PAID)
  - 1.4. IF YOU WISH TO CHANGE YOUR DESTINATION PLEASE PROCEED TO POINT 2 BELOW.
  - 1.5. IF YOU WISH TO CANCEL YOUR GROUP PLEASE CONTACT LOT GROUP DESK
2. IF YOUR FLIGHT IS SCHEDULED TO DEPART BUT YOUR PLANS HAVE CHANGED OR YOUR FLIGHT WAS CANCELLED AND YOU WISH TO CHANGE THE DESTINATION, EACH GROUP RESERVATION WITH TRAVEL COMMENCEMENT DATES ON/BEFORE 31 DECEMBER 2020 CAN BE CHANGED UNTIL 2 WEEKS BEFORE THE ORIGINAL DEPARTURE DATE UNDER THE FOLLOWING CONDITIONS:
  - 2.1. NEW TRAVEL DATES: ON/BEFORE 31 DECEMBER 2021
  - 2.2. ROUTING CAN BE CHANGED
  - 2.3. GROUPS SIZE REMAINS UNCHANGED
  - 2.4. GROUP FARE LEVEL WILL BE RECALCULATED ACCORDING TO SEAT AVAILABILITY
  - 2.5. NAME CHANGE: ALLOWED
  - 2.6. GROUP TICKETS ARE NON-REFUNDABLE

#### NOTTICKETED GROUP PASSENGERS

1. IF YOUR FLIGHT WAS SCHEDULED TO DEPART DURING THE NETWORK SUSPENSION – YOUR FLIGHT WAS CANCELLED, YOU HAVE THE FOLLOWING OPTIONS:
  - 1.1. REBOOKING TO LO8000-LO8799 #LOTDODOMU EMERGENCY FLIGHTS – FREE OF CHARGE HANDLED BY LOT GROUP DESK
  - 1.2. CHANGE IS POSSIBLE WITHIN ONE CONTINENT – IF YOUR ORIGINAL TICKET WAS TO/FROM EUROPE, YOU CAN BE REBOOKED ON #LOTDODOMU EMERGENCY FLIGHT FROM EUROPE.
  - 1.3. WITHIN ONE YEAR SINCE THE DATE OF THE ORIGINAL TICKET PURCHASE CONTACT LOT GROUP DESK TO HAVE YOUR GROUP REBOOKED TO ANY SELECTED DATE WITHIN ONE YEAR SINCE ORIGINAL TRAVEL DATE. SAME ROUTE APPLIES, SUBJECT TO AIRCRAFT CAPACITY IN THE COMPARTMENT.
    - 1.3.1. EACH AGENCY WHICH REBOOKS THE WHOLE GROUP WILL BE GRANTED A 10 EUR/USD/CHF BONUS PER FLOWN PAX
    - 1.3.2. THE GROUP SIZE CAN BE INCREASED BY 1 SEAT FREE OF CHARGE (AIRPORT TAXES NEED TO BE PAID)
  - 1.4. IF YOU WISH TO CHANGE YOUR DESTINATION PLEASE PROCEED TO THE NEXT POINT OF THIS PROCEDURE
2. IF YOUR FLIGHT IS SCHEDULED TO DEPART BUT YOUR PLANS HAVE CHANGED OR YOUR FLIGHT WAS CANCELLED AND YOU WISH TO CHANGE THE DESTINATION, EACH GROUP RESERVATION WITH TRAVEL COMMENCEMENT DATES ON/BEFORE 31 DECEMBER 2020 CAN BE CHANGED UNDER THE FOLLOWING CONDITIONS:
  - 2.1. NEW TRAVEL DATES: ON/BEFORE 31 DECEMBER 2021
  - 2.2. ROUTING CAN BE CHANGED
  - 2.3. GROUPS SIZE CAN BE REDUCED UP TO 20% - GROUP MINIMUM SIZE FOR LOT TO BE OBSERVED
  - 2.4. GROUP FARE LEVEL WILL BE RECALCULATED ACCORDING TO SEAT AVAILABILITY
  - 2.5. NAME CHANGE: ALLOWED
  - 2.6. NONREFUNADBLE DEPOSIT: 20% OF THE ORIGINAL GROUP NET FARE TO BE PAID 14 DAYS SINCE DATE/ROUTING CHANGE



/ **BOOKING AND TICKETING GUIDELINES FOR NETWORK SUSPENSION 15MAR20-11APR20** /

FOR TRAVEL DATES: 15MAR20-11APR20

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR TICKET EXCHANGE 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**

PLEASE PROCEED FURTHER EVEN IF YOUR SEGMENTS DO NOT HAVE THE UN/HX STATUS IN THE PNR

**INVOLUNTARY REBOOKING FOR INDIVIDUAL PASSENGERS**

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES LATER THAN **12APR20** – CHANGE OF RESERVATION POSSIBLE WITHIN ONE YEAR AFTER ORIGINAL DATE OF CANCELLED DEPARTURE. **REBOOKING IN THE LOWEST RBD AVAILABLE WITHIN THE SAME COMPARTMENT**
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS (RBD), IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT
- **PERMITTED INVOLUNTARY REBOOKING TO EXISTING LO CHARTER FLIGHTS ORGANIZED BY THE POLISH GOVERNMENT – LO8000-8799 FLIGHT SERIES ONLY FOR AUTHORIZED PAX AND ONLY TRAVELLING TO WARSAW, POLAND.**
- **CHANGE IS POSSIBLE WITHIN ONE CONTINENT – IF YOUR ORIGINAL TICKET WAS TO/FROM EUROPE, YOU CAN BE REBOOKED ON #LOTDODOMU EMERGENCY FLIGHT FROM EUROPE.**
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED
- FOR EACH REISSUED FLOWN TICKET THE TRAVEL AGENCY WILL RECEIVE A BONUS OF 10 EUR/USD/CHF
- FOR EACH REISSUED TICKET PASSENGER WILL RECEIVE A PROMOCODE WITH -30% DISCOUNT TO BE USED DURING NEXT LOT.COM PURCHASE

**INVOLUNTARY REBOOKING FOR GROUP PASSENGERS (TICKETED AND BOOKED)**

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES LATER THAN **12APR20** – CHANGE OF RESERVATION POSSIBLE WITHIN ONE YEAR AFTER ORIGINAL DATE OF CANCELLED DEPARTURE
- ALL GROUP PASSENGER CHANGES NEED TO BE PROCESSED BY **LOT GROUP DESK**
- **PERMITTED INVOLUNTARY REBOOKING TO EXISTING LO CHARTER FLIGHTS ORGANIZED BY THE POLISH GOVERNMENT – LO8000-8799 FLIGHT SERIES ONLY**
- **CHANGE IS POSSIBLE WITHIN ONE CONTINENT – IF YOUR ORIGINAL TICKET WAS TO/FROM EUROPE, YOU CAN BE REBOOKED ON #LOTDODOMU EMERGENCY FLIGHT FROM EUROPE.**
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED
- FOR EACH REISSUED FLOWN TICKET THE TRAVEL AGENCY WILL RECEIVE A BONUS OF 10 EUR/USD/CHF
- FOR EACH REISSUED GROUP BOOKING, GROUP SIZE CAN BE INCREASED BY ONE PASSENGER FREE OF CHARGE – AIRPORT TAXES TO BE PAID ONLY

#### INVOLUNTARY REROUTING FOR **INDIVIDUAL** PASSENGERS

- PERMITTED REROUTING. **VALUE OF THE TICKET SHOULD BE USED FOR VOLUNTARY TICKET EXCHANGE** (REROUTING TO ANOTHER DESTINATION)
- CATEGORY PENALTIES: CHANGES IS WAIVED
- CHANGE ACCORDING TO FARE RULES. IF THERE IS A FARE DIFFERENCE SHOWN, PASSENGER NEED TO PAY THE FARE DIFFERENCE.
- IF THE CHANGE IS PERFORMED BY LOT CONTACT CENTER/ATO – PASSENGER WILL RECEIVE A DISCOUNT OF 200 PLN FROM THE TARIFF DIFFERENCE VALUE. IF THE FARE DIFFERENCE IS LESS THAN 200 PLN – THE REST OF AMOUNT IS NOT REFUNDABLE TO PASSENGER.
- MANUAL PRICING AND TICKETING IS REQUIRED
- ALL CHANGES MUST BE HANDLED ON A VOLUNTARY BASIS

#### INVOLUNTARY REROUTING FOR **GROUP** PASSENGERS

- INVOLUNTARY REROUTING NOT PERMITTED

#### INVOLUNTARY REFUND (**INDIVIDUAL** AND **GROUP** PASSENGER)

- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY
- REFUND POSSIBLE ONLY VIA BSP LINK
- IN CASE OF GROUP BOOKING WITHOUT ISSUED TICKETS, WHERE THERE IS A CANCELLATION OF THE FLIGHT, CANCELLATION OF THE BOOKING IS FREE OF CHARGE.

## / BOOKING AND TICKETING GUIDELINES – INDIVIDUAL PAX – WAIVER2020 /

**THIS PROCEDURE DOES NOT APPLY TO FLIGHT CANCELLATIONS – PLEASE REFER TO PG. 5**

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

APPLIES TO:

ALL TICKETS SOLD ON/BEFORE **31AUG20** FOR TRAVEL UNTIL **31DEC20**  
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.**

**IF THE CHANGE IS PERFORMED BY LOT CONTACT CENTER/ATO – PASSENGER WILL RECEIVE A DISCOUNT OF 200 PLN FROM THE TARIFF DIFFERENCE VALUE. IF THE FARE DIFFERENCE IS LESS THAN 200 PLN – THE REST OF AMOUNT IS NOT REFUNDABLE TO PASSENGER. THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET.**

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

### REBOOKING

#### **IF THE PASSENGER CAN PROVIDE NEW TRAVEL DATES: (DATES TO BE PROVIDED NOT LATER THAN 31AUG20)**

- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLY
- REBOOKING POSSIBLE UNTIL 31DEC20
- MANUAL PRICING AND TICKETING IS REQUIRED WHENEVER ATC IS UNAVAILABLE
- ALL CHANGES MUST BE HANDLED ON VOLUNTARY BASIS
- RULES APPLY EQUALLY TO ALL TYPES OF LO INDIVIDUAL FARES – CHANGEABLE AND NON-CHANGEABLE FARES
- REBOOKING IN THE SAME FARE **IS APPLICABLE ALSO TO PASSENGERS WHO WERE NOSHOW**
- CHANGE AND RE-ISSUE NOT REQUIRED BEFORE THE ORIGINAL TRAVEL DATE
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED

#### **IF THE PASSENGER IS UNABLE TO PROVIDE NEW TRAVEL DATES**

- PASSENGER CAN SUSPEND THE TICKET.
- NEW DATES OF TRAVEL SHOULD BE PROVIDED BY PASSENGER **UNTIL 31AUG20**
- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLIES
- REBOOKING POSSIBLE UNTIL 31DEC20
- MANUAL PRICING AND TICKETING IS REQUIRED WHENEVER ATC IS UNAVAILABLE
- ALL CHANGES MUST BE HANDLED ON VOLUNTARY BASIS
- RULES APPLY EQUALLY TO ALL TYPES OF LO INDIVIDUAL FARES – CHANGEABLE AND NON-CHANGEABLE FARES
- REBOOKING IN THE SAME FARE IS APPLICABLE ALSO TO PASSENGERS WHO WERE NOSHOW



- CHANGE AND RE-ISSUE NOT REQUIRED BEFORE THE ORIGINAL TRAVEL DATE
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED

#### REFUND

- FULL REFUND IS NOT PERMITTED. STANDARD FARE RULES APPLY

## / GENERAL CONDITIONS FOR WAIVING GROUP TICKETS AND BOOKINGS /

**THIS PROCEDURE DOES NOT APPLY TO FLIGHT CANCELLATIONS – PLEASE REFER TO PG. 5**

WAIVER GROUP PROCEDURE SPECIFIES POSSIBILITIES TO CHANGE LOT POLISH AIRLINES GROUP RESERVATIONS FOR TRAVEL DATES COMMENCMENT ON/BEFORE 31DEC20.

### GROUP RESERVATION WITHOUT ISSUED TICKETS

#### REBOOKING

- **NEW TRAVEL DATES:** UNTIL **31DEC21**. TO BE SPECIFIED UNTIL **31AUG20** LATEST AND BEFORE ORIGINAL DEPARTURE
- **ROUTING:** CAN BE CHANGED, RECALCULATION REQUIRED.
- **GROUP SIZE:** ALLOWED REDUCTION UP TO 20% OF THE ORIGINAL RESERVATION. MINIMUM GROUP SIZE MUST BE OBSERVED.
- **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 14 WORKING DAYS AFTER ORIGINAL TRAVEL DATES CANCELLATION. ISSUED DEPOSIT IS NOT REFUNDABLE IN CASE OF ANY 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)
- **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 **31AUG20** THE LATEST OR CREATE NEW RESERVATION WITH NEW SSR ELEMENT

### GROUP RESERVATION WITH TICKETS ISSUED

#### REBOOKING

- **NEW TRAVEL DATES:** UNTIL **31DEC21**. TO BE SPECIFIED UNTIL **31AUG20** LATEST AND NO LATER THAN 2 WEEKS BEFORE ORIGINAL DEPARTURE
- **ROUTING:** CAN BE CHANGED, RECALCULATION REQUIRED.
- **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 UNTIL 31AUG20 OR NO LATER THAN 2 WEEKS BEFORE ORIGINAL DEPARTURE:**
    - ISSUED TICKETS ARE NOT REFUNDABLE (NON-REF) IN CASE THE GROUP IS NOT MATERIALIZED UNTIL **31DEC21**
    - 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
- **OTHER 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 **31AUG20** THE LATEST AND NO LATER THAN 2 WEEKS BEFORE ORIGINAL DEPARTURE