




LOT Polish Airlines global policy Covid-19 Voluntary & Involuntary

QUICK TERMS & CONDITIONS OVERVIEW

CANCELLED FLIGHTS




		Priority	Time to contact Agent/Call Center	Time frames to change travel	Fee	Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting	
 Individual Tickets	DATE CHANGE	PRIORITY! To offer charter flights LO8000-8799*	12 months from the date of ticket purchase	12 months from the original departure date	FOC	10 EUR/USD/CHF or eqv.	-	30% promocode from fare for next trip	30% promocode from fare for the next trip	NO	
	REROUTING					-	30% promocode from fare for next trip	-	30% promocode from fare for the next trip	NO	
	REFUND					10EUR/USD/CHF or eqv. + recalculation	-	50EUR/USD/CHF or 200PLN discount or eqv. + recalculation	-	50EUR discount or eqv. + recalculation	YES
						YES via BSPlink	YES	NO	full refund	-	
 Ticketed Groups**	DATE CHANGE	PRIORITY! To offer charter flights LO8000-8799*	12 months from original original ticketing date	12 months from original departure date	FOC	10EUR/USD/CHF or eqv. per 1 ticket	-	-	1 ticket FOC (fare+YQ) for a new travel date	NO	
	REROUTING		2 weeks before the original departure date the latest	until 31DEC21		-	1 ticket FOC (fare+YQ) for new travel date	-	1 ticket FOC (fare+YQ) for a new travel date	NO	
	REFUND		-	-		NO	recalculation for unchanged group size, name change possible, new issued tickets are non-ref	-	-	NO	
			-	-		NO	YES	NO	contact LOT Group Desk	-	
 Unticketed Groups**	DATE CHANGE	PRIORITY! To offer charter flights LO8000-8799*	12 months from the date of ticket purchase	12 months from the original departure date	FOC	10 EUR/USD/CHF or eqv.	-	-	1 ticket FOC (fare+YQ) for a new travel date	NO	
	REROUTING		-	Travel dates on/before 31DEC21		-	-	-	-	Group size can be reduced by up to 20% with minimum group size to be maintained and name changes to be permitted	NO
	REFUND		Please contact LOT Polish Airlines Group Desk	-		-	-	-	-	-	-

* LOTdoDomu option to be handled only by LOT Call Center (individual tickets) or LO Group Desk (group tickets)

** any action on GROUP tickets refers to ENTIRE GROUP not individual pax! Change of group size is not possible.

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NON-CANCELLED FLIGHTS until 31DEC20 including NO-SHOW cases										
 Individual Tickets		Priority	Time to contact Agent/Call Center	Time frames to change travel	Fee	<i>Agent</i>	<i>Contact Center</i>	<i>Lot.com</i>	Benefit for PAX	Rerouting
	DATE CHANGE	PRIORITY! To offer charter flights LO8000-8799*	until 31AUG20 but pls cancel your booking once you decide to travel later	new travel until 31DEC20	1 DATE CHANGE FOC	recalculation	-	-	flexible date change until 31DEC20	NO
	REFUND		-	-		10 EUR/USD/CHF or eqv.	50EUR/USD/CHF or 200PLN discount or eqv. + recalculation	-	200pIn or eqv. discount for a new flexible travel date	NO
	-	-	-	NO		NO	NO	-	-	
 Ticketed Groups **	All group passengers changes are to be processed by LO Group Desk		Priority	Time to contact Agent/Call Center	Time frames to change travel	Fee	<i>Agent</i>	<i>Contact Center</i>	<i>Lot.com</i>	Benefit for PAX
	DATE CHANGE	PRIORITY! To offer charter flights LO8000-8799*	2 weeks before the original departure date the latest	until 31DEC21	FOC	-	recalculation for unchanged group size, name change possible, new issued tickets are non-ref	-	name change possible, rerouting, flexible date change until the end of 2021	YES
	REFUND		-	-		NO	YES	NO	contact LOT Group Desk	-
	-	-	-	-		-	-	-	-	
 Unticketed Groups **	All group passengers changes are to be processed by LO Group Desk		Priority	Time to contact Agent/Call Center	Time frames to change travel	Fee	<i>Agent</i>	<i>Contact Center</i>	<i>Lot.com</i>	Benefit for PAX
	DATE CHANGE	PRIORITY! To offer charter flights LO8000-8799*	until 31AUG20 and immediate cancellation of original unticketed group booking		FOC	-	Recalculation required subject to availability. EMD needs to be issued 14 working days after cancellation of original travel dates	-	Group size can be reduced by up to 20% with minimum group size to be maintained and name changes to be permitted	YES
	REFUND		Latest 2 weeks prior original departure	-		20% of net fare or 100% of deposit	-	-	-	-
	-	-	-	-		-	-	-	-	

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