## **LOT Polish Airlines global policy Covid-19 Voluntary & Involuntary**

**QUICK TERMS & CONDITIONS OVERVIEW** 

## **CANCELLED FLIGHTS**

Individual Tickets		Priority	Time to contact Agent/Call Center	Time frames to change travel	Fee	Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	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
						-	30% promocode from fare for next trip	-	30% promocode from fare for the next trip	NO
	REROUTING						50EUR/USD/CHF or 200PLN discount or eqv. + recalculation	-	50EUR discount or eqv. + recalculation	YES
						10EUR/USD/CHF or eqv. + recalculation	-	-	flexible destination change	YES
	REFUND		-	-		YES via BSPlink	YES	NO	full refund	-
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	Agent	<u>Contact Center</u>	Lot.com	Benefit for PAX	Rerouting
	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
						-	1 ticket FOC (fare+YQ) for new travel date	-	1 ticket FOC (fare+YQ) for a new travel date	NO
	REROUTING		2 weeks before the original departure date the latest	until 31DEC21		-	recalculation for unchanged group size, name change possible, new issued tickets are non-ref	-	-	NO
	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	Agent	<u>Contact Center</u>	Lot.com	Benefit for PAX	Rerouting
	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	-		-	-	-	-	-

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

<sup>\*\*</sup> 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 Time to contact Time frames to **Priority** Contact Center **Benefit for PAX** Rerouting Fee Agent Lot.com **Agent/Call Center** change travel Individual until 31AUG20 but pls cancel flexible date change until 31DEC20 recalculation NO PRIORITY! DATE CHANGE your booking once you decide new travel until 31DEC20 1 DATE **Tickets** To offer charter 50EUR/USD/CHF or 200PLN discount 200pln or eqv. discount for a new to travel later CHANGE 10 EUR/USD/CHF or eqv. NO flights flexible travel date or eqv. + recalculation FOC LO8000-8799\* REFUND NO NO NO All group passengers changes 19: Time frames to Time to contact are to be processed by LO Group **Benefit for PAX Priority** Fee **Agent** Contact Center Lot.com Rerouting Agent/Call Center change travel Desk Ticketed recalculation for unchanged group name change possible, rerouting, PRIORITY! 2 weeks before the original DATE CHANGE flexible date change Groups \*\* until 31DEC21 size, name change possible, new YES To offer charter departure date the latest FOC issued tickets are non-ref until the end of 2021 flights REFUND LO8000-8799\* NO NO contact LOT Group Desk All group passengers changes Time frames to Time to contact are to be processed by LO Group **Priority** Fee Agent Contact Center Lot.com Benefit for PAX Rerouting **Agent/Call Center** change travel Desk Recalculation required subject to Group size can be reduced by up to until 31AUG20 and immediate availability. EMD needs to be issued 20% with minimum group size to be **DATE CHANGE** cancellation of original FOC YES Unticketed 14 working days after cancellation of maintained and name changes to be unticketed group booking PRIORITY! original travel dates permitted Groups \*\* To offer charter flights LO8000-8799\* Latest 2 weeks prior original REFUND departure fare or 100%

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