

LOT POLISH AIRLINES GLOBAL POLICY COVID-19

VOLUNTARY & INVOLUNTARY FOR TRAVEL AGENTS

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THIS PROCEDURE HANDLES

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

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/ INVOLUNTARY BOOKING AND TICKETING GUIDELINES FOR NETWORK SUSPENSION 15MAR20-26APR20 /

FOR TRAVEL DATES: 15MAR20-26APR20 TICKETS MUST BE ISSUED ON/BEFORE: 13MAR20

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

INVOLUNTARY REBOOKING FOR INDIVIDUAL PASSENGERS

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES LATER THAN 26APR20 – CHANGE OF RESERVATION WITHIN ONE YEAR SINCE THE TICKET WAS ISSUED. NEW DATE OF TRAVEL WITHIN ONE YEAR SINCE THE ORIGINAL TRAVEL DATE.
- IF THE TICKET VALIDITY EXPIRES AND PASSENGER WILL NEED EVEN MORE TIME, THE TICKET VALUE CAN BE STORED ON EMD DEPOSIT (DSIT) – WITHIN ONE YEAR SINCE THE ORIGINAL TICKET PURCHASE.
- **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
- 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. IN ORDER TO RECEIVE A PROMOCODE PASSENGER NEED TO CONTACT DIRECTLY THE AIRLINE VIA LOT.COM FORM.

INVOLUNTARY REBOOKING FOR GROUP PASSENGERS (TICKETED AND BOOKED)

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES LATER THAN 26APR20 – CHANGE OF RESERVATION WITHIN ONE YEAR SINCE THE TICKET WAS ISSUED. NEW DATE OF TRAVEL WITHIN ONE YEAR SINCE THE ORIGINAL TRAVEL DATE.
- ALL GROUP PASSENGER CHANGES NEED TO BE PROCESSED BY **LOT GROUP DESK**
- 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

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 POLAND. INVOLUNTARY CHANGE POSSIBLE WITHIN THE SAME CONTINENT. INVOLUNTARY CHANGE CAN BE DONE ONLY BY CONTACT CENTER.

REBOOKING PROCESS

Option 1 for passengers who already know when they want to fly:

- Cancel original flights
- Book new flights according to given above instructions
- Exchange ticket involuntary and add proper information in the endorsement box
- Enter an additional SR OTHS ZZ-COVID19 BONUS element to the PNR.

Option 2 for passengers who do not yet know their new travel date:

- If possible, cancel original booking (the ticket remains valid, even if the customer is a no-show)
- We recommend that you keep the PNR active if such function is available in your GDS. You will find below GDS entries that allow to hold PNR until, in this particular case until the 31st of December 2020.
- If the GDS does not offer a function for holding the PNR or if the PNR is expired, create a new PNR at time of the new booking and perform the reissue with the existing ticket.

GDS entries:

GDS	Entry
Amadeus (1A)	<p>RU1AHK1WAW31DEC/COVID19</p> <p>WAW(=issuing Office)31DEC(=valid until)/COVID19</p> <p>NOTE: RU element entered in PNR will be changed to MIS (=Miscellaneous Element) in PNR after EOT(=End of Transaction):</p> <p>MIS 1A HK1 WAW 31DEC-COVID19</p> <p>In this example: MIS element will protect PNR against purging as past date PNR and it will allow to modify PNR with travel data before the 31st of December 2020.</p>
Galileo (1G)	<p>0(=Zero)TURZZ(=airline)BK1(=number of pax)WAW(=issuing office)31DEC(=valid until)-COVID19</p> <p>Example: 0TURLOBK1WAW31DEC-COVID19</p>
Apollo (1V)	<p>0(=Zero)TURZZ(=airline)BK1(=number of pax)WAW(=issuing office)31DEC(=valid until)-**COVID19** Example: 0TURLOBK1WAW31DEC-COVID19</p>
Worldspan (1P)	<p>TNZZ(=airline)MK1(=number of pax)MIS31DEC(=valid until)/AN-COVID19 Example: TNZZMK1MIS31DEC/AN-COVID19</p>
Sabre (1S)	<p>0OTH(=airline)GK1WAW(=city code)31DEC-COVID19 0OTHLOGK1WAW31DEC-COVID19 The free text is not transmitted to the carrier; it is only for the agency to know the reason for the retention</p> <p>OTH segments are prohibited from storage in the PNR if the date of the OTH segment is beyond 180 days from the last date of any other active segment</p>
Apollo (1V)	<p>0(=Zero)TURZZ(=airline)BK1(=number of pax)WAW(=issuing office)31DEC(=valid until)-**COVID19** Example: 0TURLOBK1WAW31DEC-COVID19</p>

INVOLUNTARY REROUTING FOR **INDIVIDUAL** PASSENGERS

- PERMITTED REROUTING. VALUE OF THE TICKET SHOULD BE USED FOR VOLUNTARY TICKET EXCHANGE (REROUTING TO ANOTHER DESTINATION)
- CHANGE ACCORDING TO FARE RULES. IF THERE IS A FARE DIFFERENCE SHOWN, PASSENGER NEED TO PAY THE FARE DIFFERENCE.
- MANUAL PRICING AND TICKETING IS REQUIRED
- ALL CHANGES MUST BE HANDLED ON A VOLUNTARY BASIS
- FOR EACH REISSUED FLOWN TICKET THE TRAVEL AGENCY WILL RECEIVE A BONUS OF 10 EUR/USD/CHF (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19 BONUS* ELEMENT TO THE PNR)

INVOLUNTARY REROUTING FOR **GROUP** PASSENGERS

- INVOLUNTARY REROUTING NOT PERMITTED. PLEASE PROCEED TO WAIVER2020 PROCEDURE FOR GROUP.

INVOLUNTARY TICKET **CHANGE TO EMD DEPOSIT DOWN PAYMENT(INDIVIDUAL PASSENGER)**

- INVOLUNTARY TICKET CHANGE TO EMD IS PERMITTED.
- ISSUED EMD WILL BE AVAILABLE FOR USE ACCORDING TO EMD VALIDITY (ONE YEAR AFTER ISSUANCE).
- EMD IS NOT REFUNDABLE. CAN ONLY BE USED FOR FUTURE TRAVELS AS A PAYMENT METHOD.
- TICKET CHANGE TO **EMD DSIT** (RFIC: D/RFISC: 997) CAN BE DONE BY TRAVEL AGENTS ONLY WITHIN ONE YEAR SINCE THE ORIGINAL TICKET PURCHASE.
- REMARK MUST BE ADDED TO ENDORSMENT/RESTRICTION BOX – **NON REF / COVID-19 OUTBREAK**
- TOUR CODE MUST BE MARKED AS **COVID19**
- IMPROPERLY ISSUED DOCUMENTS (E.G. INCORRECT ISSUED FARE VALUE OR NOT COLLECTED TAXES) WILL BE SUBJECT TO ADM

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

- **INVOLUNTARY REFUND THROUGH GDS CHANNELS NOT PERMITTED. REFUNDS MAY BE STILL SUBMITTED VIA THE REFUND APPLICATIONS (RA) THROUGH THE BSP LINK / ARC / ASD.**
- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND ONLY **THROUGH THE BSP LINK / ARC / ASD.**
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY **THROUGH THE BSP LINK / ARC / ASD.**
- IN CASE OF GROUP BOOKING WITHOUT ISSUED TICKETS, WHERE THERE IS A CANCELLATION OF THE FLIGHT, BOOKING CANCELLATION IS FREE OF CHARGE. IN CASE IF DEPOSIT IS ALREADY PAID INVOLUNTARY REFUND MUST BE SUBMITTED VIA THE REFUND APPLICATIONS (RA) THROUGH THE BSP LINK OR ARC / ASD.

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

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 **31MAR21**

PERMITTED ONE FREE OF CHARGE REBOOKING ON LO OPERATING FLIGHTS **WITHIN THE SAME FARE** FOR DATES NO LATER THAN **31MAR21**. THE WHOLE JOURNEY MUST BE COMPLETED TILL **31MAR21**. 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** AND ADD **WAIVER2020** IN THE ENDORSMENT RESTRICTION BOX OF THE ETIX IN CASE OF TICKET REISSUE.

REBOOKING

IF THE PASSENGER CAN PROVIDE NEW TRAVEL DATES (REBOOKING TO BE PERFORMED NO LATER THAN 31AUG20):

- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLY
- REBOOKING POSSIBLE UNTIL 31 MARCH 2021 (NEW TRAVEL DATES UNTIL 31 MARCH 2021)
- 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
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A **10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET** (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19 BONUS* ELEMENT TO THE PNR)

IF THE PASSENGER IS UNABLE TO PROVIDE NEW TRAVEL DATES

- PASSENGER CAN SUSPEND THE TICKET.
- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLIES
- NEW DATES OF TRAVEL SHOULD BE PROVIDED BY PASSENGER AND REBOOKING PERFORMED UNTIL **31AUG20**
- REBOOKING POSSIBLE UNTIL 31MAR21 (NEW TRAVEL DATES UNTIL 31 MARCH 2021).
- 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
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A **10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET** (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19 BONUS* ELEMENT TO THE PNR)

REFUND

- REFUND: ACCORDING TO FARE RULE – PERMITTED ONLY THROUGH BSP LINK/ARC /ARC

/ VOLUNTARY BOOKING AND TICKETING GUIDELINES – GROUP PAX – WAIVER2020 /

IF FLIGHT IS SCHEDULED TO DEPART BUT PASSENGERS PLANS HAVE CHANGED OR FLIGHT WAS CANCELLED AND YOU WISH TO CHANGE GROUP RESERVATION /THE TRAVEL DATES OR DESTINATIONS/ EACH GROUP RESERVATION WITH TRAVEL COMMENCEMENT DATES ON/BEFORE 31 DECEMBER 2020 CAN BE CHANGED UNDER THE FOLLOWING CONDITIONS

GROUP RESERVATION WITHOUT ISSUED TICKETS

- **NEW TRAVEL DATES:** MUST BE COMPLETED UNTIL **31DEC21**. TO BE SPECIFIED UNTIL **31AUG20** THE LATEST AND VOLUNTARY GROUP RESERVATION CHANGE MUST BE SUBMITTED TO LOT GROUP DESK BEFORE ORIGINAL DEPARTURE.
 IF NEW TRAVEL DATES ARE NOT SPECIFIED UNTIL 31AUG20 THEN THE CANCELLATION FEE FOR ORIGINAL GROUP WILL BE APPLIED. VOLUNTARY CHANGE IS POSSIBLE ONLY FOR ONE NEW TRAVEL SOLUTION.
- **ROUTING:** CAN BE CHANGED TO ANY LO OPERATING ROUTING , RECALCULATION REQUIRED.
- **GROUP SIZE:** ALLOWED REDUCTION UP TO 20% OF THE GROUP SIZE AT THE MOMENT OF ORIGINAL SEGMENTS CANCELLATION. MINIMUM GROUP SIZE MUST BE KEPT. MATERIALIZATION RATE FOR FUTURE GROUP IS CALCULATED FROM THE NEW GROUP SIZE
- **NET FARE FOR NEW TRAVEL DATES:** RECALCULATION REQUIRED
- **CONFIRMATION OF SEATS FOR NEW TRAVEL DATES:** SUBJECT TO AVAILABILITY. IN CASE OF LACK OF AVAILABILITY LO GROUP DESK WILL OFFER ALTERNATIVES
- **ORIGINAL GROUP PARTIAL CANCELLATION** IN CASE OF ANY GROUP SIZE REDUCTION BEFORE SUBMITTING FOR GROUP WAIVER20 MUST BE SETTLED ACCORDING TO STANDARD GROUP BOOKING CONDITIONS
- **COMPARTMENT CHANGE NOT PERMITTED**
- **CONDITIONS:**
 - DEPOSIT: IN THE AMOUNT OF 20% NET FARE OF THE ORIGINAL GROUP OR EQUIVALENT OF THE CURRENT CANCELLATION FEE 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
 - THE EMD NUMBER MUST BE SENT TO LO
 - ISSUED DEPOSIT IS NOT REFUNDABLE IN CASE OF ANY CANCELLATION WITH REGARDS TO MATERIALIZATION RATE
 - IF DEPOSIT IS NOT COLLECTED THE CANCELLATION FEE OF THE ORIGINAL GROUP WILL BE APPLIED ACCORDING TO STANDARD GROUP BOOKING CONDITIONS
 - IF DEPOSIT FOR ORIGINAL GROUP IS ALREADY COLLECTED IT CAN BE USED FOR FUTURE NEW GROUP PAYMENT
- FOR EACH REISSUED GROUP, GROUP SIZE CAN BE INCREASED BY ONE PASSENGER FREE OF CHARGE – AIRPORT TAXES TO BE PAID ONLY
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET (ENTER AN ADDITIONAL SR OTHS ZZ-COVID19 BONUS ELEMENT TO THE PNR)
- **OTHER CONDITIONS:** REST OF THE GROUP CONDITIONS WILL BE SPECIFIED AS A ATTACHEMENT TO ORIGINAL CONTRACTS (E. G. STANDARD GROUP PROCEDURE OR SERIES AGREEMENT)
- **RESERVATION INSTRUCTION:**
 - IMMEDIATE CANCELLATION OF EXISTING SEGMENTS AFTER SUBMITTING THE GROUP WAIVER20 REQUEST
 - 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

- **NEW TRAVEL DATES:** MUST BE COMPLETED UNTIL **31DEC21**. TO BE SPECIFIED UNTIL **31AUG20** LATEST AND VOLUNTARY GROUP RESERVATION CHANGE MUST BE SUBMITTED TO LOT GROUP DESK BEFORE ORIGINAL DEPARTURE.
 IF NEW TRAVEL DATES ARE NOT SPECIFIED UNTIL 31AUG20 THEN THE CANCELLATION FEE FOR ORIGINAL GROUP WILL BE APPLIED. VOLUNTARY CHANGE IS POSSIBLE ONLY FOR ONE NEW TRAVEL SOLUTION.
- **ROUTING:** CAN BE CHANGED FOR ANY LO OPERATING ROUTING, 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 IN CASE OF LACK OF AVAILABILITY LO GROUP DESK WILL OFFER ALTERNATIVES.
- **ORIGINAL GROUP PARTIAL CANCELLATION** IN CASE OF ANY GROUP SIZE REDUCTION BEFORE SUBMITTING FOR GROUP WAIVER20 MUST BE SETTLED ACCORDING TO STANDARD GROUP BOOKING CONDITIONS
- **COMPARTMENT CHANGE NOT PERMITTED**
- **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 (UNTIL 31AUG20):** 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
 - ISSUED TICKETS ARE NOT REFUNDABLE (NON-REF) IF THE GROUP IS NOT MATERIALIZED UNTIL **31DEC21 OR NEW TRAVEL DATES ARE NOT PROVIDED UNTIL 31AUG20**
- **NAME CHANGE:** PERMITTED FREE OF CHARGE
- FOR EACH REISSUED GROUP, GROUP SIZE CAN BE INCREASED BY ONE PASSENGER FREE OF CHARGE – AIRPORT TAXES TO BE PAID ONLY
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19* BONUS ELEMENT TO THE PNR)
- **OTHER CONDITIONS:** REST OF THE GROUP CONDITIONS WILL BE SPECIFIED AS A ATTACHEMENT TO ORIGINAL CONTRACTS (E. G. STANDARD GROUP PROCEDURE OR SERIES AGREEMENT)
- **RESERVATION INSTRUCTION:**
 - IMMEDIATE CANCELLATION OF EXISTING SEGMENTS AFTER SUBMITTING THE GROUP WAIVER20 REQUEST
 - 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