




LOT POLSIH AIRLINES Global Policy Covid-19 Voluntary & Involuntary

QUICK TERMS & CONDITIONS OVERVIEW

CANCELLED FLIGHTS

 Individual Tickets		Time to contact Agent/Call Center	Time frames to change travel	<u>Fee</u>	<u>Travel Agent</u>	<u>Contact Center</u>	<u>Lot.com</u>	Benefit for PAX	Rerouting
	DATE CHANGE	12 months from the date of ticket purchase	12 months from the original departure date/subject to ticket validity	FOC	10 EUR/USD/CHF or eqv. 30% promocode from fare for next trip for lot.com (for passenger)	30% promocode from fare for next trip for lot.com (for passenger)	30% promocode from fare for next trip	30% promocode from fare for the next trip	NO
	REROUTING	until 31AUG20		voluntary basis***	10EUR/USD/CHF or eqv. Per 1 ticket reissued/flown + recalculation	50EUR/USD/CHF or 200PLN discount or eqv. + recalculation	-	50EUR discount or eqv. + recalculation (only CC channel) flexible destination change	YES
	EMD VOUCHER	12 months from the date of ticket purchase	EMD voucher valid one year after issuance	FOC	-	-	-	flexible change - extended time for exchange	YES
	REFUND		-	FOC	YES via BSPlink/ARC/ASD	YES	NO	full refund	-

 Ticketed Groups **	All group passengers changes are to be processed by LO Group Desk	Time to contact Agent/Call Center	Time frames to change travel	<u>Fee</u>	<u>Travel Agent</u>	<u>Contact Center</u>	<u>Lot.com</u>	Benefit for PAX	Rerouting
	DATE CHANGE	12 months from original original ticketing date	12 months from the original departure date/subject to ticket validity	FOC	10EUR/USD/CHF or eqv. per 1 ticket reissued/flown	-	-	1 ticket FOC (fare+YQ) for a new travel date	NO
	REROUTING	2 weeks before the original departure date the latest	until 31DEC21	subject to recalculation	-	1 ticket FOC (fare+YQ) for new travel date recalculation for unchanged group size, name change possible, new issued tickets are non-ref	-	1 ticket FOC (fare+YQ) for a new travel date	
	REFUND	-	-	FOC	NO	contact LOT Group Desk	NO	-	-




 Unticketed Groups **	All group passengers changes are to be processed by LO Group Desk	Time to contact Agent/Call Center	Time frames to change travel	<u>Fee</u>	<u>Travel Agent</u>	<u>Contact Center</u>	<u>Lot.com</u>	Benefit for PAX	Rerouting
	DATE CHANGE	12 months from the date of ticket purchase	12 months from the original departure date	FOC	-	-	-	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 Group Desk	-		-	-	-	-	-

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

*** value of the ticket should be used for voluntary ticket exchange. If there is a fare difference shown, passenger need to pay the fare difference

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NON-CANCELLED FLIGHTS until 31DEC20 including NO-SHOW cases									
 Individual Tickets		Time to contact Agent/Call Center	Time frames to change travel	Fee	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31AUG20 but pls cancel your booking once you decide to travel later	new travel until 31MAR21	1 DATE CHANGE FOC/SAME TARIFF/RBD AVAILABLE	recalculation/fare difference should be paid by passenger	-	-	flexible date change until 31MAR20	NO
					10 EUR/USD/CHF or eqv. per 1 ticket reissued/flown	50EUR/USD/CHF or 200PLN discount or eqv. + recalculation	-	200pln or eqv. discount for a new flexible travel date	NO
	REFUND	-	-		According to fare rules via BSPlink/ARC/ASD	NO	NO	-	-
 Ticketed Groups **		Time to contact Agent/Call Center	Time frames to change travel	Fee	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31AUG20 and no later than 2 weeks before original departure	until 31DEC21	-	-	recalculation required 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	contact LOT Group Desk	NO	contact LOT Group Desk	-
 Unticketed Groups **		Time to contact Agent/Call Center	Time frames to change travel	Fee	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31AUG20 and immediate cancellation of original unticketed group booking	until 31DEC21	20% of net fare/pax to be collected as deposit or 100% of issued deposit	-	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	-	-	-	-	-	-	-	-

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