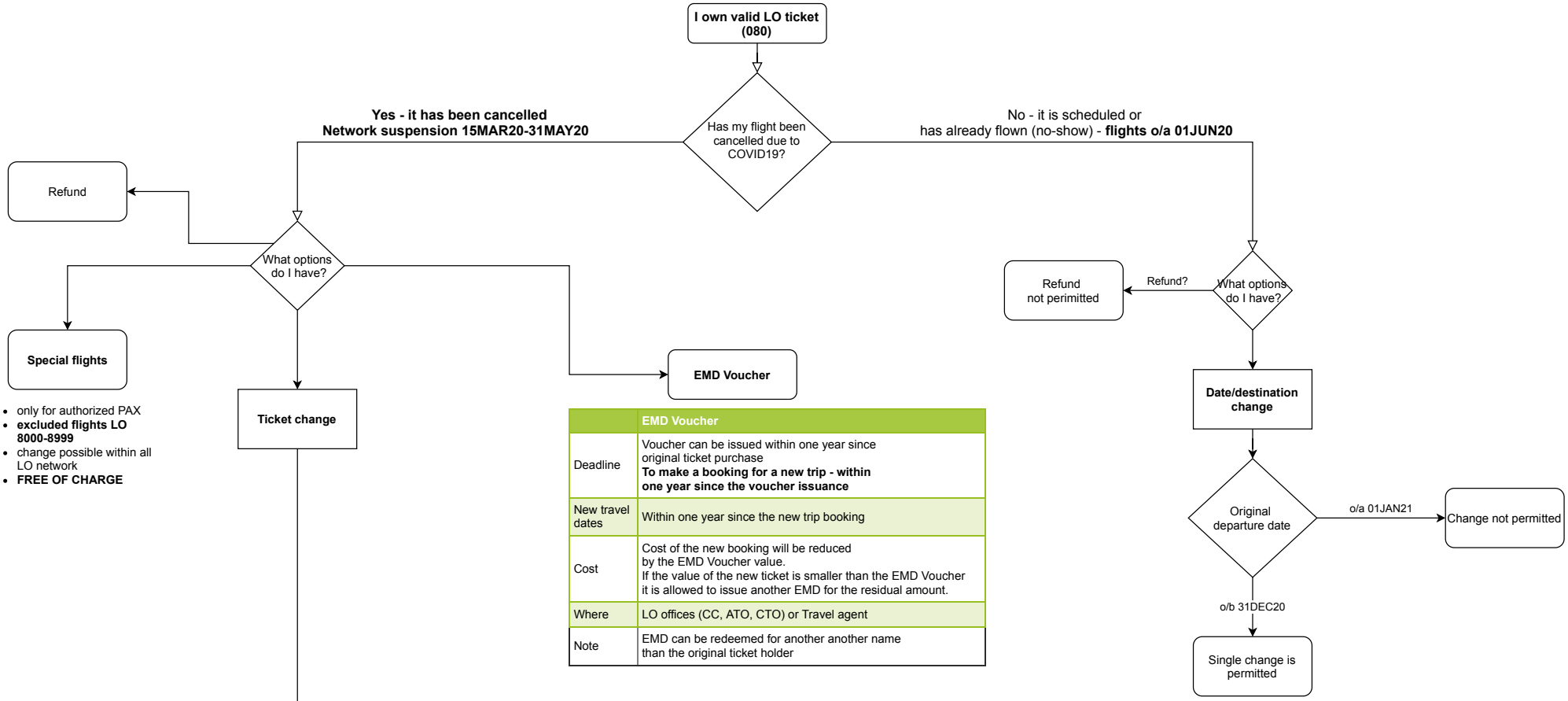

	EMD Voucher
Deadline	Voucher can be issued within one year since original ticket purchase **To make a booking for a new trip - within one year since the voucher issuance**
New travel dates	Within one year since the new trip booking
Cost	Cost of the new booking will be reduced by the EMD Voucher value. If the value of the new ticket is smaller than the EMD Voucher it is allowed to issue another EMD for the residual amount.
Where	LO offices (CC, ATO, CTO) or Travel agent
Note	EMD can be redeemed for another another name than the original ticket holder

	[1] Date change only	[2] Change of dates and destination
Deadline	Within one year since original ticket purchase	Within one year since original ticket purchase
New travel dates	Within one year since original departure date	Within one year since original departure date
Cost	**FREE OF CHARGE**	Fare difference (ticket recalculation required)
Where	LO offices (CC, ATO, CTO) or Travel Agent	LO offices (CC, ATO, CTO) or Travel agent
Bonus	**CC, ATO, CTO:** 30% promocode for a next LO ticket **Travel Agent:** 30% promocode after filling out a form on lot.com	**CC, ATO, CTO, Travel Agent:** 200PLN that can be subtracted from the fare difference

	Date and destination change
Deadline	Within one year since original ticket purchase, but no later than 31AUG20
New travel dates	O/b 31MAR21 (travel completed by 31MAR21)
Cost	Fare difference (ticket recalculation reqired)
Where	LO offices (CC, ATO, CTO) or Travel agent
Bonus	**CC, ATO, CTO, Travel Agent:** 200PLN that can be subtracted from the fare difference