

# LOT POLISH 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  | Fee                      | Travel Agent  | Contact Center   | Lot.com                               | 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.<br>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   | -                        |
|                      | REROUTING *   |   |   | voluntary basis***       | 10EUR/USD/CHF or eqv. Per 1 ticket reissued/flowed + recalculation<br>200PLN discount or eqv. + recalculation | 200PLN discount or eqv. + recalculation  | YES                                   | 200PLN discount or eqv. + recalculation<br>flexible destination change  | YES                      |
|                      | EMD VOUCHER   |   | EMD voucher valid one year after issuance                             | FOC                      | YES   | YES  | YES                                   | flexible change - extended time for exchange<br>EMD voucher can be used by another passenger<br>multiple use up to the total value of EMD voucher | YES                      |
|                      | REFUND        | -   | -   | FOC                      | YES via BSPlink/ARC/ASD   | YES  | YES                                   | full refund   | -                        |
| 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 31DEC20 and no later than 2 weeks before original departure | until 31DEC21   | FOC                      | 10EUR/USD/CHF or eqv. per 1 ticket reissued/flowed  | 1 ticket FOC (fare+YQ) for new travel date   | -                                     | 1 ticket FOC (fare+YQ) for a new travel date  | -                        |
|                      | REROUTING     | 2 weeks before the original departure date the latest             | until 31DEC21   | subject to recalculation | -   | recalculation for unchanged group size, name change possible, new issued tickets are non-ref | -                                     | -   | subject to recalculation |
|                      | REFUND        | -   | -   | FOC                      | 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 31DEC20 and no later than 2 weeks before original departure | until 31DEC21   | FOC                      | 10EUR/USD/CHF or eqv. per 1 ticket reissued/flowed  | -  | -                                     | 1 ticket FOC (fare+YQ) for a new travel date  | -                        |
|                      | 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                                  | -                        |
|                      | REFUND        | Please contact LOT Group Desk                                     | -   |                          | -   | -  | -                                     | -   | -                        |

\* passengers travelling on LO8XXX (#LOTnaWakacje) flights are entitled to free of charge date change and route on another LO8XXX flight in case of travel restrictions - change fee and tariff difference are waived




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

\*\*\* 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   |   |  |                              |  |  |  |                         |  |           |
|---|---|--|------------------------------|--|--|--|-------------------------|--|-----------|
| <br>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 / REROUTING *   | until 31OCT20 but pls cancel your booking once you decide to travel later  | new travel until 31DEC21     | 1 DATE CHANGE FOC/SAME TARIFF/RBD AVAILABLE                              | recalculation/fare difference should be paid by passenger                                      | -  | -                       | flexible travel date until 31DEC21   | YES       |
|   |   |  |                              |  | 10 EUR/USD/CHF or eqv. per 1 ticket reissued/ flown<br>200PLN discount or eqv. + recalculation | 200PLN discount or eqv. + recalculation  | -                       | 200pln or eqv. discount for a new flexible travel date   |           |
|   | REFUND  | -  | -                            |  | according to fare rules via BSPlink/ARC/ASD  | according to fare rules  | according to fare rules | -  | -         |
| <br>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 | Fee  | Travel Agent   | Contact Center   | Lot.com                 | Benefit for PAX  | Rerouting |
|   | DATE CHANGE   | until 31DEC20 and no later than 2 weeks before original departure  | until 31DEC21                | -  | 10EUR/USD/CHF or eqv. per 1 ticket reissued/ flown   | recalculation required for unchanged group size, name change possible, new issued tickets are non-ref                              | NO                      | name change possible, rerouting, flexible date change until the end of 2021                                      | YES ***   |
|   | REFUND  | -  | -                            |  | NO   | contact LOT Group Desk   | NO                      | contact LOT Group Desk   | -         |
| <br>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 | Fee  | Travel Agent   | Contact Center   | Lot.com                 | Benefit for PAX  | Rerouting |
|   | DATE CHANGE   | until 31DEC20 (2 weeks before original departure the latest) 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 | 10EUR/USD/CHF or eqv. per 1 ticket reissued/ flown   | Recalculation required subject to availability. EMD needs to be issued 14 working days after cancellation of original travel dates | NO                      | Group size can be reduced by up to 20% with minimum group size to be maintained and name changes to be permitted | YES ***   |
|   | REFUND  | Please contact LOT Group Desk  | -                            | -  | -  | contact LOT Group Desk   | -                       | -  | -         |

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