

LOT POLISH AIRLINES

INTERNAL INSTRUCTION FOR NAME CHANGE RULES BASED ON FLEX PLUS TARIFF

INFORMATION DEDICATED FOR LOT POLISH AIRLINES TICKETS (080)

DATE: 02.07.2020

VERSION: 02.07/9.0

STOCK RESTRICTIONS: 080



NAME CHANGE RULES BASED ON FLEX PLUS TARIFF

GENERAL CONDITIONS

- LO allows to change the name (change of the passenger) at additional charge
- FLEX PLUS Tariffs are offered:
 - on Short Haul flights (in economy class from O to Y, in business F class)
 - on Long Haul flights (in economy class from O to T, in premium R class and in business F class)
 - on domestic flights within Poland (in economy class from O to Y)
- Information about name change attribute is published in the fare note (CAT.RU)
- Name change is permitted only for totally unused tickets, not later than 48 hours before departure
- Name change is permitted in case of PNRs booked on LO operating flights (PNRs with marketing and/or other airlines flights are excluded)

HOW TO COLLECT NAME CHANGE FEE

- **EMD-S NAME** shall be used in all cases:
 - if change fee refers to domestic ticket (routing wholly within Poland), **8PCT VAT** tax must be added and should be shown on EMD as XX tax
 - in case of lack of automatic calculation of this fee and/or VAT – calculation including XX tax must be performed manually
- Ticket exchange after payment for Name change - will be made according to the formula **NO ADC** without additional payment
- Travel agents working in SABRE reservation system will have to collect Name change fee as DU tax, if **EMD-S NAME** has not been activated in this system:
 - DU tax has to be added manually and shown in the new ticket issued within reissue process
 - It means that exchange will be based on the formula with additional collection
 - If a domestic ticket is changed - VAT must be added to the fee, which means that the Agent will enter the gross amount in the tax field with the DU code (fee for Name change plus VAT 8%)

BOOKING&TICKETING GUIDELINES

- Agent needs to contact LO agent help desk team via email agent.helpdesk@lot.pl
- Name element is changed by LO agent help desk team
- LO agent help desk team adds **SSR OTHS ZZ** to the PNR and puts the information about the need of Name change fee's collection on **EMD-S NAME** or as DU tax in case of SABRE travel agents
- Travel Agent has to exchange original ticket to the new one based on **NO ADC** formula and issue **EMD-S NAME** or in case of SABRE travel agents, the exchange of the original ticket to the new one is based on additional collection rule where DU tax is collected