**LOT POLISH AIRLINES PROCEDURE**

**FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080)**

**ISSUED ON/BEFORE 29JAN2020 ON LO WAW-PEK/PKX-WAW CANCELLED FLIGHTS ONLY :**

**LO89-90 14FEB2020-29FEB2020 (WAW-PKX-WAW),**

**LO91-92 20FEB2020-21FEB2020 (WAW-PEK-WAW)**

**MANDATORY INFORMATION IN THE PNR AND TICKET**:

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR REFUND DUE TO CANCELLED FLIGHTS WAW-PEK/PKX v.v./ and RESPECTIVELY IN THE PNR (OSI/SI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX):

**INVOLUNTARY REFUND DUE TO CANCELLED LO FLIGHT**

OR

**OSI LO** **INVOLUNTARY RESA CHANGE FOC DUE TO CANCELLED LO FLIGHT**

OR

**OSI SK INVOL REROUTE DUE TO LO CNX WAWPEK/PKXWAW**

1. **INVOLUNTARY REFUND**

1) BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND.

2) AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.

1. **INVOLUNTARY REBOOKING (NO CHANGE OF ROUTING)**

PERMITED INVOLUNTARY REBOOKING ON WAW-PEK/PKX-WAW EXISTING DIRECT FLIGHTS FOR LATER DATES (+/- 7 DAYS PRIOR TO ORIGINAL DEPARTURE) ACCORDING TO FARE CONDITIONS RELATED WITH MAXIMUM STAY.

1. **INVOLUNTARY REROUTING ON SK FLIGHTS**

PERMITED INVOLUNTARY REROUTING ON SK OPERATING FLIGHTS FOR THE SAME DATE AS CANCELLED FLIGHT IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.

**ANY OTHER THE CODE-SHARE FLIGHTS ARE NOT PERMITED!**

**LO SECTORS NOTE:** IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.