**LOT POLISH AIRLINES /NORDICA PROCEDURE**

**FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080) FOR NORDICA SEASONAL CANCELLATIONS**

**LO8000-8999 SERIES FLIGHTS,TICKETS ISSUED ON/BEFORE 09NOV18 , FLIGHT PERIOD 14JAN19 -31OCT19 :**

**REBOOKING/REROUTING PROCEDURE**

Passengers holding LO/080 tickets and are originally booked on the cancelled flights may be involuntary rebooked/rerouted:

1. Rebooked to Nordica – LO8000-8999 series flights.

If there is no original booking class available, the lowest available booking class according to current flight availability must be used. Compartment changes are not allowed.

1. Rerouted on LO operating flights via WAW .

If there is no original booking class available, the lowest available booking class according to current flight availability must be used .Compartment changes are not allowed.

**ANY OF THE LO CODE-SHARE FLIGHTS ARE NOT PERMITED!**

Reservations shall include the following OS elements:

 **“OSI INVOL REBOK DUE TO LO CNX TLLxxx” \*“OSI INVOL REROUT DUE TO LO CNX TLLxxx” \***

Affected coupons/tickets shall be identified by the e-ticket record: “**I**” (for Involuntary)

Uplifted reissued coupons shall show “**INVOL”** in the endorsement box.

 **“FE INVOL REBOK TO LO CNX TLLxxx” \*“FE INVOL REROUT TO LO CNX TLLxxx” \***

\*xxx stands for cancelled destination and flight number

**INVOLUNTARY REFUND PROCEDURE**

1. Before departure (fully unused ticket) - FULL INVOLUNTARY REFUND.
2. After departure (partially unused ticket) - INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.

Reservations shall include the following OS elements:

**“OSi INVOL REFUND DUE TO LO CNX TLLxxx” \***

Uplifted reissued coupons shall show “**REFUND”** in the endorsement box

**“FE INVOL REFUND TO LO CNX TLLxxx” \***

\*xxx stands for cancelled destination and flight number

This procedure is valid for passengers holding **LO/080 tickets only**