

# LOT POLISH AIRLINES

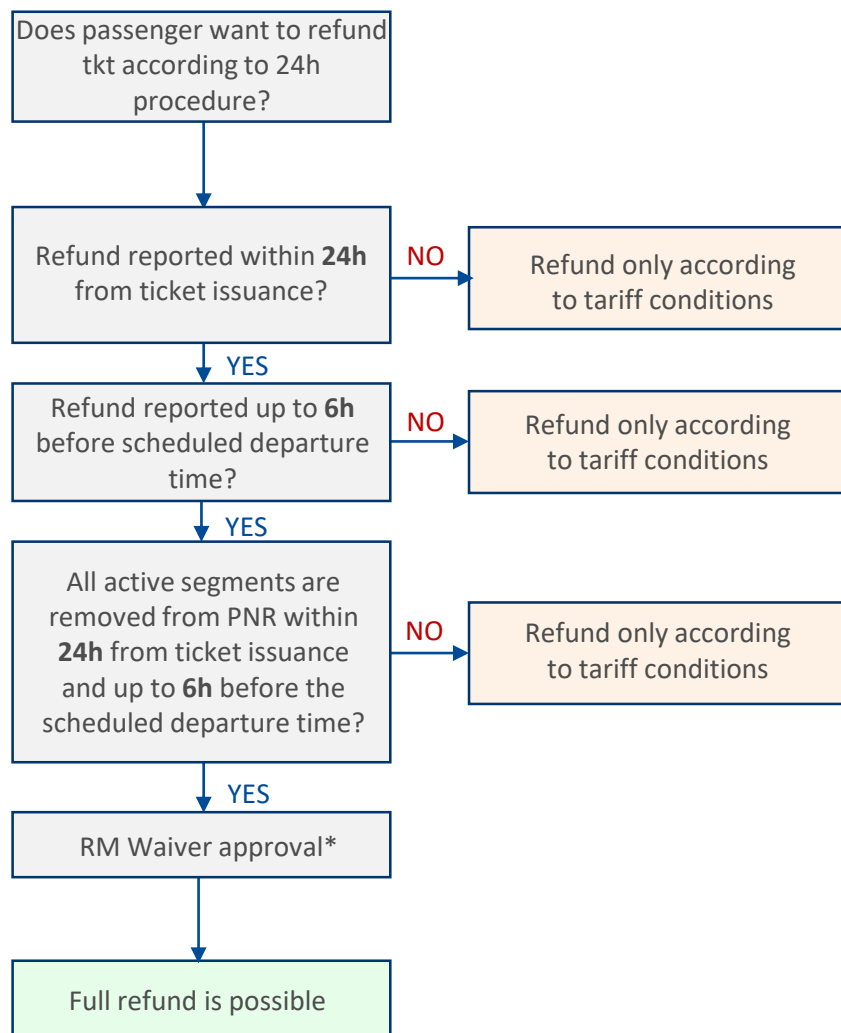
MONEY-BACK GUARANTEE WITHIN  
24H AFTER TICKET ISSUANCE

INFORMATION DEDICATED TO LOT SALES DEPARTMENT AND TRAVEL AGENTS

DATE: 22.02.2021  
VERSION: 22.02.2021/7.0  
STOCK RESTRICTIONS: 080



# 24H MONEY-BACK GUARANTEE



## TICKETING AND RESERVATION GUIDELINES

- Effective date: 22.02.2021 until: 31.05.2021
- Stock: 080 (IATA: LO)
- Apply to: all sales channels and all tickets issued with individual fares
- Tickets issued on 080 stock are possible to be refunded with no additional cost if all active segments are removed from PNR within 24 hours from ticket issuance and up to 6h before the scheduled departure time. Refund of the ticket with 24h money-back guarantee involves removal of active segments in the reservation and making a VOID/REFUND transaction within required timeline.
- \*Obligatory for Travel Agents: RM Waiver approval

### EXAMPLES

- Ticket issued on 10.06 at 18:00 for a scheduled flight on 11.06 at 17:00 is fully refundable until 10:59 the next day (11.06)
- Ticket issued on 10.06 at 11:00 for a scheduled flight departing on 14.06 is fully refundable until 10:59 the next day (11.06)

## MANDATORY ELEMENT IN RESERVATION

OSI CODE: OSI LO GRACE PERIOD