

LOT POLISH AIRLINES

MONEY-BACK GUARANTEE WITHIN
24H AFTER TICKET ISSUANCE

INFORMATION DEDICATED TO LOT SALES DEPARTMENT AND TRAVEL AGENTS

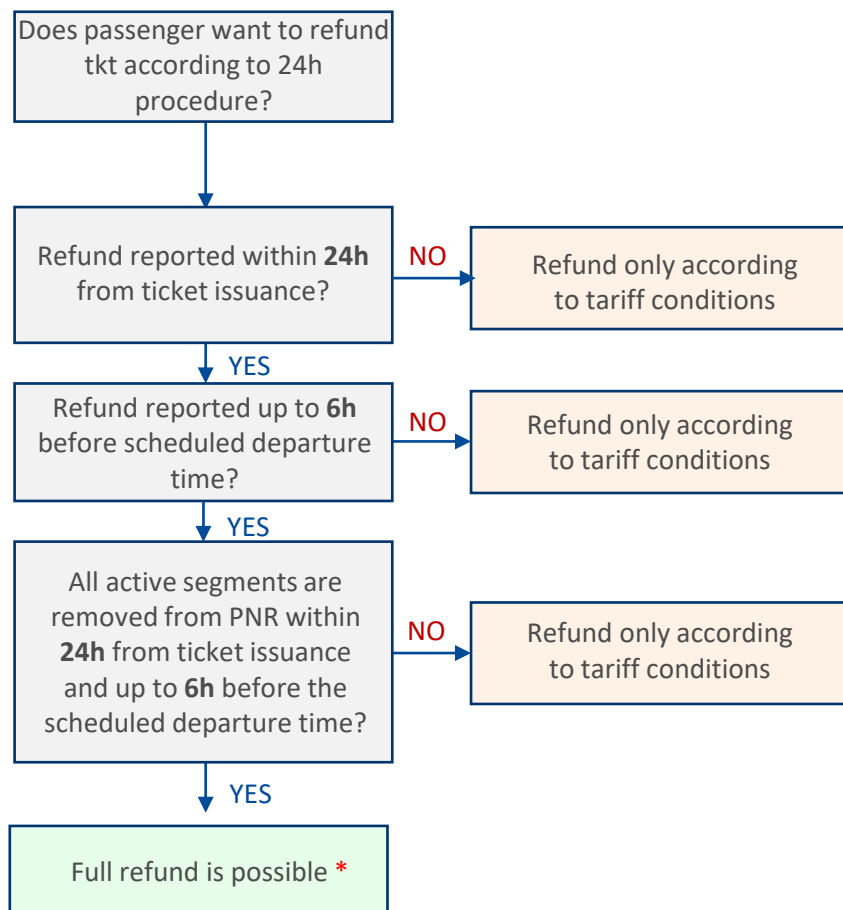
DATE: 27.10.2021
VERSION: 27.10.2021/7.3
STOCK RESTRICTIONS: 080



■ What's NEW?

- The current procedure applies without time limit
- The GDS agent can process ticket refund without LO authorization

24H MONEY-BACK GUARANTEE



TICKETING AND RESERVATION GUIDELINES

- 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.
- * Refunds can be processed without LO authorization.

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)