

LOT POLSIH AIRLINES Global Policy Covid-19 Voluntary & Involuntary
 QUICK TERMS & CONDITIONS OVERVIEW




CANCELLED FLIGHTS

		Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting
Individual Tickets	DATE CHANGE	12 months from the date of ticket purchase	12 months from the original departure date/subject to ticket validity	FOG	30% promocode from fare for next trip for lot.com (for passenger)	30% promocode from fare for next trip	30% promocode from fare for the next trip	-
	REROUTING			voluntary basis**	200PLN discount or eqv. + recalculation	YES	200PLN discount or eqv. + recalculation	flexible destination change
	EMD VOUCHER	EMD voucher valid one year after issuance	-	FOG	YES	YES	flexible change - extended time for exchange EMD voucher can be used by another passenger	YES
	REFUND			-	-	FOG	YES	YES
Ticketed Groups **	DATE CHANGE	Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	12 months from original ticketing date	12 months from the original departure date/subject to ticket validity	FOG	1 ticket FOG (fare+YQ) for new travel date	-	1 ticket FOG (fare+YQ) for a new travel date	-
	REROUTING	2 weeks before the original departure date the latest	until 31DEC21	subject to recalculation	recalculation for unchanged group size, name change possible, new issued tickets are non-ref	-	-	subject to recalculation
	REFUND	-	-	FOG	contact LOT Group Desk	-	-	-
Unticketed Groups **	DATE CHANGE	Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	12 months from the date of the reservation	12 months from the original departure date	FOG	-	-	1 ticket FOG (fare+YQ) for a new travel date	-
	REROUTING	-	Travel dates on/before 31DEC21		-	-	Group size can be reduced by up to 20% with minimum group size to be maintained and name changes to be permitted	-
	REFUND	Please contact LOT Group Desk	-		-	-	-	-

** any action on GROUP tickets refers to ENTIRE GROUP not individual part Change of group size is not possible. Please contact LOT group desk
 *** value of the ticket should be used for voluntary ticket exchange. if there is a fare difference shown, passenger need to pay the fare difference

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NON-CANCELLED FLIGHTS until 31DEC20 including NO-SHOW cases								
 Individual Tickets		Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE / REROUTING	until 31AUG20 but pls cancel your booking once you decide to travel later	new travel until 31MAR21	1 DATE CHANGE FEE/CLASS RECALCULATION AVAILABLE	200PLN discount or eqv. + recalculation	-	flexible travel date until 31MAR21	YES *
	REFUND	-	-	-	according to fare rules	according to fare rules	-	-
 Ticketed Groups **	All group passengers changes are to be processed by LO Group Desk	Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31DEC20 and no later than 2 weeks before original departure	until 31DEC21	-	recalculation required for unchanged group size, name change possible, new issued tickets are non-ref	NO	name change possible, rerouting, flexible date change until the end of 2021	YES ***
	REFUND	-	-	-	contact LOT Group Desk	NO	contact LOT Group Desk	-
 Unticketed Groups **	All group passengers changes are to be processed by LO Group Desk	Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31DEC20 (2 weeks before original departure the latest) and immediate cancellation of original unticketed group booking	until 31DEC21	20% of net fares to be collected as deposit or 100% of issued deposit	Recalculation required subject to availability. EMD needs to be issued 14 working days after cancellation of original travel dates	NO	Group size can be reduced by up to 20% with minimum group size to be maintained and name changes to be permitted	YES ***
	REFUND	Please contact LOT Group Desk	-	-	contact LOT Group Desk	-	-	-

* only if the fare rules allows to change the destination

** any action on GROUP tickets refers to ENTIRE GROUP not individual pass! Change of group size is not possible. Please contact LOT group desk