

POLISH AIRLINES

**LOT**

A STAR ALLIANCE MEMBER 

# LOT POLISH AIRLINES COVID-19 GLOBAL POLICY

LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LO TICKETS (080)

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VERSION: 24MAR/4.8

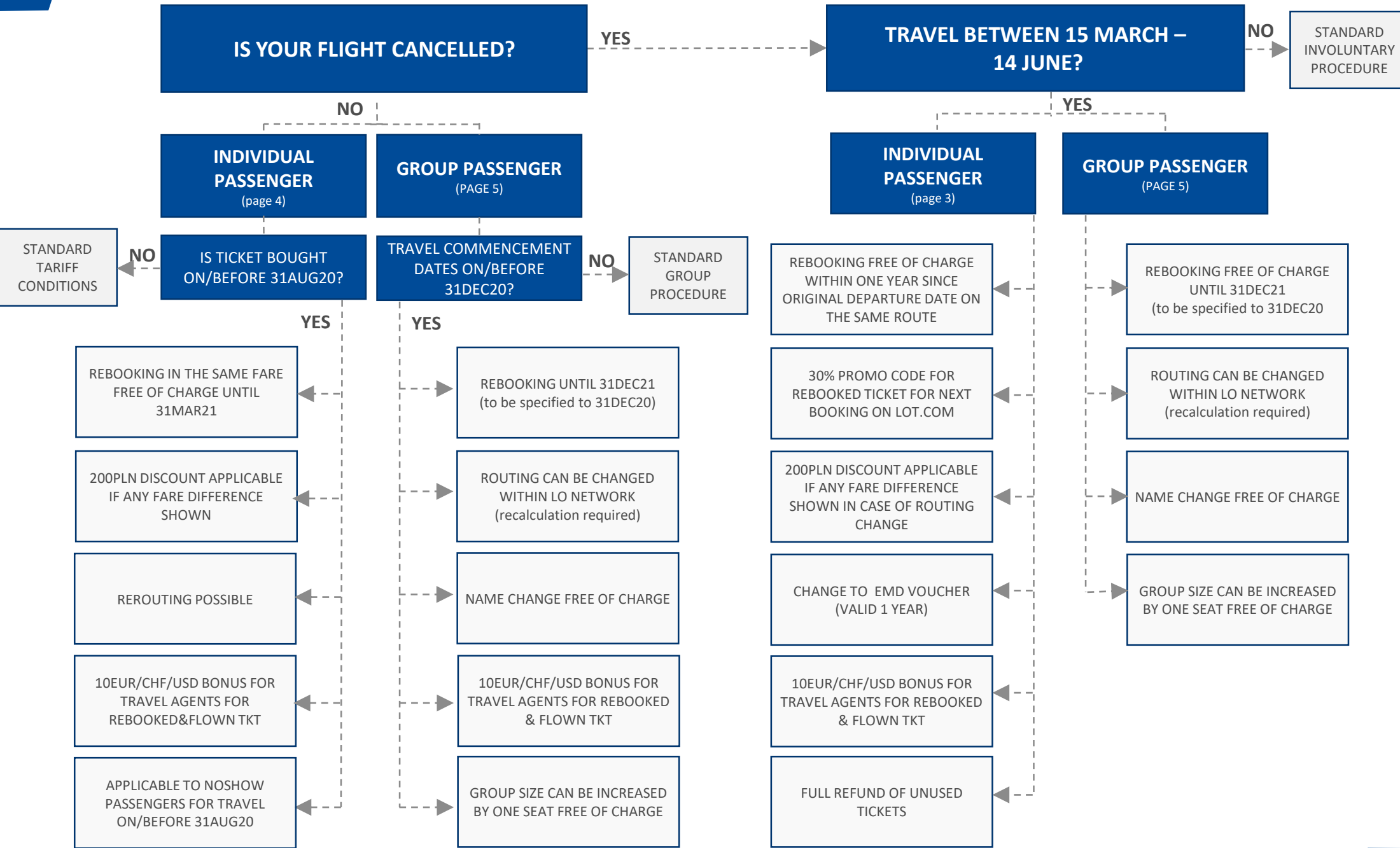
STOCK RESTRICTIONS: 080

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# THIS PROCEDURE REFERS ONLY TO LOT POLISH AIRLINES BOOKING/TICKETS-080

IN ORDER TO HANDLE OTHER AIRLINES TICKETS, PLEASE REFER TO SPECIFIED CARRIER POLICY



# CANCELLED FLIGHT – INDIVIDUAL PASSENGERS

(15MAR20-14JUN20)

## DATE CHANGE

- Ticket can be changed without any additional cost within one year since the date of issuance of the ticket
- New travel dates must be within one year since original date of cancelled flight
- Rebooking should be made in the lowest RBD available within the same compartment.
- Change to any code-share and OAL flights is not permitted
- Each individual Passenger will be offered a single use promocode for future travel with LOT Polish Airlines: -30% of the new ticket fare, to be used within 12 months since rebooking. Passenger can receive a promocode during reissue via CallCenter or by filling a form on LOT.COM
- Change to domestic flights is possible between 01JUN-30JUN
- Change to special charter flights (LO1xxx/LO8xxx) requires PLL LOT authorization
- Travel Agency performing rebooking will be granted a 10 EUR/USD/CHF bonus for each rebooked flown ticket (insert SR OTHS ZZ-COVID 19 BONUS)

## ROUTING CHANGE

- Routing change is free of charge within one year after original departure date
- Value of the ticket should be used for voluntary ticket exchange (rerouting to another destination)
- Category penalties is waived
- Change according to fare rules. If there is a fare difference shown, Passenger needs to pay the fare difference
- Manual pricing and ticketing is required - ticket must be recalculated
- Passenger will receive a discount of 200 PLN from the tariff difference value. If the fare difference is less than 200 PLN – the rest of amount is not refundable to Passenger
- The Travel Agency performing rebooking will be granted a 10 EUR/USD/CHF bonus for each rebooked flown ticket (insert SR OTHS ZZ-COVID 19 BONUS)

## TICKET REFUND

- Refund for unused flight coupons only without penalties
- Refund is possible only via BSP link/ARC/ASD
- In countries without BSP, refunds can be requested by e-mail using the standard process. Due to increased volumes of refunds our response time will be longer than usual.

## VOUCHER EMD

- Ticket value can be stored on EMD voucher with a 1 year time validity
- In order to obtain your EMD voucher please contact LOT CC/ATO or Travel Agent within one year since the original ticket purchase. Service EMD can also be changed to EMD voucher.
- EMD for additional services can also be changed to EMD voucher.
- EMD can be redeemed for another name – different than the Passenger's name of the original ticket (please insert the original ticket number and name in the PNR)
- If the value of the new ticket is lower than the value of the EMD Voucher, it is allowed to issue another EMD for the residual amount
- EMD Voucher is not refundable. Can only be used for future travels as a payment method.

## MANDATORY ELEMENTS

OSI LO INVOLUNTARY REFUND COVID19/FE INVOL REFUND COVID19  
OSI LO INVOLUNTARY RESA CHANGE/FE INVOL RESA CHANGE FOR COVID 19

# NON CANCELLED FLIGHT – INDIVIDUAL PASSENGERS

## FLEXIBILITY AFTER TICKET PURCHASE

### DATE CHANGE OR/AND ROUTING CHANGE

- All changes must be handled on voluntary basis – for all fares regardless of Category Changes (penalties)
- Passenger can suspend the ticket (rebooking to be performed no later than 31AUG20)
- One free of charge rebooking/rerouting possible for tickets sold on/before: 31AUG20
- New dates of travel - whole journey must be completed before 31MAR21
- Change fee is waived. Categories Penalties-changes, Advance Purchase and Maximum Stay are waived. All other conditions of the original fare apply
- Automated reprice/reissue is available for changeable fares. Manual pricing and ticketing is required for non-changeable fares.
- If the fare rules allow to change the destination, rerouting can be performed according to above WAIVER2020 rules
- Procedure applies to NOSHOW passengers travelling on/before 31AUG20
- If Passenger purchased an ancillary service, the respective EMD may be used again for the same service (EMD can be re-associated or reissued) if this is not possible - EMD is not refundable
- Passenger will receive a discount of 200 PLN from the tariff difference value. If the fare difference is less than 200 PLN – the rest of amount is not refundable to Passenger. Travel Agency performing rebooking will be granted a 10 EUR/USD/CHF bonus for each rebooked flown ticket (insert SR OTHS ZZ-COVID 19 BONUS).
- Refunds possible according to the fare rules of the original fare. Refund is possible only via BSP link/ARC/ASD.

### MANDATORY ELEMENTS

OSI LO WAIVER2020  
FE LO WAIVER2020

# GROUP PASSENGERS FROM ALL FLIGHTS

## GENERAL RULES FOR GROUP CHANGES

To change travel dates or routing within one year since original departure date:

- New travel dates to be specified until 31DEC20. Change must be specified two weeks before original departure latest
- New travel dates on/before 31DEC21 (end of journey)
- Routing can be changed, group fare level will be recalculated according to availability
- Name change allowed free of charge
- Compartment change is not permitted
- Group size can be increased by 1 seat free of charge (airport taxes need to be paid) for each reissued group
- Each agency which rebooks the whole group will be granted a 10 EUR/USD/CHF bonus per flown PAX (insert SR OTHS ZZ-COVID 19 BONUS)
- Reservation instruction: immediate cancellation of existing segments, insert SR OTHS LO SPECIAL GROUP PROCEDURE DATE CHANGE element to reservation. Until 31DEC20 insert new segments to the existing reservation or create new reservation

### TICKETED GROUP VOLUNTARY GROUP CHANGE

NOT CANCELLED FLIGHT

- If new travel dates are not specified until 31DEC20 then the cancellation fee for original group will be applied. Voluntary change is possible only for one new travel solution.
- Group size: unchanged, as for original reservation
- Net fare for new travel dates: recalculation may be required
- Confirmation of seats for new travel dates: subject to availability
- Payment for new travel dates in event that new dates are specified at the moment of requesting: tickets exchange for the new travel dates with potential additional payment in case of net fare change
- Payment for new travel dates in event that new dates to be specified later (until 31DEC20): the value of net fare + YQ is taken as a payment on account for future tickets with potential additional payment in case of net fare or YQ change- additional fees (taxes) must be recalculated according to general rules of ticket exchange
- In case of any group size reduction before submitting for group WAIVER2020 must be settled according to standard group booking conditions

### NONTICKETED GROUP GROUP CHANGE

- Group size can be reduced up to 20% - preserving minimal group size
- Net fare for new travel dates: recalculation may be required
- Group size can be increased by 1 seat free of charge (airport taxes need to be paid)
- Confirmation of seats for new travel dates: subject to availability
- Non-refundable deposit (20% of the original group net fare or equivalent of the current cancellation fee) to be paid 14 days after the original travel dates cancellation (issued EMD to be sent to LO within 14 working days). Issued deposit is not refundable in case of any cancellation with regards to materialization rate. If deposit for original group is already collected it can be used for future new group payment
- In case of any group size reduction before submitting for group WAIVER2020 must be settled according to standard group booking conditions
- In case of group booking without issued tickets, where there is a cancellation of the flight, booking cancellation is free of charge

### INVOLUNTARY GROUP CHANGE

CANCELLED FLIGHT

- Group size can be reduced up to 20% - preserving minimal group size
- Change to any code-share and OAL flights is not permitted
- To cancel group contact LOT Group Desk
- Involuntary refund for unused flight coupons only
- Refund possible only via BSP link / ARC / ASD

# BOOKING AND TICKETING GUIDELINES

## REBOOKING/REROUTING/REISSUE PROCESS

**Option 1** for passengers who already know their new travel dates (INVOLUNTARY/VOLUNTARY):

- Cancel original flight segments
- Book new flights segments according to given above instructions
- Exchange ticket involuntary and add proper information in the endorsement box/OSI element
- Enter an additional SR OTHS ZZ-COVID19 bonus element to the PNR

**Option 2** for passengers who do not yet know their new travel date within one year after date of purchase (INVOLUNTARY/VOLUNTARY):

- If possible, cancel original booking
- We recommend that you keep the PNR active if such function is available in your GDS
- If the GDS does not offer a function for holding the PNR or if the PNR is expired, create a new PNR at time of the new booking and perform the reissue with the existing ticket

**Option 3** for passenger who want to exchange ticket to EMD (INVOLUNTARY):

### EMD-VOUCHER (TRAVEL AGENTS: DSIT D/997 LO: VCHR F/OLA)

- Fare box – with reissue indicator, Tax boxes - all taxes from the ticket must be shown as paid (old ones) in tax boxes (each tax separately), Total box – no ADC (reissue with no additional collection)
- Endorsement/restrictions box – NON REF/COVID-19 OUTBREAK- remark must be added
- EMD must be issued in the same currency which is shown in the ticket as payment (currency shown in equivalent, taxes, total box) e.g. ticket issued and paid in EUR – reissue and EMD issuance must be performed on the market where EUR is valid default currency
- EMD is valid for reissue to the new ticket within one year after the date of issuance
- New ticket recalculation – fare difference if any and new taxes (not shown on EMD) have to be collected
- EMD-international can only be accepted on international travel/ticket, EMD-domestic can only be accepted on domestic travel/ticket
- If the ticket change to EMD is not activated in the GDS that travel agent is using, please contact dedicated LO helpdesk team in order to realize the request. LO HELPDESK will send to the Agent issued EMD
- EMD is not refundable. Can only be used for future travels as a payment method
- Involuntary ticket change to EMD allows the EMD to be redeemed for another name (different than the original Passenger)

## HOW TO APPLY 200PLN DISCOUNT – TICKET INSTRUCTION

- Passenger has to pay a due amount of additional collection to the new fare and to the new taxes (any acceptable form of payment) minus the value of fare 200PLN which is deducted from the new fare value
- If the additional collection (ADC amount) is lower than 200PLN, it is also covered by LOT, but the difference between the due amount which is supposed to be paid by the Passenger and 200PLN is not refundable to the Passenger
- Discount value is 200PLN. Equivalent in local currency (conversion to any other additional currency must be done from PLN)
- Newly issued tickets should be annotated with 'DISC200' code in TOUR CODE BOX of the ETIX (FT\*DISC200)
- Newly issued tickets should be annotated with 'CV19' code in TICKET DESIGNATOR BOX of the ETIX
- Discount level apply equally to completely (unused) newly issued for RT or OW journey and to partially used tickets, where the additional amount is collected from the Passenger as the fare upgrade for the journey that already been commenced (for partially used tickets)

IF THE NEW FARE IS	THEN
HIGHER THAN DISCOUNT LEVEL	DEDUCT DISCOUNT FROM ADC AMOUNT AND REISSUE THE TICKET WITH THE REMAINING ADDITIONAL COLLECTION
EXACTLY THE SAME AS IN THE ORIGINAL TICKET	REISSUE THE TICKET WITHOUT ANY ADDITIONAL COLLECTION OF FARE DIFFERENCE
EXACTLY EQUAL TO DISCOUNT LEVEL	
LOWER THAN ORIGINAL FARE	