

LOT POLISH 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	FOC	30% promo code from fare for next trip for lot.com (for passenger)	30% promo code from fare for next trip	30% promo code from fare for the next trip	-	
	REROUTING		voluntary basis**	200PLN discount or eqv. + recalculation	YES	200PLN discount or eqv. + recalculation	flexible destination change	YES	
	EMD VOUCHER	EMD voucher valid one year after issuance	FOC	YES	YES	flexible change - extended time for exchange EMD voucher can be used by another passenger multiple use up to the total value of EMD voucher	YES		
	REFUND	-	-	FOC	YES	YES	full refund	-	
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	FOC	1 ticket FOC (fare+YQ) for new travel date	-	1 ticket FOC (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	-	-	FOC	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 and no later than 2 weeks before original departure	until 31DEC21	FOC	-	-	1 ticket FOC (fare+YQ) for a new travel date	-	
	REROUTING	-	Travel dates (before 31DEC21)	FOC	-	-	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 passenger 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

		Time to contact Agent/Call Center	Time frames to change travel	Fee	Contact Center	Lot.com	Benefit for PAX	Rerouting	
Individual Tickets	DATE CHANGE / REROUTING	until 31OCT20 but please cancel your booking since you decide to travel later	new travel until 31DEC21	1 DATE CHANGE FOC (fare+YQ) + 200PLN	-	-	flexible travel date until 31DEC21	YES *	
	REFUND	-	-	-	200PLN discount or eqv. + recalculation	-	200pln or eqv. discount for a new flexible travel date	-	
	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 fare up to 100% of issued amount	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 passenger Change of group size is not possible. Please contact LOT group desk.