




# 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	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting	
 <b>Individual Tickets</b>	DATE CHANGE *	12 months from the date of ticket purchase	12 months from the original departure date/subject to ticket validity	FOC	10 EUR/USD/CHF or eqv. 30% promocode from fare for next trip for lot.com (for passenger)	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***	10EUR/USD/CHF or eqv. Per 1 ticket reissued/flow + recalculation 200PLN discount or eqv. + recalculation	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	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 via BSPlink/ARC/ASD	YES	YES	full refund	-
 <b>Ticketed Groups **</b>	All group passengers changes are to be processed by LO Group Desk		Time to contact Agent/Call Center	Time frames to change travel	Fee	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31DEC20 and no later than 2 weeks before original departure	until 31DEC21	FOC	10EUR/USD/CHF or eqv. per 1 ticket reissued/flow	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	NO	contact LOT Group Desk	-	-	-	
 <b>Unticketed Groups **</b>	All group passengers changes are to be processed by LO Group Desk		Time to contact Agent/Call Center	Time frames to change travel	Fee	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31DEC20 and no later than 2 weeks before original departure	until 31DEC21	FOC	10EUR/USD/CHF or eqv. per 1 ticket reissued/flow	-	-	1 ticket FOC (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	-		-	-	-	-	-	

\* passengers travelling on LO8XXX (#LOTnaWakacje) flights are entitled to free of charge date change and route on another LO8XXX flight in case of travel restrictions - change fee and tariff difference are waived

\*\* any action on GROUP tickets refers to ENTIRE GROUP not individual pax! 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

		Time to contact Agent/Call Center	Time frames to change travel	Fee	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting	
 Individual Tickets	DATE CHANGE / REROUTING *	until 31OCT20 but pls cancel your booking once you decide to travel later	new travel until 31DEC21	1 DATE CHANGE FOC/SAME TARIFF/RBD AVAILABLE	recalculation/fare difference should be paid by passenger	-	-	flexible travel date until 31DEC21	YES	
					10 EUR/USD/CHF or eqv. per 1 ticket reissued/ flown	200PLN discount or eqv. + recalculation	-	200pln or eqv. discount for a new flexible travel date		
	REFUND	-	-		200PLN discount or eqv. + recalculation	according to fare rules via BSPink/ARC/ASD	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	Travel Agent	Contact Center	Lot.com	Benefit for PAX	Rerouting
	DATE CHANGE	until 31DEC20 and no later than 2 weeks before original departure	until 31DEC21	-	10EUR/USD/CHF or eqv. per 1 ticket reissued/ flown	recalculation required for unchanged group size, name change possible, new issued tickets are non-ref	NO	NO	name change possible, rerouting, flexible date change until the end of 2021	YES ***
	REFUND	-	-	-	NO	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	Travel Agent	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/pax to be collected as deposit or 100% of issued deposit	10EUR/USD/CHF or eqv. per 1 ticket reissued/ flown	Recalculation required subject to availability. EMD needs to be issued 14 working days after cancellation of original travel dates	NO	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	-	-	-	

\* passengers travelling on LO8XXX (#LOTnaWakacje) flights are entitled to free of charge date change and route on another LO8XXX flight in case of new travel restrictions are being imposed - change fee and tariff difference are waived  
 \*\* any action on GROUP tickets refers to ENTIRE GROUP not individual pax! Change of group size is not possible. Please contact LOT group desk