

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	
	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 GDS (if allowed) or BSPink/ARC/ASD	YES	YES	full refund	-
	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	-	-	-	
	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 31DEC21 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	<u>Travel Agent</u>	<u>Contact Center</u>	<u>Lot.com</u>	Benefit for PAX	Rerouting	
 Individual Tickets	DATE CHANGE / REROUTING * (not allowed in case of no-show)	until 31MAR21 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		
	200PLN discount or eqv. + recalculation	according to fare rules via GDS (if allowed) or BSPlink/ARC/ASD	according to fare rules		according to fare rules			-		-
	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	<u>Travel Agent</u>	<u>Contact Center</u>	<u>Lot.com</u>	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	name change possible, rerouting, flexible date change until the end of 2021	YES (recalculation required)
		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	<u>Travel Agent</u>	<u>Contact Center</u>	<u>Lot.com</u>	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	Group size can be reduced by up to 20% with minimum group size to be maintained and name changes to be permitted	YES (recalculation required)
		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