

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 | |
|----------------------|---|---|---|---|---|--|---|--|---|-------------|
| Individual Tickets | 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/ flown + 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 BSPIink/ARC/ASD | 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 | 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/ flown | 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 | - | - | - | |
| 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 and no later than 2 weeks before original departure | until 31DEC21 | FOC | 10EUR/USD/CHF or eqv. per 1 ticket reissued/ flown | - | - | 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 discount or eqv. + recalculation | - | 200pln or eqv. discount for a new flexible travel date | | |
| | REFUND | - | - | | according to fare rules via GDS (if allowed) or BSPlink/ARC/ASD | according to fare rules | according to fare rules | - | - | |
|  | 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 | - | | |
|  | 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 | - | - | - | |

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