

POLISH AIRLINES



A STAR ALLIANCE MEMBER 

LOT POLISH AIRLINES SPECIAL PROCEDURE

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

DATE: 24.02.2022

VERSION: 03MAR/15.4

STOCK RESTRICTIONS: 080



HISTORY OF CHANGES TO THE SPECIAL PROCEDURE

WHAT'S NEW?

Version 15.1

- For passengers from/to ODS/KBP/IEV/LWO/KIV added possibility to change the routing (Origin&Destination) to additional airports to/from Poland: **LUZ, BZG**

Version 15.2

- This procedure applies also for tickets to/from HRK/SVO/LED.
- Extension of the list of available alternative airports by TLL/VNO/RIX
- Passengers from cancelled flights to/from SVO/LED are eligible to transfer to OAL flights in the lowest available booking class within the same compartment at Country – Country level (i.e. if the original departure was from SVO, the new departure can be from any airport in Russia)

Version 15.3

- Extension of travel dates included in the procedure till 31 May 2022. New travel date should be on/before 30 June 2022.
- For flights cancelled to/from LED/SVO in case of rebooking to OAL, travel dates to which this possibility apply should be from 25 February 2022 to 06 March 2022. New travel date should be on/before 30 April 2022.

Version 15.3

- Extension of the list of available alternative airports by KSC.

REBOOKING AND REFUND OPTION CONSIDERING SITUATION IN EUROPE

REBOOKING AND REFUND OPTIONS

This procedure introduces additional flexibility measures due to the current situation in Europe. This procedure is an extension of the COVID-19 Policy - for all other cases, not indicated below, the provisions of the COVID-19 Policy should apply.

This procedure applies to tickets:

- Issued on LO/080 stock for flights to/from ODS/KBP/IEV/LWO/KIV/HRK/LED/SVO
- Issued on/before 25 February 2022 with confirmed date of travel on/after 24 February 2022 and on/before 31 May 2022.

Passengers from canceled and non-canceled flights:

- Ticket can be rebooked once free of charge (without any additional fee/collection) within ticket validity in the same compartment. Please enter *INVOL WAIVEREU22* in the Endorsement box. New travel date should be on/before 30 June 2022.
- It is permitted to change the routing (Origin&Destination) on a voluntary basis, without charging additional fees (free of charge) from ODS/KBP/IEV/LWO/KIV/HRK/LED/SVO to airports located in the neighbouring countries as follows (new travel date should be on/before 30 June 2022):
 - To/from Poland (WAW, SZZ, GDN, POZ, KTW, KRK, WRO, RZE, IEG, LUZ, BZG)
 - To/from Romania (OTP, IAS)
 - To/from Hungary (BUD)
 - To/from Moldova (KIV)
 - To/from Estonia (TLL)
 - To/from Latvia (RIX)
 - To/from Lithuania (VNO)
 - To/from Slovakia (KSC)
- Passengers traveling through Warsaw (WAW) may travel by starting or ending their trip in Warsaw (e.g. original routing LWO-WAW-NYC, LWO-WAW sector has been canceled - passenger has the possibility to travel directly to/from Warsaw or by exchanging LWO-WAW sector for one from the destinations indicated above).
- Refund for unused flight coupons only, without penalties.
- Ticket value can be stored on EMD voucher with a 2 year time validity.

Passengers from cancelled flight to/from SVO/LED:

- In addition to the above options, Passengers from cancelled flights to/from SVO/LED are eligible to transfer to Other Airlines (OAL) flights on involuntary basis in the lowest available booking class within the same compartment at Country – Country level (i.e. if the original departure was from SVO, the new departure can be from any airport in Russia). Please enter *INVOL WAIVEREU22* in the Endorsement box. This option should apply only to tickets with travel dates between 25 February 2022 to 06 March 2022. New travel date should be on/before 30 April 2022.