

POLISH AIRLINES



A STAR ALLIANCE MEMBER 

LOT POLISH AIRLINES

SPECIAL PROCEDURE DUE TO CANCELLATION OF KRK-TLV v.v. FLIGHTS

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

DATE: 08.06.2022

VERSION: 08JUN/18.0

STOCK RESTRICTIONS: 080



REBOOKING AND REFUND OPTIONS

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This procedure introduces additional flexibility measures due to the KRK-TLV and v.v flights cancelation. 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:

- Individual passengers with tickets issued on/before 30 May 2022.
- With confirmed date of travel on/after 24 Jun 2022 and on/before 24 AUG 2022.

Passengers from canceled flights:

- Ticket can be rebooked once free of charge on a voluntary basis (without any additional fee/collection) for a direct WAW-TLV and v.v Flight instead of KRKTLV direct flight within the same compartment – refund for unused portion is not allowed. New travel date should be on/before 30 AUG 2022.
- Ticket can be changed without any additional cost within +/- 30 days since the original travel date in the same compartment on the same route (including via WAW, e.g. canceled direct KRK-TLV flight, possible to change to KRK-WAW-TLV).
- If there are no flights available within +/- 30 days since original travel date, then +/- 30 days are counted from the first available scheduled flight.
- Ticket can be changed without additional fees within ticket validity and within the same tariff. In case of tariff difference (season change included) – it may be necessary to collect the tariff difference in newly issued ticket (no PENF fee applicable)
- Full refund for unused flight coupons only, without penalties.
- Ticket value can be stored on EMD voucher with a 2 year time validity.