

POLISH AIRLINES

**LOT**

A STAR ALLIANCE MEMBER 

# LOT POLISH AIRLINES PROCEDURE FOR CANCELLED FLIGHTS FROM WINTER 22 SEASON

LOT POLISH AIRLINES REPROTECTION AGREEMENT(080)

DATE: 10.08.2022

VERSION: 10AUG/20.0

STOCK RESTRICTIONS: 080



# ADDITIONAL FLEXIBILITY FOR PASSENGERS FROM CNLD FLIGHTS TO/FROM VCE

## GENERAL CONDITIONS

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 (page 3 i 4)

The procedure introduces additional flexibility for exchanging tickets in connection with the suspension of selected flights in the W22 season.

### **Additional flexibility applies to :**

- Tickets issued on LO stock/080 on/before 10 AUG 2022
- For travel in the period: on/after 30OCT22 and on/before 25MAR23.

## CHANGE POSSIBILITIES FOR FLIGHTS TO/FROM VCE

- For disrupted LO flights on the route: WAW-VCE-WAW, a change of route to the MXP airport is possible free of charge, without charging additional fees from the Passenger. Flights from December 15 to January 15, 2023 are excluded from the free port change.
- It is obligatory to add to the reservation the entry "OSI LO SKCHG (FLIGHT NUMBER) (DATE)" and in the endorsement field "FE SKCHG DUE LO CNX WAWVCE".

# INDIVIDUAL PASSENGERS FROM CANCELED FLIGHTS - GENERAL RULES FOR CANCELED FLIGHTS

## DATE CHANGE

(FOR TRAVEL ON/AFTER 01 APR 21)

- Ticket can be changed without any additional cost within +/- 30 days since the original travel date in the same compartment.
- 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).
- Changing to a code-share and OAL (other carriers) combination is not allowed for long advance cancellations.

## TICKET REFUND

(FOR ALL TRAVEL DATES)

- Refund for unused flight coupons only without penalties
- Refund is possible only via BSP link/ARC/ASD, unless refunds through GDS have been made available on the given market
- In countries without BSP, refunds can be requested by e-mail using the standard process.

## ROUTING CHANGE

(FOR ALL TRAVEL DATES)

- Routing change is possible within one year after original departure date
- Value of the ticket should be used for voluntary ticket exchange (rerouting to another destination)
- Change without penalties (PENF)
- Change according to fare rules. If there is a fare difference shown, Passenger needs to pay the fare difference
- Manual pricing and ticketing is required - ticket must be recalculated

## MANDATORY ELEMENTS

OSI LO INVOLUNTARY REFUND COVID19  
 ENDO BOX: INVOL REFUND COVID19  
 OSI LO INVOLUNTARY RESA CHANGE  
 ENDO BOX: INVOL RESA CHANGE FOR COVID 19

## VOUCHER EMD

(FOR ALL TRAVEL DATES)

- Ticket value can be stored on EMD voucher with a 2 year time validity
- In order to obtain your EMD voucher please contact LOT CC/ATO or Travel Agent within one year since the original ticket purchase.
- EMD for additional services can also be changed to EMD voucher.
- EMD can be redeemed for another name – different than the Passenger's name of the original ticket (please insert the original ticket number and name in the PNR)
- If the value of the new ticket is lower than the value of the EMD Voucher, it is allowed to issue another EMD for the residual amount
- EMD Voucher is refundable and can be used for future travels as a payment method.

# GROUP PASSENGERS FROM CANCELED AND NON-CANCELED FLIGHTS - GENERAL RULES

## GENERAL RULES FOR GROUP CHANGES

To change travel dates or routing:

- For non-canceled flights, a new journey must be made by JUN 30, 2022.
- For canceled flights, a new journey may take place within the validity of the ticket (for bookings without issued tickets, a change is possible within one year from the original travel date)
- Routing can be changed, group fare level will be recalculated according to availability
- Name change allowed free of charge
- Compartment change is not permitted
- Group size can be increased by 1 seat free of charge (airport taxes need to be paid) for each reissued group
- Each agency which rebooks the whole group will be granted a 10 EUR/USD/CHF bonus per flown PAX (insert SR OTHS ZZ-COVID 19 BONUS) (For tickets issued on/before 31 DEC 20)
- Reservation instruction: immediate cancellation of existing segments, insert SR OTHS LO SPECIAL GROUP PROCEDURE DATE CHANGE element to reservation.

### TICKETED GROUP VOLUNTARY GROUP CHANGE

- Bookings must be changed at least two weeks before the original travel date.
- Group size: unchanged, as for original reservation
- Net fare for new travel dates: recalculation may be required (group size can be increased by 1 seat free of charge - airport taxes need to be paid - for each reissued group)
- Confirmation of seats for new travel dates: subject to availability
- Payment for new travel dates in event that new dates are specified at the moment of requesting: tickets exchange for the new travel dates with potential additional payment in case of net fare change
- Payment for new travel dates in event that new dates to be specified later: the value of net fare + YQ is taken as a payment on account for future tickets with potential additional payment in case of net fare or YQ change- additional fees (taxes) must be recalculated according to general rules of ticket exchange
- In case of any group size reduction before submitting for group WAIVER2020 must be settled according to standard group booking conditions

### INVOLUNTARY GROUP CHANGE

- Change to any code-share and OAL flights is not permitted
- To cancel group contact LOT Group Desk
- Involuntary refund for unused flight coupons only
- Refund possible only via BSP link / ARC / ASD, unless refunds through GDS have been made available on the given market

### NOTICKETED GROUP GROUP CHANGE

- Group size can be reduced up to 20% - preserving minimal group size
- Net fare for new travel dates: recalculation may be required
- Confirmation of seats for new travel dates: subject to availability
- Non-refundable deposit (20% of the original group net fare or equivalent of the current cancellation fee) to be paid 14 days after the original travel dates cancellation (issued EMD to be sent to LO within 14 working days). Issued deposit is not refundable in case of any cancellation with regards to materialization rate. If deposit for original group is already collected it can be used for future new group payment
- In case of any group size reduction before submitting for group WAIVER2020 must be settled according to standard group booking conditions
- In case of group booking without issued tickets, where there is a cancellation of the flight, booking cancellation is free of charge

NOT CANCELLED FLIGHT

CANCELLED FLIGHT