

/ PROCEDURE

# MIDDLE EAST SPECIAL PROCEDURE FOR GROUP RESERVATIONS

2026 / March – June

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## **/ GENERAL CONDITIONS /**

This procedure constitutes an additional flexibility measure introduced by LOT Polish Airlines for group reservations to/from TLV/DXB/RUH/BEY.

This procedure constitutes an extension of the Irregularities Handling Policy. For all cases not covered herein, the provisions of the Irregularities Handling Policy shall apply.

## **/ APPLICATION /**

This procedure applies to Agents:

- with group reservations made for LO operated flights to/from TLV/DXB/RUH/BEY.
- with group reservations created on/before March 5<sup>th</sup>, 2026

## **/ REBOOKING AND REFUND OPTIONS FOR AGENTS WITH CONFIRMED GROUP RESERVATIONS TO/FROM TLV|DXB|RUH|BEY /**

- 1) For Agents with confirmed group bookings with date of travel on/after February 28<sup>th</sup>, 2026 and on/before April 30<sup>th</sup>, 2026, following procedures apply:
  - Agents are entitled to rebook their group reservation on the same route, at a later date, up to 12 months after the original travel date. The Net Fare may be recalculated.
  - Agents are entitled to rebook their group reservation on a different route from the LOT Polish Airlines network, on a date not later than September 30, 2026. The Net Fare may be recalculated.
  - Agents are entitled to cancel their group reservation free of charge and receive a full refund of the amount paid.
- 2) For Agents with confirmed group bookings with date of travel on/after May 1<sup>st</sup>, 2026 and on/before June 30<sup>th</sup>, 2026, following procedures apply:
  - Agents are entitled to rebook their reservation on the same route, at a later date, up to 12 months after the original travel date. The Net Fare may be recalculated.
  - Agents are entitled to rebook their trip on a different route from the LOT Polish Airlines network, on a date not later than September 30, 2026. The Net Fare may be recalculated.

Decision about change / cancellation of group reservation needs to be made not later than March 31, 2026.