

/ PROCEDURE

# MIDDLE EAST SPECIAL PROCEDURE FOR GROUP RESERVATIONS

2026 / April – September

**Date of publication:** 2026-04-08

**Version:** 2.0

## **/ GENERAL CONDITIONS /**

This procedure constitutes an additional flexibility measure introduced by LOT Polish Airlines for group reservations to/from TLV/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/RUH/BEY.
- with group reservations created on/before March 31<sup>st</sup>, 2026

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

For confirmed group bookings with date of travel between 01.04.2026 and 30.09.2026:

- 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.

The decision to change or cancel a group reservation must be made no later than April 30, 2026. To change the travel dates or itinerary, Agent need to remove the original segments from the reservation no later than April 30, 2026, and then add new segments no later than June 30, 2026. With any questions, please contact local LOT Group Desk representatives.