

# LOT POLISH AIRLINES COVID-19 GLOBAL POLICY

LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LO TICKETS (080)  
DATE: 13.09.2021  
VERSION: 13SEP/4.27  
STOCK RESTRICTIONS: 080

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# SUMMARY OF CHANGES IN THE 4.27 VERSION

## WHAT'S NEW?

### Individual passengers :

- For cancelled flights with travel dates on/after April 01, 2021 rebooking is possible within ticket validity. Detailed conditions for changes are described in the procedure. The rest of the procedure conditions for canceled flights remain valid.
- For non cancelled flights change of travel dates possible until May 31, 2022.

### Group passengers:

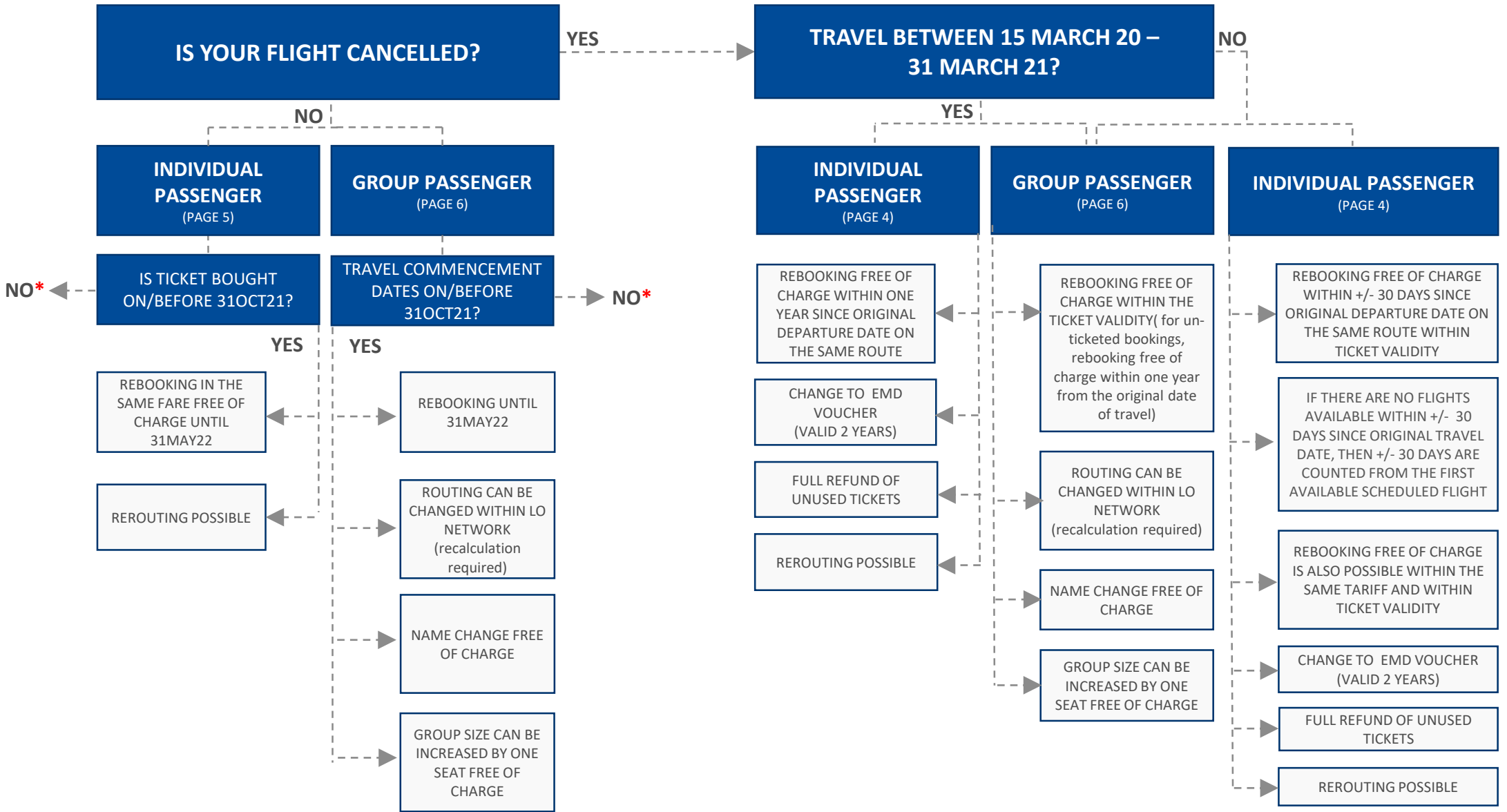
- For cancelled flights rebooking is free of charge within ticket validity (for unticketed bookings rebooking free of charge within one year from the original date of travel).
- For non cancelled flights there is no more need that new travel dates should be specified until 31OCT21.

### Definition of ticket validity:

- For tickets totally unused (non-commenced journey) tickets are valid for one year from the date of issue.
- For tickets partially used (commenced journey) tickets are valid for one year from the date of departure from the point of origin.

# THIS PROCEDURE REFERS ONLY TO LOT POLISH AIRLINES BOOKING/TICKETS-080

IN ORDER TO HANDLE OTHER AIRLINES TICKETS, PLEASE REFER TO SPECIFIED CARRIER POLICY



**NO\*** STANDARD TARIFF CONDITIONS

# CANCELLED FLIGHT – INDIVIDUAL PASSENGERS

## DATE CHANGE

(FOR TRAVEL ON 15 MAR 20 – 31 MAR 21)

- Ticket can be changed without any additional cost within one year since the date of issuance of the ticket
- New travel dates must be within one year since original date of cancelled flight, no later than 31DEC21
- Rebooking should be made in the lowest RBD available within the same compartment.

## 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)

## DATE CHANGE

(FOR ALL TRAVEL DATES)

- Change to any code-share and OAL flights is not permitted
- Each individual Passenger will be offered a single use promocode for future travel with LOT Polish Airlines: -30% of the new ticket fare, to be used within 12 months since rebooking. Passenger can receive a promocode during reissue via CallCenter or by filling a form on LOT.COM (For tickets issued before 31 DEC 20)
- Travel Agency performing rebooking will be granted a 10 EUR/USD/CHF bonus for each rebooked flown ticket (insert SR OTHS ZZ-COVID 19 BONUS) (For tickets issued on/before 31 DEC 20)

## 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
- Passenger will receive a discount of 200 PLN from the tariff difference value. If the fare difference is less than 200 PLN – the rest of amount is not refundable to Passenger (For tickets issued on/before 31 DEC 20)
- The Travel Agency performing rebooking will be granted a 10 EUR/USD/CHF bonus for each rebooked flown ticket (insert SR OTHS ZZ-COVID 19 BONUS) (For tickets issued on/before 31 DEC 20)

## 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. Due to increased volumes of refunds our response time will be longer than usual.

## 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. Service EMD can also be changed to EMD voucher.
- 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.

## 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](#)

# NON CANCELLED FLIGHT – INDIVIDUAL PASSENGERS

## FLEXIBILITY AFTER TICKET PURCHASE

### DATE CHANGE OR/AND ROUTING CHANGE

- All changes must be handled on voluntary basis – for all fares regardless of Category Changes (penalties)
- Passenger can suspend the ticket (rebooking to be performed no later than 31OCT21)
- One free of charge rebooking/rerouting possible for tickets sold on/before: 31OCT21
- New dates of travel - whole journey must be completed before 31MAY22
- Change fee is waived. All other conditions of the original fare apply. Does not apply in case of no show.
- Automated reprice/reissue is available for changeable fares. Manual pricing and ticketing is required for non-changeable fares.
- Rerouting can be performed according to above WAIVER2020 rules – Penalty-Changes category is waived.
- If Passenger purchased an ancillary service, the respective EMD may be used again for the same service (EMD can be re-associated or reissued) if this is not possible - EMD is not refundable
- Passenger will receive a discount of 200 PLN from the tariff difference value. If the fare difference is less than 200 PLN – the rest of amount is not refundable to Passenger. Travel Agency performing rebooking will be granted a 10 EUR/USD/CHF bonus for each rebooked flown ticket (insert SR OTHS ZZ-COVID 19 BONUS) (For tickets issued on/before 31 DEC 20) .
- Refunds possible according to the fare rules of the original fare. Refund is possible only via BSP link/ARC/ASD, unless refunds through GDS have been made available on the given market.

### MANDATORY ELEMENTS

OSI: LO WAIVER2020  
ENDO/RESTR TICKET BOX: LO WAIVER2020

# GROUP PASSENGERS FROM ALL FLIGHTS

## GENERAL RULES FOR GROUP CHANGES

To change travel dates or routing:

- For non-canceled flights, a new journey must be made by May 31, 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

NOT CANCELLED FLIGHT

- 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

### NONTICKETED 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

### INVOLUNTARY GROUP CHANGE

CANCELLED FLIGHT

- 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

# BOOKING AND TICKETING GUIDELINES

## REBOOKING/REROUTING/REISSUE PROCESS

**Option 1** for passengers who already know their new travel dates (INVOLUNTARY/VOLUNTARY):

- Cancel original flight segments
- Book new flights segments according to given above instructions
- Exchange ticket involuntary/voluntary and add proper information in the endorsement box/OSI element

**Option 2** for passengers who do not yet know their new travel date within one year after date of purchase (INVOLUNTARY/VOLUNTARY):

- If possible, cancel original booking
- We recommend that you keep the PNR active if such function is available in your GDS
- If the GDS does not offer a function for holding the PNR or if the PNR is expired, create a new PNR at time of the new booking and perform the reissue with the existing ticket

**Option 3** for passenger who want to exchange ticket to EMD (INVOLUNTARY):

### EMD-VOUCHER (TRAVEL AGENTS: DSIT D/997 LO: VCHR F/OLA)

- Fare box – with reissue indicator, Tax boxes - all taxes from the ticket must be shown as paid (old ones) in tax boxes (each tax separately), Total box – no ADC (reissue with no additional collection)
- Endorsement/restrictions box – NON REF/COVID-19 OUTBREAK- remark must be added
- EMD must be issued in the same currency which is shown in the ticket as payment (currency shown in equivalent, taxes, total box) e.g. ticket issued and paid in EUR – reissue and EMD issuance must be performed on the market where EUR is valid default currency
- EMD is valid for reissue to the new ticket within two years after the date of issuance
- New ticket recalculation – fare difference if any and new taxes (not shown on EMD) have to be collected
- EMD-international can only be accepted on international travel/ticket, EMD-domestic can only be accepted on domestic travel/ticket
- If the ticket change to EMD is not activated in the GDS that travel agent is using, please contact dedicated LO helpdesk team in order to realize the request. LO HELPDESK will send to the Agent issued EMD
- EMD is refundable. Can only be used for future travels as a payment method
- Involuntary ticket change to EMD allows the EMD to be redeemed for another name (different than the original Passenger)
- Specific procedure regarding EMD-VCHR F/OLA issuance and processing in LO own offices can be found in separate document.

### ELECTONIC TICKET VALIDITY

TOTALLY UNUSED TICKET (non-commenced journey)	PARTIALLY USED TICKET (commenced journey)
One year from the date of issue	One year from the date of departure from the point of origin