

POLISH AIRLINES



A STAR ALLIANCE MEMBER 

# LOT POLISH AIRLINES SPECIAL PROCEDURE

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

DATE: 24.02.2022

VERSION: 25FEB/15.2

STOCK RESTRICTIONS: 080



# HISTORY OF CHANGES TO THE SPECIAL PROCEDURE

## WHAT'S NEW?

### Version 15.1

- For passengers from/to ODS/KBP/IEV/LWO/KIV added possibility to change the routing (Origin&Destination) to additional airports to/from Poland: **LUZ, BZG**

### Version 15.2

- This procedure applies also for tickets to/from HRK/SVO/LED.
- Extension of the list of available alternative airports by TLL/VNO/RIX
- Passengers from cancelled flights to/from SVO/LED are eligible to transfer to OAL flights in the lowest available booking class within the same compartment at Country – Country level (i.e. if the original departure was from SVO, the new departure can be from any airport in Russia)

# REBOOKING AND REFUND OPTION CONSIDERING SITUATION IN EUROPE

## REBOOKING AND REFUND OPTIONS

This procedure introduces additional flexibility measures due to the current situation in Europe. 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:

- Issued on LO/080 stock for flights to/from ODS/KBP/IEV/LWO/KIV/HRK/LED/SVO
- Issued on/before 25 February 2022 with confirmed date of travel on/after 24 February 2022 and on/before 31 March 2022.

### Passengers from canceled and non-canceled flights:

- Ticket can be rebooked once free of charge (without any additional fee/collection) within ticket validity in the same compartment. Please enter *INVOL WAIVEREU22* in the Endorsement box.
- It is permitted to change the routing (Origin&Destination) on a voluntary basis, without charging additional fees (free of charge) from ODS/KBP/IEV/LWO/KIV/HRK/LED/SVO to airports located in the neighbouring countries as follows:
  - To/from Poland (WAW, SZZ, GDN, POZ, KTW, KRK, WRO, RZE, IEG, LUZ, BZG)
  - To/from Romania (OTP, IAS)
  - To/from Hungary (BUD)
  - To/from Moldova (KIV)
  - To/from Estonia (TLL)
  - To/from Latvia (RIX)
  - To/from Lithuania (VNO)
- Passengers traveling through Warsaw (WAW) may travel by starting or ending their trip in Warsaw (e.g. original routing LWO-WAW-NYC, LWO-WAW sector has been canceled - passenger has the possibility to travel directly to/from Warsaw or by exchanging LWO-WAW sector for one from the destinations indicated above).
- Refund for unused flight coupons only, without penalties.
- Ticket value can be stored on EMD voucher with a 2 year time validity.

### Passengers from cancelled flight to/from SVO/LED:

- In addition to the above options, Passengers from cancelled flights to/from SVO/LED are eligible to transfer to Other Airlines (OAL) flights on involuntary basis in the lowest available booking class within the same compartment at Country – Country level (i.e. if the original departure was from SVO, the new departure can be from any airport in Russia). Please enter *INVOL WAIVEREU22* in the Endorsement box.