

GENERAL PROCEDURE

LOT POLISH AIRLINES WAIVER POLICY FOR FREE OF CHARGE CHANGE OF TICKETS

2020

LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LOT POLISH AIRLINES
TICKETS (080) ISSUED FOR PASSENGERS WHICH WISH TO CHANGE THE
TRAVEL DATES

Date: 12.03.2020

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/ CONTENTS /

/ CONTENTS /2

/ BOOKING AND TICKETING GUIDELINES /3

1. **REFUND**3

2. **REBOOKING**3

3. **REROUTING**.....3

/ BOOKING AND TICKETING GUIDELINES /

BELOW PLEASE FIND LOT POLISH AIRLINES WAIVER POLICY FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ISSUED FOR PASSENGERS WHO HAVE PURCHASED TICKETS IN INDIVIDUAL FARES AND WHICH WISH TO POSTPONE THEIR TRIPS AND CHANGE THE DATE OF TRAVEL.

THE PROCEDURE IS VALID ONLY FOR INDIVIDUAL BOOKINGS AND FOR ALL MARKETS.

SALES RESTRICTION: ON/BEFORE 31MAR20

TRAVEL DATES RESTRICTION: 12MAR20-24APR20

REBOOKING FREE OF CHARGE: UNTIL 31DEC20

IT IS MANDATORY TO INSERT INFORMATION ABOUT REBOOKING RESPECTIVELY IN THE PNR (OSI ELEMENT):

OSI LO **WAIVER2020**

IN CASE OF TICKET REISSUE IT IS MANDATORY TO ADD FE **WAIVER2020** IN THE ENDORSMENT RESTRICTION BOX OF THE ETIX

1. REFUND

- FULL REFUND IS NOT PERMITTED. STANDARD FARE RULES APPLY.

2. REBOOKING

- PERMITTED ONE FREE OF CHARGE REBOOKING ON LO OPERATING FLIGHTS WITHIN THE SAME FARE FOR DATES NO LATER THAN 31DEC20. THE WHOLE JOURNEY MUST BE COMPLETED TILL 31DEC20.
- IF THE SAME FARE IS NOT AVAILABLE FOR THE NEW TRAVEL DATES OR DOES NOT MEET OTHER FARE CONDITIONS FOR REBOOKING, THIS SHOULD BE UPGRADED TO CURRENT AVAILABLE FARE ON THE REISSUE DATE (EQUAL OR HIGHER). FARE DIFFERENCE SHOULD BE PAID BY THE PASSENGER. TICKET RE-PRICE IS REQUIRED.
- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED.
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLIES.
- MANUAL PRICING AND TICKETING IS REQUIRED WHENEVER ATC IS NOT WORKING.
- ALL CHANGES MUST BE HANDLED ON A VOLUNTARY BASIS.
- RULES APPLY EQUALLY TO ALL TYPES OF LO INDIVIDUAL FARES – CHANGEABLE AND NON-CHANGEABLE FARES.
- FREE OF CHARGE REBOOKING IN THE SAME FARE IS NOT APPLICABLE TO PASSENGERS WHO WERE NOSHOW.
- CHANGE AND RE-ISSUE REQUIRED BEFORE THE ORIGINAL TRAVEL DATE.
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.
- EXTENSION OF TICKET VALIDITY IS NOT PERMITTED.

3. REROUTING

- REROUTING IS NOT PERMITTED. STANDARD FARE RULES APPLY.

LOT Polish Airlines reserves the right to change or cancel the above promotion at any time.