



## / BOOKING AND TICKETING GUIDELINES /

BELOW PLEASE FIND LOT POLISH AIRLINES PROCEDURE FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ON **LO WAW/BUD-US** CANCELLED FLIGHTS:

### **TICKET MUST BE ISSUED ON/BEFORE: 13MAR**

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR REFUND DUE TO CANCELLED FLIGHTS WAW-US/CA/BUD-US v.v./ and RESPECTIVELY IN THE PNR (OSI/SI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX):

**OSI LO INVOLUNTARY REFUND DUE TO CANCELLED LO FLIGHT FE INVOL REFUND DUE TO CANCELLED LO FLIGHT**

OR

**OSI LO INVOLUNTARY RESA CHANGE FOC DUE TO CANCELLED LO FLIGHT FE INVOL RESA CHANGE FOC DUE TO CANCELLED LO FLIGHT**

### **GENERAL CONDITIONS FOR CANCELLED FLIGHTS TO/FROM MIA/LAX:**

INVOLUNTARY REROUTING YYZ/JFK/ORD

- INVOLUNTARY REROUTING IS PERMITTED TO EXISTING YYZ/JFK/ORD LO OPERATING FLIGHTS FOR LATER DATES FROM 13MAR-31MAY AND 17OCT-13DEC RESPECTING THE AVAILABILITY OF THE SAME RBD.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, THE INVOL REROUTING TO YYZ/ORD CANNOT BE PROCEED FOR THE SELECTED DATES.

### **LOT POLISH AIRLINE POLICY FOR WAW-US-WAW/BUD-US-BUD CANCELLED FLIGHTS:**

INVOLUNTARY REBOOKING

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS ON THE SAME ROUTE FOR LATER DATES FROM 13APR-31MAY AND 17OCT-13DEC RESPECTING THE AVAILABILITY OF THE SAME RBD
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED.
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.

### **OTHER CONDITIONS FOR WAW-US/BUD-US V.V. CANCELLED FLIGHTS:**

INVOLUNTARY TICKET CHANGE TO EMD (VCHR)

- INVOLUNTARY TICKET CHANGE TO EMD IS PERMITTED.
- ISSUED EMD WILL BE AVAILABLE FOR USE ACCORDING TO EMD VALIDITY.
- EMD IS NOT REFUNDABLE. CAN ONLY BE USED FOR FURTHER TRAVELS.
- TICKET CHANGE TO EMD CAN BE DONE ONLY BY LOT OWN OFFICES (CC/ATO/CTO).

INVOLUNTARY REROUTING TO OTHER DESTINATIONS

- INVOLUNTARY REROUTING IS PERMITTED TO EXISTING NRT/SIN/ICN/CMB/TSE OR OTHER EUROPEAN DESTINATION WITHIN LO NETWORK FOR DATES FROM 13MAR2020 TO 24APR2020.
- IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS, IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT.

INVOLUNTARY REFUND

- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND.
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY.