

# LOT POLISH AIRLINES GLOBAL POLICY COVID-19 VOLUNTARY & INVOLUNTARY FOR TRAVEL AGENTS

Date: 30.04.2020

Version number: 24MAR/4.6

-ADDED 200PLN DISCOUNT FOR TRAVEL AGENTS (IND PAX)

-ADDED EMD USAGE BY ANOTHER PERSON (IND PAX)

## THIS PROCEDURE HANDLES

1. GROUP (TICKETED AND NON-TICKETED) AND INDIVIDUAL PASSENGERS
2. ON CANCELLED OR NON-CANCELLED FLIGHTS

<b>/ INVOLUNTARY BOOKING AND TICKETING GUIDELINES FOR NETWORK SUSPENSION 15MAR20-31MAY20 /</b> .....	2
INVOLUNTARY REBOOKING FOR <b>INDIVIDUAL</b> PASSENGERS.....	2
INVOLUNTARY REBOOKING FOR <b>GROUP</b> PASSENGERS (TICKETED AND BOOKED).....	2
INVOLUNTARY REROUTING FOR <b>INDIVIDUAL</b> PASSENGERS.....	3
INVOLUNTARY REROUTING FOR <b>GROUP</b> PASSENGERS .....	3
INVOLUNTARY TICKET <b>CHANGE TO EMD DEPOSIT</b> DOWN PAYMENT( <b>INDIVIDUAL</b> PASSENGER).....	3
INVOLUNTARY REFUND ( <b>INDIVIDUAL</b> AND <b>GROUP</b> PASSENGER) .....	3
<b>/ VOLUNTARY BOOKING AND TICKETING GUIDELINES – INDIVIDUAL PAX – WAIVER2020 /</b> .....	4
REBOOKING/REROUTING .....	4
REFUND .....	4
<b>/ VOLUNTARY BOOKING AND TICKETING GUIDELINES – GROUP PAX – WAIVER2020 /</b> .....	5
GROUP RESERVATION WITHOUT ISSUED TICKETS .....	5
GROUP RESERVATION WITH TICKETS ISSUED .....	5
<b>/ HOW TO REISSUE TICKETS BASED ON COVID-19 AND WAIVER 2020 POLICY/</b> .....	7

## / INVOLUNTARY BOOKING AND TICKETING GUIDELINES FOR NETWORK SUSPENSION 15MAR20-31MAY20 /

FOR TRAVEL DATES: 15MAR20-31MAY20 TICKETS MUST BE ISSUED ON/BEFORE: 30APR20

IT IS MANDATORY TO INSERT INFORMATION ABOUT FREE OF CHARGE INVOLUNTARY REBOOKING/REROUTING OR TICKET EXCHANGE DUE TO CANCELLED FLIGHTS RESPECTIVELY IN THE PNR (OSI/SI ELEMENT) AND THE PASSENGER TICKET (ENDORSEMENT/RESTRICTIONS BOX):

OSI LO INVOLUNTARY REFUND **COVID19**  
FE INVOL REFUND **COVID19**

OR

OSI LO INVOLUNTARY RESA CHANGE FOC **COVID19**  
FE INVOL RESA CHANGE FOC **COVID19**

### INVOLUNTARY REBOOKING FOR **INDIVIDUAL** PASSENGERS

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS (LO1-LO3999) FOR DATES LATER THAN **26APR20** – CHANGE OF RESERVATION WITHIN ONE YEAR SINCE THE TICKET WAS ISSUED. NEW DATE OF TRAVEL WITHIN ONE YEAR SINCE THE ORIGINAL TRAVEL DATE.
- IF THE TICKET VALIDITY EXPIRES AND PASSENGER WILL NEED EVEN MORE TIME, THE TICKET VALUE CAN BE STORED ON EMD DEPOSIT (DSIT) – WITHIN ONE YEAR SINCE THE ORIGINAL TICKET PURCHASE.
- **REBOOKING IN THE LOWEST RBD AVAILABLE WITHIN THE SAME COMPARTMENT.** IF THERE ARE NO SEATS AVAILABLE IN THE ORIGINAL BOOKING CLASS (RBD), IT IS ALLOWED TO BOOK LO OPERATING FLIGHTS IN THE LOWEST AVAILABLE BOOKING CLASS WITHIN THE SAME COMPARTMENT
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED
- FOR EACH REISSUED FLOWN TICKET THE TRAVEL AGENCY WILL RECEIVE A BONUS OF 10 EUR/USD/CHF
- FOR EACH REISSUED TICKET PASSENGER WILL RECEIVE A PROMOCODE WITH -30% DISCOUNT TO BE USED DURING NEXT LOT.COM PURCHASE. IN ORDER TO RECEIVE A PROMOCODE PASSENGER NEED TO CONTACT DIRECTLY THE AIRLINE VIA LOT.COM FORM.

### INVOLUNTARY REBOOKING FOR **GROUP** PASSENGERS (TICKETED AND BOOKED)

- PERMITTED INVOLUNTARY REBOOKING ON EXISTING LO OPERATING FLIGHTS FOR DATES LATER THAN 31MAY20 – CHANGE OF RESERVATION WITHIN ONE YEAR AFTER ORIGINAL DATE OF CANCELLED DEPARTURE . NEW DATE OF TRAVEL WITHIN ONE YEAR SINCE THE ORIGINAL TRAVEL DATE.
- ALL GROUP PASSENGER CHANGES NEED TO BE PROCESSED BY **LOT GROUP DESK**
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED
- FOR EACH REISSUED FLOWN TICKET THE TRAVEL AGENCY WILL RECEIVE A BONUS OF 10 EUR/USD/CHF
- FOR EACH REISSUED GROUP BOOKING, GROUP SIZE CAN BE INCREASED BY ONE PASSENGER FREE OF CHARGE – AIRPORT TAXES TO BE PAID ONLY

**REBOOKING TO FLIGHTS LO8000-8999 NOT PERMITTED UNLESS AUTHORISED BY LOT**

## INVOLUNTARY REROUTING FOR **INDIVIDUAL** PASSENGERS

- WITHIN ONE YEAR SINCE THE ORIGINAL TICKET PURCHASE PERMITTED REROUTING. **VALUE OF THE TICKET SHOULD BE USED FOR VOLUNTARY TICKET EXCHANGE** (REROUTING TO ANOTHER DESTINATION)
- CATEGORY PENALTIES CHANGES IS WAIVED
- REROUTING TO FLIGHTS LO8000-8999 NOT PERMITTED UNLESS AUTHORISED BY LOT
- CHANGE ACCORDING TO FARE RULES. IF THERE IS A FARE DIFFERENCE SHOWN, PASSENGER NEED TO PAY THE FARE DIFFERENCE.
- 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.
- MANUAL PRICING AND TICKETING IS REQUIRED
- ALL CHANGES MUST BE HANDLED ON A VOLUNTARY BASIS
- NEWLY ISSUED TICKETS SHOULD BE ANNOTATED WITH '**DISC200**' CODE IN **TOUR CODE BOX** OF THE ETIX (FT\*DISC200)
- NEWLY ISSUED TICKETS SHOULD BE ANNOTATED WITH '**CV19**' CODE IN **TICKET DESIGNATOR BOX** OF THE ETIX
- ALL TICKETS ISSUED WITH DISCOUNT SHOULD BE REPORTED TO LO REPRESENTATIVE BASED ON WEEKLY REPORTS
- FOR EACH REISSUED FLOWN TICKET THE TRAVEL AGENCY WILL RECEIVE A BONUS OF 10 EUR/USD/CHF (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19 BONUS* ELEMENT TO THE PNR)

## INVOLUNTARY REROUTING FOR **GROUP** PASSENGERS

- INVOLUNTARY REROUTING NOT PERMITTED. PLEASE PROCEED TO WAIVER2020 PROCEDURE FOR GROUPS.

## INVOLUNTARY TICKET **CHANGE TO EMD DEPOSIT DOWN PAYMENT(INDIVIDUAL PASSENGER)**

- INVOLUNTARY TICKET CHANGE TO EMD IS PERMITTED.
- ISSUED EMD WILL BE AVAILABLE FOR USE ACCORDING TO EMD VALIDITY (ONE YEAR AFTER ISSUANCE).
- EMD IS NOT 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 ALL EMD VOUCHERS REDEEMED BY ANOTHER PERSON (NOT THE ORIGINAL PASSENGER) NEED TO HAVE THE ORIGINAL TKT NUMBER AND NAME OF ORIGINAL PAX INSERTED INTO THE PNR BY OSI ELEMENT
  - IF THE VALUE OF THE NEW TICKET IS SMALLER THAN THE VALUE OF THE EMD IT IS ALLOWED TO ISSUE ANOTHER EMD FOR THE RESIDUAL AMOUNT.
- TICKET CHANGE TO **EMD DSIT** (RFIC: D/RFISC: 997) CAN BE DONE BY TRAVEL AGENTS ONLY WITHIN ONE YEAR SINCE THE ORIGINAL TICKET PURCHASE.
- REMARK MUST BE ADDED TO ENDORSMENT/RESTRICTION BOX – **NON REF / COVID-19 OUTBREAK**
- TOUR CODE MUST BE MARKED AS **COVID19**
- IMPROPERLY ISSUED DOCUMENTS (E.G. INCORRECT ISSUED FARE VALUE OR NOT COLLECTED TAXES) WILL BE SUBJECT TO ADM

## INVOLUNTARY REFUND (**INDIVIDUAL AND GROUP** PASSENGER)

- **INVOLUNTARY REFUND THROUGH GDS CHANNELS NOT PERMITTED. REFUNDS MAY BE STILL SUBMITTED VIA THE REFUND APPLICATIONS (RA) THROUGH THE BSP LINK / ARC / ASD.**
- BEFORE DEPARTURE (FULLY UNUSED TICKET) - FULL INVOLUNTARY REFUND ONLY **THROUGH THE BSP LINK / ARC / ASD.**
- AFTER DEPARTURE (PARTIALLY USED TICKET) – INVOLUNTARY REFUND FOR UNUSED FLIGHT COUPONS ONLY **THROUGH THE BSP LINK / ARC / ASD.**
- IN CASE OF GROUP BOOKING WITHOUT ISSUED TICKETS, WHERE THERE IS A CANCELLATION OF THE FLIGHT, BOOKING CANCELLATION IS FREE OF CHARGE. IN CASE IF DEPOSIT IS ALREADY PAID INVOLUNTARY REFUND MUST BE SUBMITTED VIA THE REFUND APPLICATIONS (RA) THROUGH THE BSP LINK OR ARC / ASD.
- IN COUNTRIES WITHOUT A BSP YOU CAN REQUEST REFUNDS BY E-MAIL USING THE STANDARD PROCESS. WE ASK FOR YOUR UNDERSTANDING THAT IN THE CURRENT SITUATION IT IS NOT POSSIBLE TO PROCESS REFUND REQUEST WITHIN THE USUAL TIME LIMITS.

## / VOLUNTARY BOOKING AND TICKETING GUIDELINES – INDIVIDUAL PAX – WAIVER2020 /

LOT POLISH AIRLINES WAIVER POLICY FOR DEALING WITH LOT POLISH AIRLINES TICKETS (080-) ISSUED FOR PASSENGERS WHO HAVE PURCHASED TICKETS IN INDIVIDUAL FARES AND WISH TO POSTPONE THEIR TRIPS AND CHANGE THE DESTINATION/DATE OF TRAVEL. THE PROCEDURE IS VALID ONLY FOR INDIVIDUAL BOOKINGS AND FOR ALL MARKETS.

### APPLIES TO:

ALL TICKETS SOLD ON/BEFORE **31AUG20** FOR TRAVEL UNTIL **31DEC20**  
REBOOKING FREE OF CHARGE: UNTIL **31MAR21**

PERMITTED ONE FREE OF CHARGE REBOOKING ON LO OPERATING FLIGHTS **WITHIN THE SAME FARE** FOR DATES NO LATER THAN **31MAR21**. THE WHOLE JOURNEY MUST BE COMPLETED TILL **31MAR21**. 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.

IT IS MANDATORY TO INSERT INFORMATION ABOUT REBOOKING RESPECTIVELY IN THE PNR (OSI ELEMENT): **OSI LO WAIVER2020** AND ADD **WAIVER2020** IN THE ENDORSMENT RESTRICTION BOX OF THE ETIX IN CASE OF TICKET REISSUE.

**IF THE CHANGE IS PERFORMED BY LOT CONTACT CENTER/ATO OR TRAVEL AGENCY – 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.**

### REBOOKING/REROUTING

- PASSENGER CAN SUSPEND THE TICKET (REBOOKING TO BE PERFORMED NO LATER THAN 31AUG20)
- NEW DATES OF TRAVEL SHOULD BE PROVIDED BY PASSENGER AND REBOOKING PERFORMED **UNTIL 31AUG20**
- REBOOKING POSSIBLE UNTIL 31MAR21 (NEW TRAVEL DATES UNTIL 31 MARCH 2021).
- ONE CHANGE IS PERMITTED WITH CHANGE PENALTY WAIVED. ITINERARY RE-PRICE IS REQUIRED.
- CATEGORIES PENALTIES, ADVANCE PURCHASE AND MAXIMUM STAY ARE WAIVED
- ALL OTHER CONDITIONS OF THE ORIGINAL FARE APPLIES
- RULES APPLY EQUALLY TO ALL TYPES OF LO INDIVIDUAL FARES – CHANGEABLE AND NON-CHANGEABLE FARES
- AUTOMATED REPRICE/REISSUE IS AVAILABLE FOR CHANGEABLE FARES MEASURED FROM NEW TICKET ISSUE DATE. MANUAL PRICING AND TICKETING IS REQUIRED FOR NON-CHANGEABLE FARES MEASURED FROM NEW TICKET ISSUE DATE.
- ALL CHANGES MUST BE HANDLED ON VOLUNTARY BASIS
- MANUAL PRICING AND TICKETING IS REQUIRED WHENEVER ATC IS NOT AVAILABLE
- REBOOKING IN THE SAME FARE **IS APPLICABLE ALSO TO PASSENGERS WHO WERE NOSHOW**
- CHANGE AND RE-ISSUE NOT REQUIRED BEFORE THE ORIGINAL TRAVEL DATE
- CHANGE TO ANY CODE-SHARE FLIGHTS IS NOT PERMITTED
- CHANGE TO ANY OAL (OTHER AIRLINES) IS NOT PERMITTED
- IF THE FARE RULES ALLOWS TO CHANGE THE DESTINATION, REROUTING CAN BE PERFORMED ACCORDING TO ABOVE WAIVER2020 RULES
- ALL TICKETS ISSUED WITH DISCOUNT SHOULD BE REPORTED TO LO REPRESENTATIVE BASED ON WEEKLY REPORTS
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A **10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET** (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19 BONUS* ELEMENT TO THE PNR)
- 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.

### REFUND

- REFUND: ACCORDING TO FARE RULE – PERMITTED ONLY **THROUGH BSP LINK/ARC /ASD-**
- IN COUNTRIES WITHOUT A BSP YOU CAN REQUEST REFUNDS BY E-MAIL USING THE STANDARD PROCESS. WE ASK FOR YOUR UNDERSTANDING THAT IN THE CURRENT SITUATION IT IS NOT POSSIBLE TO PROCESS REFUND REQUEST WITHIN THE USUAL TIME LIMITS.

## / VOLUNTARY BOOKING AND TICKETING GUIDELINES – GROUP PAX – WAIVER2020 /

IF FLIGHT IS SCHEDULED TO DEPART BUT PASSENGERS PLANS HAVE CHANGED OR FLIGHT WAS CANCELLED AND YOU WISH TO CHANGE GROUP RESERVATION /THE TRAVEL DATES OR DESTINATIONS/ EACH GROUP RESERVATION WITH TRAVEL COMMENCEMENT DATES ON/BEFORE 31 DECEMBER 2020 CAN BE CHANGED UNDER THE FOLLOWING CONDITIONS

### GROUP RESERVATION WITHOUT ISSUED TICKETS

- **NEW TRAVEL DATES:** MUST BE COMPLETED UNTIL **31DEC21**. TO BE SPECIFIED UNTIL 31DEC20 AND VOLUNTARY GROUP RESERVATION CHANGE MUST BE SUBMITTED TO LOT GROUP DESK TWO WEEKS BEFORE ORIGINAL DEPARTURE THE LATEST.  
IF NEW TRAVEL DATES ARE NOT SPECIFIED UNTIL 31DEC20 THEN THE CANCELATION FEE FOR ORIGINAL GROUP WILL BE APPLIED. VOLUNTARY CHANGE IS POSSIBLE ONLY FOR ONE NEW TRAVEL SOLUTION.
- **ROUTING:** CAN BE CHANGED TO ANY LO OPERATING ROUTING , RECALCULATION REQUIRED.
- **GROUP SIZE:** ALLOWED REDUCTION UP TO 20% OF THE GROUP SIZE AT THE MOMENT OF ORIGINAL SEGMENTS CANCELLATION. MINIMUM GROUP SIZE MUST BE KEPT. MATERIALIZATION RATE FOR FUTURE GROUP IS CALCULATED FROM THE NEW GROUP SIZE
- **NET FARE FOR NEW TRAVEL DATES:** RECALCULATION REQUIRED
- **CONFIRMATION OF SEATS FOR NEW TRAVEL DATES:** SUBJECT TO AVAILABILITY. IN CASE OF LACK OF AVAILABILITY LO GROUP DESK WILL OFFER ALTERNATIVES
- **ORIGINAL GROUP PARTIAL CANCELLATION** IN CASE OF ANY GROUP SIZE REDUCTION BEFORE SUBMITTING FOR GROUP WAIVER20 MUST BE SETTLED ACCORDING TO STANDARD GROUP BOOKING CONDITIONS
- **COMPARTMENT CHANGE NOT PERMITTED**
  
- **CONDITIONS:**
  - DEPOSIT: IN THE AMOUNT OF 20% NET FARE OF THE ORIGINAL GROUP OR EQUIVALENT OF THE CURRENT CANCELLATION FEE MUST BE TAKEN ON EMD AS A PAYMENT ON ACCOUNT FOR FUTURE TRAVEL.
  - EMD MUST BE ISSUED WITHIN 14 WORKING DAYS AFTER ORIGINAL TRAVEL DATES CANCELLATION
  - THE EMD NUMBER MUST BE SENT TO LO
  - ISSUED DEPOSIT IS NOT REFUNDABLE IN CASE OF ANY CANCELLATION WITH REGARDS TO MATERIALIZATION RATE
  - IF DEPOSIT IS NOT COLLECTED THE CANCELLATION FEE OF THE ORIGINAL GROUP WILL BE APPLIED ACCORDING TO STANDARD GROUP BOOKING CONDITIONS
  - IF DEPOSIT FOR ORIGINAL GROUP IS ALREADY COLLECTED IT CAN BE USED FOR FUTURE NEW GROUP PAYMENT
- FOR EACH REISSUED GROUP, GROUP SIZE CAN BE INCREASED BY ONE PASSENGER FREE OF CHARGE – AIRPORT TAXES TO BE PAID ONLY
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET (ENTER AN ADDITIONAL SR OTHS ZZ-COVID19 BONUS ELEMENT TO THE PNR)
- **OTHER CONDITIONS:** REST OF THE GROUP CONDITIONS WILL BE SPECIFIED AS A ATTACHEMENT TO ORIGINAL CONTRACTS (E. G. STANDARD GROUP PROCEDURE OR SERIES AGREEMENT)
  
- **RESERVATION INSTRUCTION:**
  - IMMEDIATE CANCELLATION OF EXISTING SEGMENTS AFTER SUBMITTING THE GROUP WAIVER20 REQUEST
  - INSERTING SSR OTHS LO SPECIAL GROUP PROCEDURE DATE CHANGE ELEMENT TO EXISTING RESERVATION - INSERTING OF NEW SEGMENTS TO THE EXISTING RESERVATION UNTIL 31DEC20 THE LATEST OR CREATE NEW RESERVATION WITH NEW SSR ELEMENT

### GROUP RESERVATION WITH TICKETS ISSUED

- **NEW TRAVEL DATES:** MUST BE COMPLETED UNTIL **31DEC21**. TO BE SPECIFIED UNTIL **31DEC20** AND VOLUNTARY GROUP RESERVATION CHANGE MUST BE SUBMITTED TO LOT GROUP DESK TWO WEEKS BEFORE ORIGINAL DEPARTURE THE LATEST.  
IF NEW TRAVEL DATES ARE NOT SPECIFIED UNTIL 31DEC20 THEN THE CANCELATION FEE FOR ORIGINAL GROUP WILL BE APPLIED. VOLUNTARY CHANGE IS POSSIBLE ONLY FOR ONE NEW TRAVEL SOLUTION.
- **ROUTING:** CAN BE CHANGED FOR ANY LO OPERATING ROUTING, RECALCULATION REQUIRED.
- **GROUP SIZE:** UNCHANGED, AS FOR ORIGINAL RESERVATION

- **NET FARE FOR NEW TRAVEL DATES:** RECALCULATION REQUIRED
- **CONFIRMATION OF SEATS FOR NEW TRAVEL DATES:** SUBJECT TO AVAILABILITY IN CASE OF LACK OF AVAILABILITY LO GROUP DESK WILL OFFER ALTERNATIVES.
- **ORIGINAL GROUP PARTIAL CANCELLATION** IN CASE OF ANY GROUP SIZE REDUCTION BEFORE SUBMITTING FOR GROUP WAIVER20 MUST BE SETTLED ACCORDING TO STANDARD GROUP BOOKING CONDITIONS
- **COMPARTMENT CHANGE NOT PERMITTED**
- **PAYMENT FOR NEW TRAVEL DATES IN THE 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
  - **NEW DATES TO BE SPECIFIED LATER (UNTIL 31DEC20):** 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
  - ISSUED TICKETS ARE NOT REFUNDABLE (NON-REF) IF THE GROUP IS NOT MATERIALIZED UNTIL **31DEC21 OR NEW TRAVEL DATES ARE NOT PROVIDED UNTIL 31DEC20**
- **NAME CHANGE:** PERMITTED FREE OF CHARGE
- FOR EACH REISSUED GROUP, GROUP SIZE CAN BE INCREASED BY ONE PASSENGER FREE OF CHARGE – AIRPORT TAXES TO BE PAID ONLY
- THE TRAVEL AGENCY PERFORMING REBOOKING WILL BE GRANTED A 10 EUR/USD/CHF BONUS FOR EACH REBOOKED FLOWN TICKET (ENTER AN ADDITIONAL *SR OTHS ZZ-COVID19* BONUS ELEMENT TO THE PNR)
- **OTHER CONDITIONS:** REST OF THE GROUP CONDITIONS WILL BE SPECIFIED AS A ATTACHEMENT TO ORIGINAL CONTRACTS (E. G. STANDARD GROUP PROCEDURE OR SERIES AGREEMENT)
- **RESERVATION INSTRUCTION:**
  - IMMEDIATE CANCELLATION OF EXISTING SEGMENTS AFTER SUBMITTING THE GROUP WAIVER20 REQUEST
  - INSERTING SSR OTHS LO SPECIAL GROUP PROCEDURE DATE CHANGE ELEMENT TO EXISTING RESERVATION - INSERTING OF NEW SEGMENTS TO THE EXISTING RESERVATION UNTIL **31DEC20** THE LATEST OR CREATE NEW RESERVATION WITH NEW SSR ELEMENT

## / HOW TO REISSUE TICKETS BASED ON COVID-19 AND WAIVER 2020 POLICY/

### REBOOKING/REROUTING/REISSUE PROCESS

#### COVID19 (INVOLUNTARY)

##### OPTION 1 FOR PASSENGERS WHO ALREADY KNOW WHEN THEY WANT TO FLY:

- CANCEL ORIGINAL FLIGHTS
- BOOK NEW FLIGHTS ACCORDING TO GIVEN ABOVE INSTRUCTIONS
- EXCHANGE TICKET INVOLUNTARY AND ADD PROPER INFORMATION IN THE ENDORSEMENT BOX/OSI ELEMENT
- ENTER AN ADDITIONAL SR OTHS ZZ-COVID19 BONUS ELEMENT TO THE PNR.

##### OPTION 2 FOR PASSENGERS WHO DO NOT YET KNOW THEIR NEW TRAVEL DATE WITHIN ONE YEAR AFTER DATE OF PURCHASE:

- IF POSSIBLE, CANCEL ORIGINAL BOOKING (THE TICKET REMAINS VALID, EVEN IF THE CUSTOMER IS A NO-SHOW)
- WE RECOMMEND THAT YOU KEEP THE PNR ACTIVE IF SUCH FUNCTION IS AVAILABLE IN YOUR GDS. YOU WILL FIND BELOW GDS ENTRIES THAT ALLOW TO HOLD PNR UNTIL, IN THIS PARTICULAR CASE UNTIL THE 31ST OF DECEMBER 2020.
- 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:

- PLEASE REFER TO BELOW INSTRUCTION FOR TRAVEL AGENTS HOW TO ISSUE EMD-VOUCHER

#### WAIVER2020 (VOLUNTARY)

##### OPTION 1 FOR PASSENGERS WHO ALREADY KNOW WHEN THEY WANT TO FLY:

- CANCEL ORIGINAL FLIGHTS
- BOOK NEW FLIGHTS ACCORDING TO GIVEN ABOVE INSTRUCTIONS
- EXCHANGE TICKET VOLUNTARY AND ADD PROPER INFORMATION IN THE ENDORSEMENT BOX/OSI ELEMENT
- ENTER AN ADDITIONAL SR OTHS ZZ-COVID19 BONUS ELEMENT TO THE PNR.

##### OPTION 2 FOR PASSENGERS WHO DO NOT YET KNOW THEIR NEW TRAVEL DATE WITHIN ONE YEAR AFTER DATE OF PURCHASE:

- IF POSSIBLE, CANCEL ORIGINAL BOOKING (THE TICKET REMAINS VALID, EVEN IF THE CUSTOMER IS A NO-SHOW)
- WE RECOMMEND THAT YOU KEEP THE PNR ACTIVE IF SUCH FUNCTION IS AVAILABLE IN YOUR GDS. YOU WILL FIND BELOW GDS ENTRIES THAT ALLOW TO HOLD PNR UNTIL, IN THIS PARTICULAR CASE UNTIL THE 31ST OF DECEMBER 2020.
- 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.



**GDS ENTRIES FOR HOLDING THE PNR (COVID19 AND WAIVER2020)**

GDS	Entry
<b>Amadeus (1A)</b>	RU1AHK1WAW31DEC/COVID19  WAW(=issuing Office)31DEC(=valid until)/COVID19  NOTE: RU element entered in PNR will be changed to MIS (=Miscellaneous Element) in PNR after EOT(=End of Transaction):  MIS 1A HK1 WAW 31DEC-COVID19  In this example: MIS element will protect PNR against purging as past date PNR and it will allow to modify PNR with travel data before the 31 <sup>st</sup> of December 2020.
<b>Galileo (1G)</b>	0(=Zero)TURZZ(=airline)BK1(=number of pax)WAW(=issuing office)31DEC(=valid until)-COVID19 Example: 0TURLOBK1WAW31DEC-COVID19
<b>Apollo (1V)</b>	0(=Zero)TURZZ(=airline)BK1(=number of pax)WAW(=issuing office)31DEC(=valid until)- **COVID19** Example: 0TURLOBK1WAW31DEC-COVID19
<b>Worldspan (1P)</b>	TNZZ(=airline)MK1(=number of pax)MIS31DEC(=valid until)/AN-COVID19 Example: TNZZMK1MIS31DEC/AN-COVID19
<b>Sabre (1S)</b>	0OTH(=airline)GK1WAW(=city code)31DEC-COVID19 0OTHLOGK1WAW31DEC-COVID19 The free text is not transmitted to the carrier; it is only for the agency to know the reason for the retention  OTH segments are prohibited from storage in the PNR if the date of the OTH segment is beyond 180 days from the last date of any other active segment
<b>Apollo (1V)</b>	0(=Zero)TURZZ(=airline)BK1(=number of pax)WAW(=issuing office)31DEC(=valid until)- **COVID19** Example: 0TURLOBK1WAW31DEC-COVID19



**HOW TO APPLY THE DISCOUNT OF PLN 200 - TKT INSTRUCTION (COVID19 AND WAIVER2020)**

- PAX HAS TO PAY A DUE AMOUNT OF ADDITIONAL COLLECTION TO THE NEW FARE AND TO THE NEW TAXES (ANY ACCEPTABLE FORM OF PAYMENT) MINUS THE VALUE OF FARE PLN 200 WHICH IS DEDUCTED FROM THE NEW FARE VALUE.
- IF THE ADDITIONAL COLLECTION (ADC AMOUNT) IS LOWER THAN PLN 200 , IT IS ALSO COVERED BY LOT, BUT THE DIFFERENCE BETWEEN THE DUE AMOUNT WHICH IS SUPPOSED TO BE PAID BY THE PASSENGER AND PLN 200 IS NOT REFUNDABLE TO THE PASSENGER.
- DISCOUNT VALUE IS 200PLN. EQUIVALENT IN LOCAL CURRENCY (CONVERSION TO ANY OTHER ADDITIONAL CURRENCY MUST BE DONE FROM PLN).
- NEWLY ISSUED TICKETS SHOULD BE ANNOTATED WITH 'DISC200' CODE IN **TOUR CODE BOX** OF THE ETIX (FT\*DISC200).
- NEWLY ISSUED TICKETS SHOULD BE ANNOTATED WITH 'CV19' CODE IN **TICKET DESIGNATOR BOX** OF THE ETIX.
- IT REFERS TO ADDITIONAL COLLECTION TO COMPLETELY (UNUSED) NEWLY ISSUED FOR RT OR OW JOURNEY AND TO PARTIALLY USED TICKETS, WHERE THE ADDITIONAL AMOUNT IS COLLECTED FROM THE PASSENGER AS THE FARE UPGRADE FOR THE JOURNEY, THAT ALREADY BEEN COMMENCED (FOR PARTIALLY USED TICKETS).
- ALL TICKETS ISSUED WITH DISCOUNT SHOULD BE REPORTED TO LO REPRESENTATIVE BASED ON WEEKLY REPORTS

	IF THE NEW FARE IS	THAN
1	HIGHER THAN DISCOUNT LEVEL	DEDUCT DISCOUNT FROM ADC AMOUNT AND REISSUE THE TICKET WITH THE REMAING ADDITIONAL COLLECTION
2	HIGHER THAN THE ORIGINAL FARE BUT LESS THAN THE DISCOUNT LEVEL	REISSUE THE TICKET WITHOUT ANY ADDITIONAL COLLECTION OF FARE DIFFERENCE
3	EXACTLY THE SAME AS IN THE ORIGINAL TICKET	REISSUE THE TICKET WITHOUT ANY ADDITIONAL COLLECTION OF FARE DIFFERENCE
4	EXACTLY EQUAL TO DISCOUNT LEVEL	REISSUE THE TICKET WITHOUT ANY ADDITIONAL COLLECTION OF FARE DIFFERENCE
5	LOWER THAN THE ORIGINAL FARE	REISSUE THE TICKET WITHOUT ANY ADDITIONAL COLLECTION OF FARE DIFFERENCE

## INSTRUCTION FOR TRAVEL AGENTS HOW TO ISSUE EMD-VOUCHER (DSIT D/997)

- EMD MUST BE ISSUED ACCORDING TO THE REGULAR REISSUE/EXCHANGE BASIS PROCEDURE:
  - 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);
- EMD IS VALID FOR REISSUE TO THE NEW TICKET WITHIN ONE YEAR 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.

IN CASE OF ANY DOUBTS OR QUESTIONS PLEASE CONTACT DEDICATED LO HELPDESK OR DEDICATED GDS HELPDESK.

## DEDICATED INSTRUCTION FOR 1A TRAVEL AGENTS

EXAMPLE:

### TICKET TO BE EXCHANGED TO EMD

TKT-0802408192129 RCI- 1A LOC-BPEBR4  
 OD-WAWWAW SI- FCPI-0 POI-WAW DOI-13MAR20 IOI-63490416  
 1.CORONA/WIRUS MR ADT S I  
 1 OWAW LO 381 O 22JAN0750 OK OSAVIO O 22JAN22JAN NO  
 2 OFRA LO 384 O 28JAN0700 OK OSAVIO O 28JAN28JAN NO  
 WAW  
 FARE F PLN 250.00  
 TOTALTAX PLN 318.15  
 TOTAL PLN 568.15  
 /FC WAW LO FRA32.20LO WAW32.20NUC64.40END ROE3.880948  
 FE NONREF/ NO CHNG  
 FP CASH  
 FOR TAX/FEE DETAILS USE TWD/TAX

TOTALTAX PLN 318.15  
 TX01 PLN 43.20YQ TX02 PLN 0.82ND TX03 PLN 60.00XW  
 TX04 PLN 56.29OY TX05 PLN 42.98DE TX06 PLN 114.86RA

### To issue EMD:

1. CREATE SVC – DSIT ELEMENT:

**IU LO NN1 DSIT WAW/13APR**

2. CREATE TSM MASK

**TMC**

3. UPDATE TSM MASK

**TMI/YI --> in case of international ticket**

TMI/YD --> in case of domestic ticket

TMI/CV-250 (coupon value)

TMI/R250/O43.20YQ/O0.82ND/O60.00XW/O56.29OY/O42.98DE/O114.86RA/W0.00 (old fare+tax)

\*\*all taxes have to be shown as paid in tax boxes.

TMI/FE-NON-REF / DUE TO COVID-19 OUTBREAK /WAW FRA WAW

\*\* NON-REF plus reason of reissue and original routing must be shown

TMI/FP-O/CASH (updating old form of payment)

FO\*L9

FO 080-2408192129WAW13MAR20/63490416/080-24081921290E1  
TMI/FO-080-2408192129WAW13MAR20/63490416/080-24081921290E1

TSM 2 TYPE P WAWLO0983 SA/13APR 11 INT I EMD-S CARR LO  
1.CORONA/WIRUS MR  
RFIC-D/J FINANCIAL IMPACT  
1. RFISC-997 DEPOSIT DOWN PAYMENT L 2  
OPERATING CC-LO CPN VALUE-250 ORIGIN-WAW  
NVA-13MAR21

ADD INF/RKS:

FARE R PLN 250.00  
EXCH VAL PLN 568.15

TX001 O PLN 43.20-YQ TX002 O PLN 0.82-ND TX003 O PLN 60.00-XW  
TX004 O PLN 56.29-OY TX005 O PLN 42.98-DE TX006 O PLN 114.86-RA

TOTAL PLN 0.00  
FE \*M\*NON-REF / DUE TO COVID-19 OUTBREAK /WAW FRA WAW  
FO 080-2408192129WAW13MAR20/63490416/080-24081921290E1  
FP O/CASH

#### 4. TTM/RT – ISSUING COMMAND