

Dear Partners,

Please be informed that we will be introducing important changes to the product offered by LOT Polish Airlines on short-haul flights (SH).

Thanks to introduced technological and offer changes, and - above all - expansion of the portfolio of additional services, from 21 March 2022 two travel classes - Economy and Business - will be offered on PLL LOT short-haul flights. The change will also apply to flights to DXB & NQZ operated by narrow-body fleet.

Passengers can now personalize their trip according to their preferences. Our cooperation with leading technology companies provides Economy Class passengers with a number of amenities, such as: the ability to order their favorite meal on board, electronic newspapers with over a thousand titles to choose from, or an in-flight entertainment system with access to movies and TV series on their own mobile devices. We continue to work on further solutions and amenities. More services are planned to be introduced in the GDS channel in the near future.

At the same time, we would like to inform you that PLL LOT will retain three travel classes on long-haul flights operated by the B787 fleet.

The schedule of changes to our short-haul flights is presented below.

- Closing sales of Premium Economy class tickets on SH flights after 20 March
- SH flights continue to operate in three cabin configuration
- SH Premium Economy class tickets available only for flights till 21 March
- All SH flights operate in two cabin configuration
- Passengers who purchased Premium Economy Class tickets for SH flights before 7 March will be automatically upgraded to Business Class

According to the above schedule, three travel classes on SH flights are valid until March 20.

Passengers who purchase Premium Economy class tickets before March 7 for SH flights departing on

or after March 21 will be automatically upgraded to Business class.

Terms and conditions for changing/returning the ticket remain the same as at the time of purchase.

Passengers affected by this change will be notified. The change will take effect automatically.

Sales agents do not need to re-issue affected tickets.

Please find answers to most important questions related to change below:

Which class will passengers travel in if they have a Premium Economy ticket after 21 March?

Passengers will receive a free automatic upgrade to Business class. Passengers with Premium Economy Class tickets for flights scheduled on or after March 21 will receive an email informing them of the upgrade. Sales agents will not need to be involved in communication of the change. The ticket conditions, i.e. the tariff (change, refund) and baggage limit, will remain unchanged.

How is this change going to affect the combination of Long Haul and Short Haul transit flights?

The process will be similar as in combination with domestic flights. Passengers with Premium Economy class tickets on a long-haul flights, will be booked in class (RBD) Y on short-haul flights. The Premium Economy class remains in the LOT Polish Airlines only on long-haul routes. In transit, the European leg is booked as Economy Class.

How will the miles of passengers upgraded to Business class be calculated?

Depending on their original booking class, passengers will be moved to RBDs in which their miles will be calculated:

|              |   |   |   |   |
|--------------|---|---|---|---|
| RBD PREMIUM  | P | A | R | J |
| RBD BUSINESS | Z | F | F | I |

What baggage allowance will apply to Premium Economy class tickets upgraded to Business Class?

The three classes will be valid until 20March. Passengers upgraded from Premium Economy class to Business class are entitled to an unchanged, two piece baggage allowance.

How can sales agents contact PLL LOT for booking support?

In case of any questions, please contact the following e-mail address: [agent.helpdesk@lot.pl](mailto:agent.helpdesk@lot.pl).

What baggage allowance will apply in Premium Economy class on Long-haul (LH) flights?

Two pieces of baggage are allowed for Premium Economy on long-haul (LH) and short-haul (SH) flights. Example: on the segment FRA-WAW-ORD (Y on the short haul and P on the long haul), the passenger will be allowed to take two pieces of luggage.

Does the sales agent need to reissue a ticket after the upgrade from Premium Economy to Business class?

The change / upgrade will be automatic. The sales agent will not need to reissue the ticket.

What RBDs will apply on long-haul flights to the passenger traveling Economy class on the SH section, and Premium Economy class on the LH section?

In this case, the highest RBD in the Economy (Y) class and the same rules as for domestic journeys apply. The baggage allowance is determined by the long-haul leg.

Will Fast Track and priority boarding be offered to Premium Economy passengers on long-haul flights to and from

Warsaw?

A passenger traveling to Warsaw on a short-haul Economy class and then transferring to a long-haul Premium Economy class, can use the dedicated Business / Senator / HON baggage check-in.