

POLISH AIRLINES

LOT

A STAR ALLIANCE MEMBER 

LOT POLISH AIRLINES

GRACE PERIOD WITHIN
24 HOUR AFTER TICKET ISSUANCE

INFORMATION DEDICATED TO LOT SALES DEPARTMENT AND TRAVEL AGENTS

DATE: 15.06.2020

VERSION: 15.06.2020/6.0

STOCK RESTRICTIONS: 080



24-HOUR GRACE PERIOD

TICKETING AND RESERVATION GUIDELINES

LOT Polish Airlines starting on 15JUN20 extend their flexible booking and ticket policy by introducing the possibility of a full refund of airline tickets issued on 080 stock (IATA: LO) within 24h of purchase without additional fees. The offer is valid for tickets sold on/before 31MAR21

- Tickets issued **more than 24h** before departure, are fully refundable **within 24 hours from the date and time of purchase** e.g. a ticket issued on 10JUN at 11.00 on a flight departing on 14JUN will be possible to refund until 10:59 the next day (11JUN) without any penalties
- Tickets issued **less than 24h** before departure are fully refundable **up to 6h before** the scheduled departure time of the first segment in the ticket, e.g. a ticket issued on 10JUN at 18.00 for a scheduled flight on 11JUN at 17.00 is fully refundable until 10:59 the next day (11JUN)
- 24H refund guarantee applies equally to **all sales channels** and to all tickets issued **with individual fares**
- Refund of the ticket with 24h money-back guarantee **requires removal of active segments** in the reservation and making a **VOID/REFUND** transaction within the ticket and required timeline
- In the case of tickets sold by agency channel, the Travel Agent should contact LOT Polish Airlines dedicated support desk in order to receive the authorization for full refund and **to obtain a waiver code**

MANDATORY ELEMENTS IN RESERVATIONS

OSI CODE: OSI LO GRACE PERIOD