

## PRESS RELEASE

### LOT WAIVES CHARGES FOR CHANGES IN TICKET BOOKING ON ALL FLIGHTS

**Warsaw, 10 September 2020 – From today, passengers of LOT Polish Airlines may repeatedly change their travel schedule without incurring additional charges. This is yet another improvement introduced by LOT to help passengers in the times of a global pandemic.**

LOT introduced new, flexible rules for booking management. This not only means greater safety and control over travel planning in the times of a global pandemic, but also no additional charges for introducing changes in the travel plan. According to IATA's data (the report of August 2020 by IATA and McKinsey & Company), in business travel the most decisive factor in the times of a global pandemic is the ability to introduce modifications in flight booking and the availability of direct flights. That is why LOT is making an effort to meet these wishes by abolishing charges for making changes in the booking.

*"We understand the needs of our clients who, in the face of restriction dynamics in particular countries in connection with the global pandemic, expect to receive a service that will provide the highest level of safety, comfort, and flexibility when planning a travel. This does not concern just those that intend to go on a leave in early autumn, but also business travel that is making a gradual comeback. We offer to our clients one of the most competitive products on the market, and namely: flexible booking and easy online management, attractive airline ticket prices, and high standards in in-flight products. We continually improve the quality of our offer, fighting for every passenger",* says **Michał Fijoł, Chief Commercial Officer at LOT Polish Airlines.**

#### **Change of date and direction of travel**

From now on, passengers are able to change the date and direction of travel in their booking free of charge, and as many times as they want. This applies to tickets purchased between 10 September to 31 December 2020 on all LOT flights, in each available fare, including the cheapest 'saver' option without additional baggage. Any extra fees only result from the difference in the price tickets when the fare used in the initial booking is no longer unavailable. As for tickets purchased until 10 September 2020, the passengers may change free of charge their direction and date of travel only once.

#### **Easy online booking service**

If a passenger wants to select a new date on the same route, they can do it on their own at [lot.com](https://lot.com) from the bookmark *Manage your booking*. Changes in the direction of travel can be made by contacting LOT Contact Centre or our agents directly. Moreover, with the comfort of travel and highest quality of passenger service in mind, in the current epidemic situation LOT has also implemented a number of technological changes in its offer. At [lot.com](https://lot.com), passengers may notify their wish to change or return their ticket without having to contact us by phone or e-mail. The website also features a chatbot, which automatically answers questions asked by passengers. Thanks to an additional service *TIME2THINK*, our passengers may temporarily put their flight booking on hold up for a specific price, up to 72 hours.

#### **High product and service quality for our passengers**

Moreover, the Polish carrier improves the quality of in-flight products as well – recently, it replaced paper press by sharing over 1,000 digital press titles for all passengers, regardless of class and travel destination. The carrier also extended its free in-flight service to include new snacks. A novelty on domestic flights is a sweet bun, a 0.5 l bottle of water for each passenger, and a disinfecting tissue. On short-haul flights, passengers are also offered a selection of salty and sweet snacks (pretzels, nuts, and sweet buns) free of charge. At [lot.com](https://lot.com), you can order a free special meal (there are 25 different meals to choose from, including: meals for small children, kosher, gluten-free, and seafood meals) on long-haul flights in all booking classes and in LOT Premium Class as well as LOT Business Class on short-haul routes. Soon, the self-service option at [lot.com](https://lot.com) will also include paid meals.

Current information on the rules for safety and LOT in-flight service can be found at [lot.com](https://lot.com).