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Pul Express GmbH | 24.08.2020



## Informationen zum Coronavirus/COVID-19 LOT Polish Airlines | Restore the possibility of refunding LOT tickets in agency reservation systems (GDS)

Sehr geehrte Reisebüropartner,

hier finden Sie die aktuellen Informationen zum Thema Corona Virus von LOT Polish Airlines:

"Dear Trade Partner,

*we are pleased to share with you that LOT Polish Airlines has restored the GDS refund functionality in Germany. GDS refunds will enable you to process refunds faster in case your customer was not willing to choose any of our flexible change options in their reservation. This will also allow the travel agents community to fully benefit from the grace period functionality.*

*Effective today, you may use GDS refund functionality for new refunds. Already submitted Refund Applications via BSP Link will be processed by our service teams in the order they have been received. However, if you like to process past BSP Link refunds by yourself now via GDS, please contact LOT Polish Airlines in Germany via email at [Germany.Service@lot.pl](mailto:Germany.Service@lot.pl) in order to receive our approval as soon as possible. Please note that due to the large number of refund applications, the processing time line for BSP Link refunds has been significantly extended. GDS refund functionality applies to:*

*GDS refund functionality applies to:*

- Ticket for cancelled flights. Please refer to the latest Covid - 19 policy for cancelled flights, irrespective of refund request date*
- Ticket refund according to fare rule*
- Ticket refunded after restoring refund function in GDS systems. Please follow the policy for cancelled ("involuntary") or non-cancelled ("voluntary") flights when applicable*
- EMD where refund is permitted*

*In case any technical issues while processing the refund, please contact [salesupport@lot.pl](mailto:salesupport@lot.pl) as soon as possible. For any other queries please contact [Germany.Service@lot.pl](mailto:Germany.Service@lot.pl)*

*We truly believe that the introduced change will reassure you of our valued B2B cooperation moving forward. Recently we have communicated our latest network development, not only catering to leisure travellers interested in our #SummerwithLOT scheme, but also to business travellers, who will benefit from an enhanced schedule in Autumn 2020. That certainly also provides the option for passengers to change their booking instead of pursuing a refund through their booking location in Germany.*

*Thank you for your continued support of LOT Polish Airlines.*

*Yours sincerely,  
LOT Polish Airlines"*

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