Your Passenger Rights

Dear Passenger,

Please accept our apologies for any inconvenience you might have experienced in case of flight irregularities such as cancellation, long delay or denied boarding on the flight on which you hold a confirmed reservation.

In accordance with the EC261/2004 Regulation you are entitled to certain rights like compensation and assistance, depending on the specific situation.

Below please find brief information regarding your rights.

Scope
The Regulation applies:
• to passengers departing from an EC airport or departing from an airport of a third country when carried by an EC carrier flying to an EC-country, unless you received benefits or compensation and were given assistance in that third country,
• only if you have a confirmed reservation on the flight concerned
• only if you (except in case of cancellation) present yourself in time for check-in or, if no time is indicated, at least 45 minutes before the published departure time,
• only if you travel on a ticket bought at a fare available to the public.

Delay
In accordance with the EC Regulation a delay occurs when a flight is delayed beyond its scheduled departure time by 4 hours for flights of more than 3.500 km, by 3 hours for flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km, and by 2 hours for flights of up to 1.500km. When your flight is expected to have a long delay, passengers are entitled to receive care while waiting. This includes: meals and refreshments in a reasonable relation to the waiting time, if necessary hotel accommodation including transfer costs and the possibility of making two telephone calls, fax or e-mail messages. Care for passengers while waiting may be declined if the provision of the care would itself cause further delay. In case of more than 5 hours delay you are entitled to a refund of your ticket within seven days for the parts not used or for those parts already used if your flight no longer serves its purpose, and when relevant, a return flight to your first point of departure. You are entitled to receive compensation if you arrive at your final destination with a delay of more than 3 hours provided the delay is not attributable to extraordinary circumstances which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, strikes, security risks or unexpected flight safety shortcomings.

Denied boarding
If in case of overbooking you are denied boarding involuntarily on a flight for which you hold a reservation, you are entitled to case as laid out in the previous section on ‘delay’. In addition you are entitled to re-routing, under comparable conditions, to your final destination at the earliest opportunity. Subject to availability of seats, you may instead choose re-routing to your final destination.
at a later date of your convenience, in which case you will have to bear yourself the cost of food, accommodation and transfer. If you do not wish re-routing, you have the right to a refund as laid out in the previous section on ‘delay’. If you are denied boarding involuntary, you are entitled to compensation without delay. The compensation shall be paid in cash, cheque or bank transfer of with your agreement in form of vouchers. The amount of compensation depends on the distance of the scheduled flight and the alternative flight proposed to you. Compensations amount to:

- 250 € for flights up to 1.500 km,
- 400 € for flights between 1.500 km and 3.500 km and intra-Community flights of more than 1.500 km,
- 600 € for flights of more than 3.500 km

If you are offered an alternative flight, the scheduled arrival time of which does not exceed 2 hours in respect of flights up to 1.500 km, 3 hours in respect of flights between 1.500 km and 3.500 km as well as intra-Community flights of more than 1.500 km, and 4 hours in respect of all other flights the above, mentioned compensation amounts can be reduced by 50 %, i.e. 125 €, 200 € and 300 €. These rights are not granted if you have been denied boarding on reasonable grounds, such as reasons of health, general or operational security, or inadequate travel documentation.

In case that you voluntarily give up the right to travel on the flight booked on an overbooked flight, you have the right to receive compensation not regulated by law, to fly on an alternative flight as soon as possible or if you wish at a later date provided that there are seats available or you may receive a refund of your ticket.

Cancellation

If your flight, for which you hold a valid reservation, is cancelled, you are entitled to re-routing or refund, care, and compensation as laid out here above.

You are not entitled to receive compensation if the cancellation is attributable to extraordinary circumstances which could not have been avoided, even if all reasonable measures had been taken. Examples include bad weather conditions, political instability, strikes, security, risks, unexpected flight safety shortcomings. Equally, there is no right to compensation when the passenger has been informed of the cancellation:

- at least 14 days before the scheduled time of departure
- between 14 and 7 days before the scheduled time of departure and the alternative flight departs no more than 2 hours before the originally scheduled time of departure and reaches the final destination less than 4 hours after the scheduled time of arrival less than 7 days before scheduled time of departure and the alternative flight departs no more than 1 hour before the originally scheduled time of departure and reaches final destination less than 2 hours the scheduled time of arrival.

Involuntary Downgrading

If you are placed in a class lower than that for which the ticket was purchased, you are entitled to compensation within seven days. The amount of compensation depends on the distance of the scheduled flight and the price per flight segment. Compensation amounts in percentage of the price per flight segment:

- 30 % up to 1.500 km, or
- 50 % for flights between 1.500 km and 3.500 and intra-Community flights of more than 1.500 km, or
- 75 % for flights of more than 3.500 km.
If you are dissatisfied with your treatment please find below contact details to LOT Polish Airlines Passenger & Baggage Claim Department or Polish Government Body responsible for enforcing passenger rights:

**LOT Polish Airlines**  
**Passenger & Baggage Claim Department**  
ul. 17 Stycznia 43  
02-146 Warsaw  
Poland

**Polish Civil**  
**Aviation Authority**  
ul. M. Flisa 2  
02-247 Warsaw  
Poland