



POLSKIE LINIE LOTNICZE

LOT

A STAR ALLIANCE MEMBER 

STAR ALLIANCE

Ground operations training materials

Warsaw, 2019, Revision 3.0



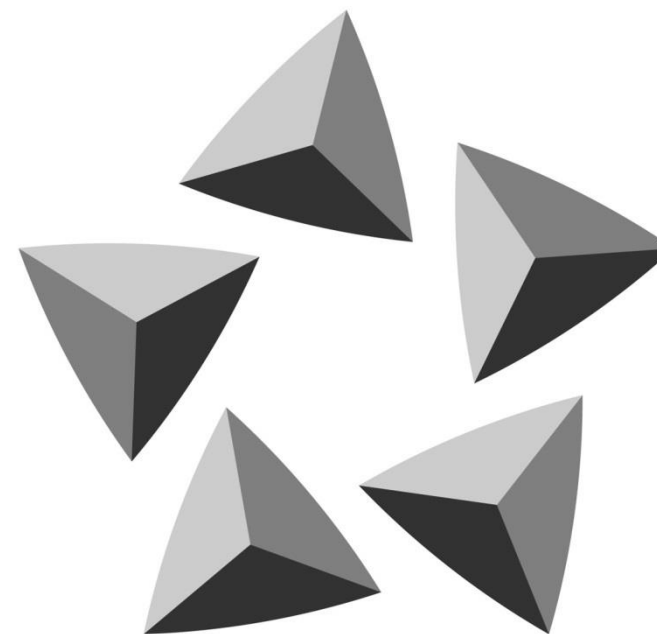
AGENDA

- / Star Alliance - introduction
- / LOT Polish Airlines in Star Alliance
- / Star Alliance for travellers
- / Irregularities

POLISH AIRLINES



A STAR ALLIANCE MEMBER 



STAR ALLIANCE™



POLSKIE LINIE LOTNICZE

LOT

A STAR ALLIANCE MEMBER

Star Alliance - introduction

Star Alliance founders

- Star Alliance was founded in 1997 by five airlines:

Air Canada, Lufthansa, Scandinavian Airlines, Thai Airways International and United, in order to offer clients joint products and services of the highest possible quality.



Star Alliance Member Airlines

Our member airlines include many of the world's top aviation companies as well as smaller regional airlines. Together, they offer easy connections to almost any destination in the world. Each airline maintains its own individual style and cultural identity, bringing the richness of diversity and multiculturalism to the alliance. At the same time each airline shares a common dedication to the highest standards of safety and customer service.

Click on a logo to learn more about them:

<https://www.staralliance.com/en/>



POLSKIE LINIE LOTNICZE

LOT

A STAR ALLIANCE MEMBER

LOT Polish Airlines in Star Alliance
since 2003

POLISH AIRLINES

LOT

A STAR ALLIANCE MEMBER

90TH
ANNIVERSARY



Over
700
world-class
pilots



4 continents where we take our passengers



Over
1300
members
of a professional
crew



81
aircraft

On the way

9
Boeing
737 MAX

3
Boeing
787-9

*The above figures relate to LOT Polish Airlines flights

OUR FLEET + ORDERED AIRCRAFT

**3 + 4 BOEING 787-9
DREAMLINER**



**8 BOEING 787-8
DREAMLINER**



5 + 7 BOEING 737 MAX 8



4 BOEING 737-800 NG



3 BOEING 737-400



12 EMBRAER 195



4 EMBRAER 190



12 EMBRAER 175



6 EMBRAER 170



12 BOMBARDIER Q400





POLSKIE LINIE LOTNICZE

LOT

A STAR ALLIANCE MEMBER

Star Alliance for passengers

Check-in and Boarding

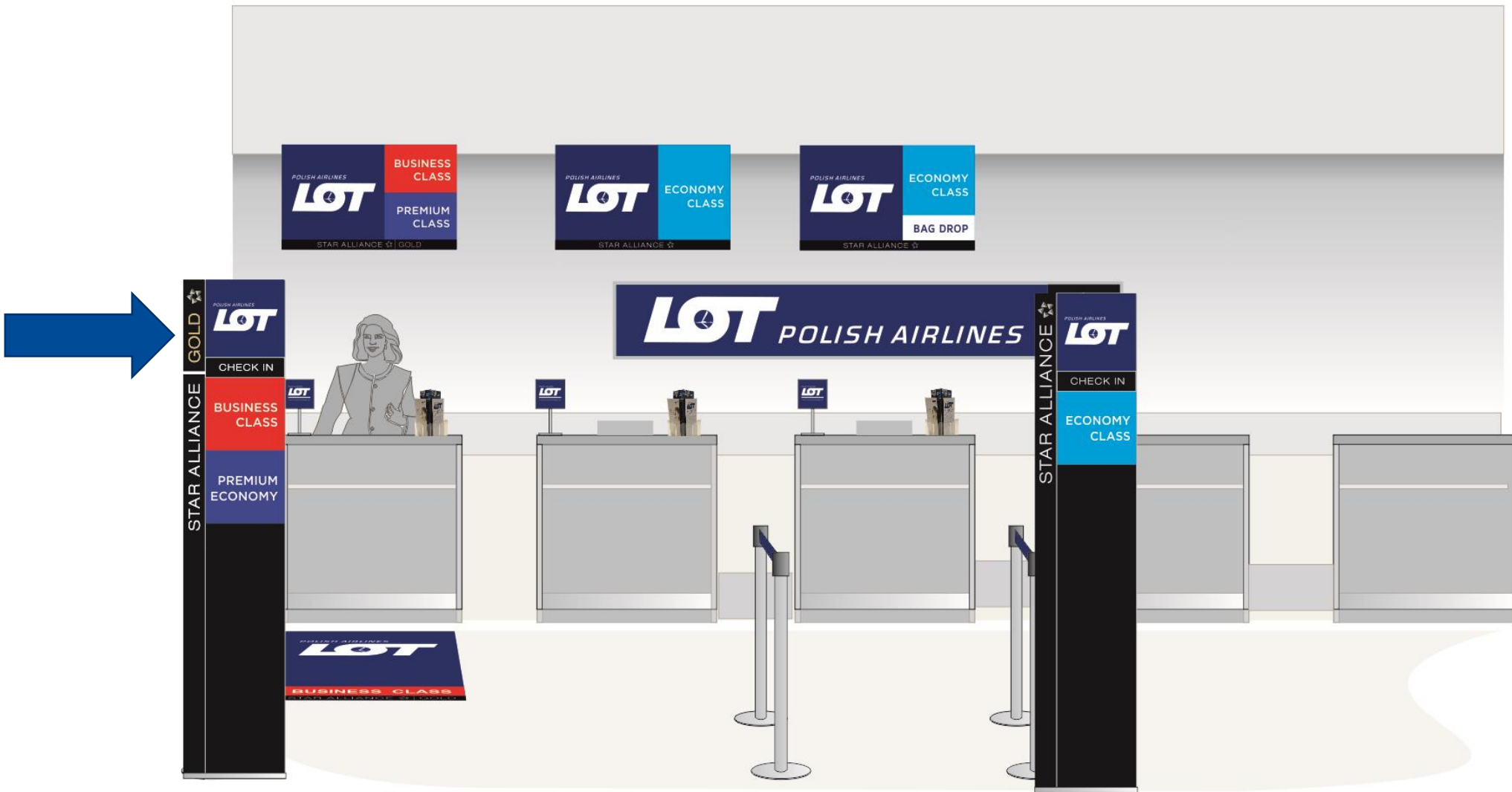
- Check-in queue length:
 - The waiting time in the queue for economy class should not exceed 15 minutes.
 - No more than 3 passengers should queue for business class (including Star Gold) and no more than 1 person for HON counter (where applies).
- Boarding:
 - Pre-boarding announcement shall contain the following information:
 - boarding for business class customers and Star Alliance Gold cards holders at their convenience
 - priority boarding for passengers travelling with small children
 - boarding according to the row numbers starting from the back to the front of the aircraft

Check-in and Boarding

- **NOTE:** A dedicated boarding line should be arranged for LOT Business/ Premium Economy passengers and Star Alliance Gold cards holders.
- **NOTE:** At WAW airport a dedicated bus for **LOT Business Class/LOT Premium Economy** passengers and Star Alliance Gold Card holders must be arranged in case of parking the aircraft at apron position

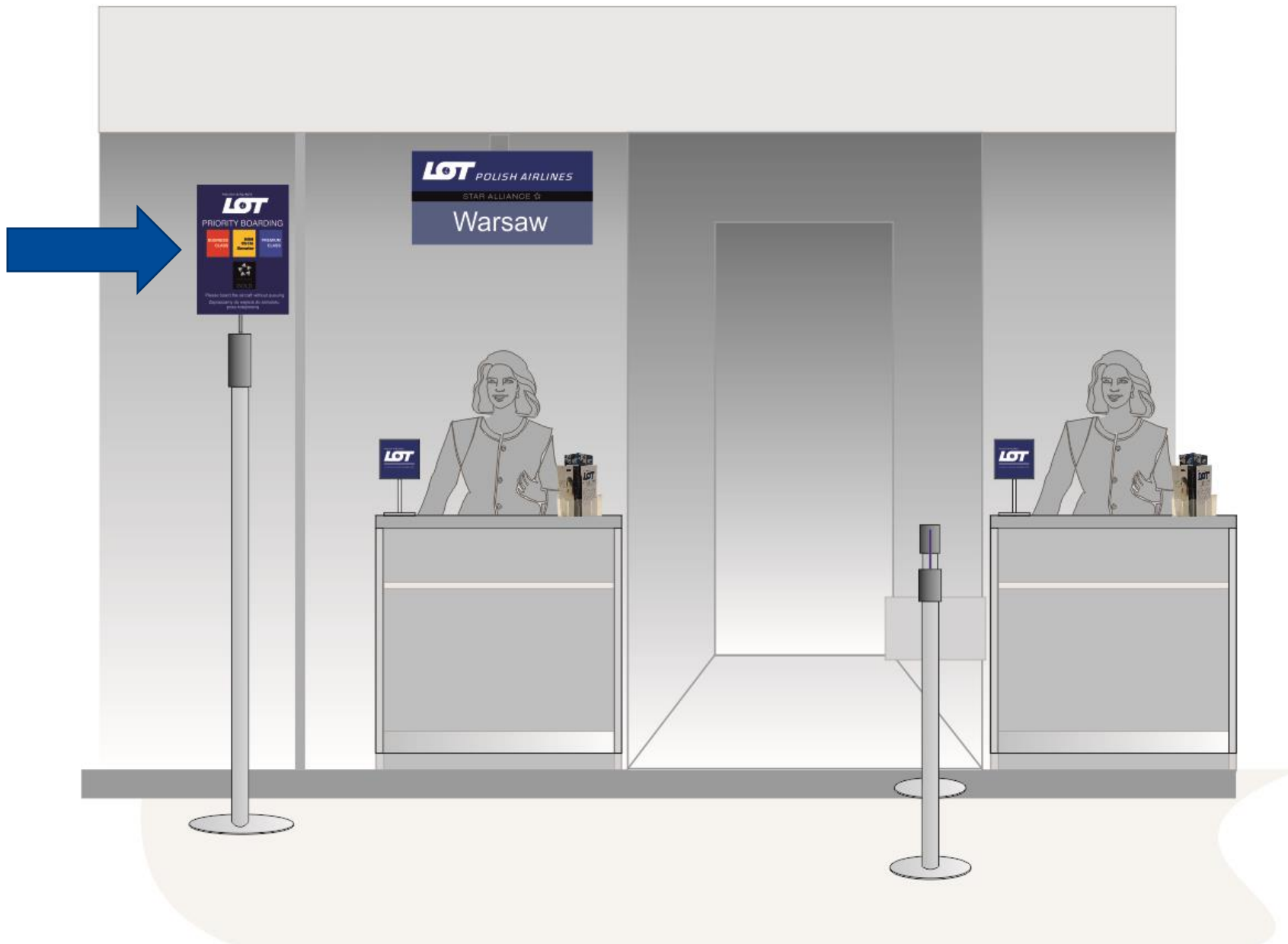


CHECK IN



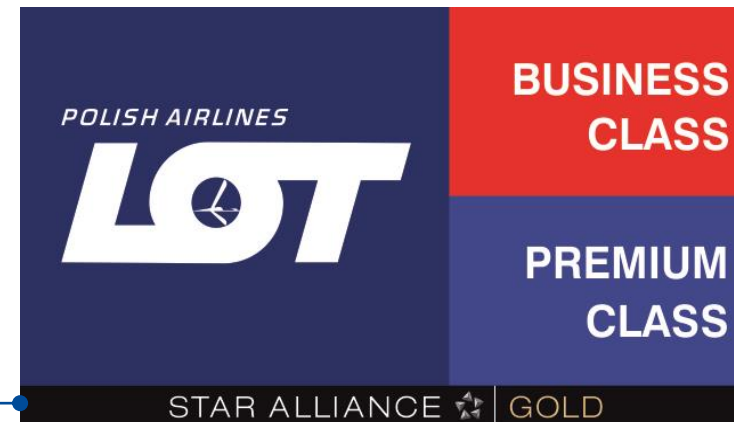


GATE

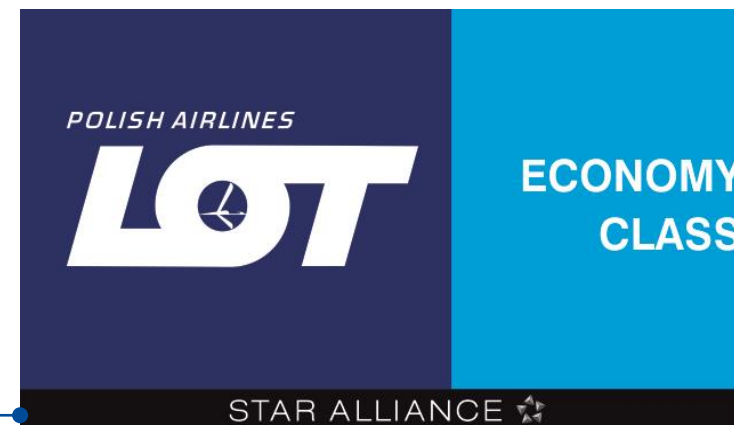


LOT Signage

LOT signage includes Star Alliance GOLD



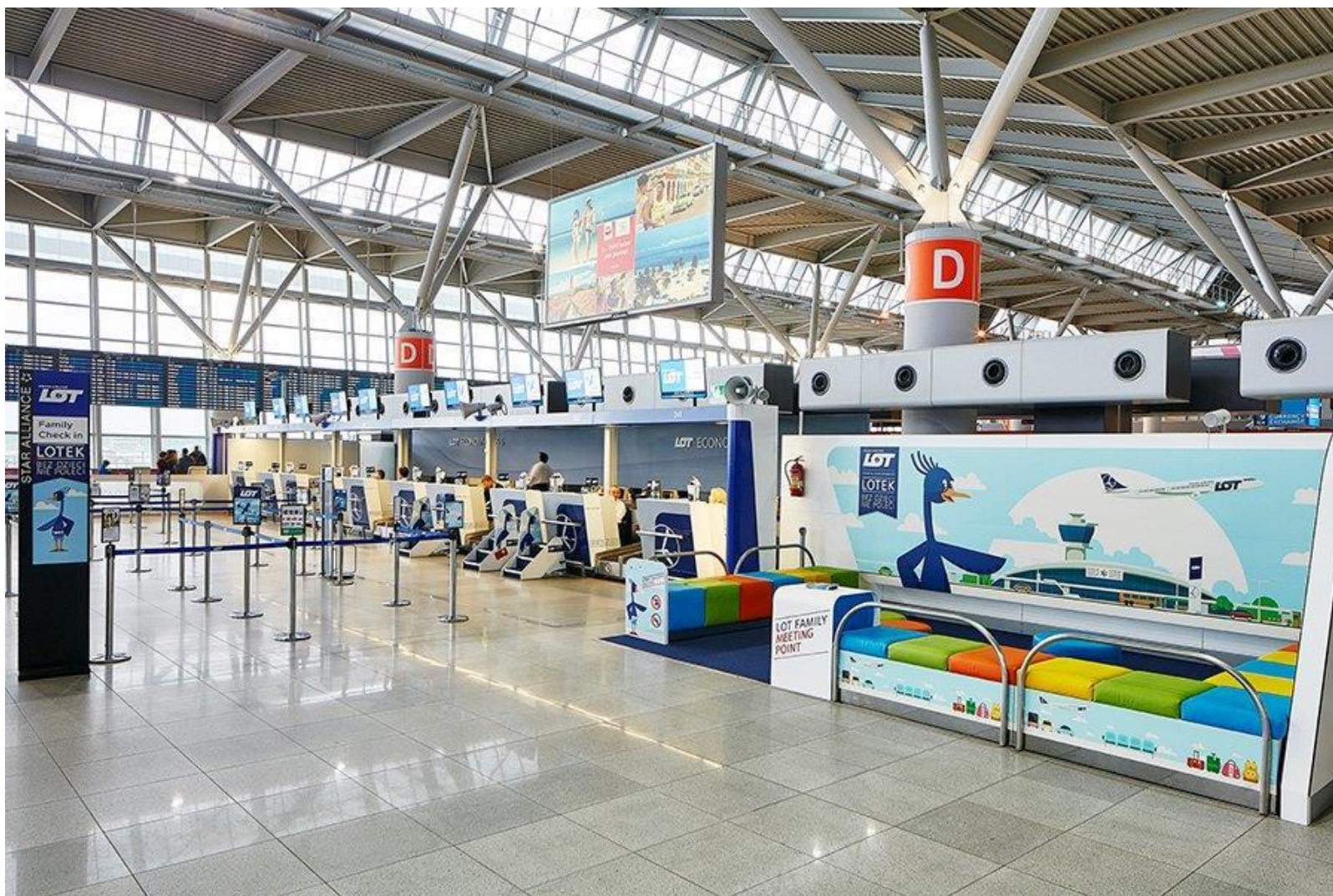
LOT signage includes Star Alliance logo



Warsaw HUB Station



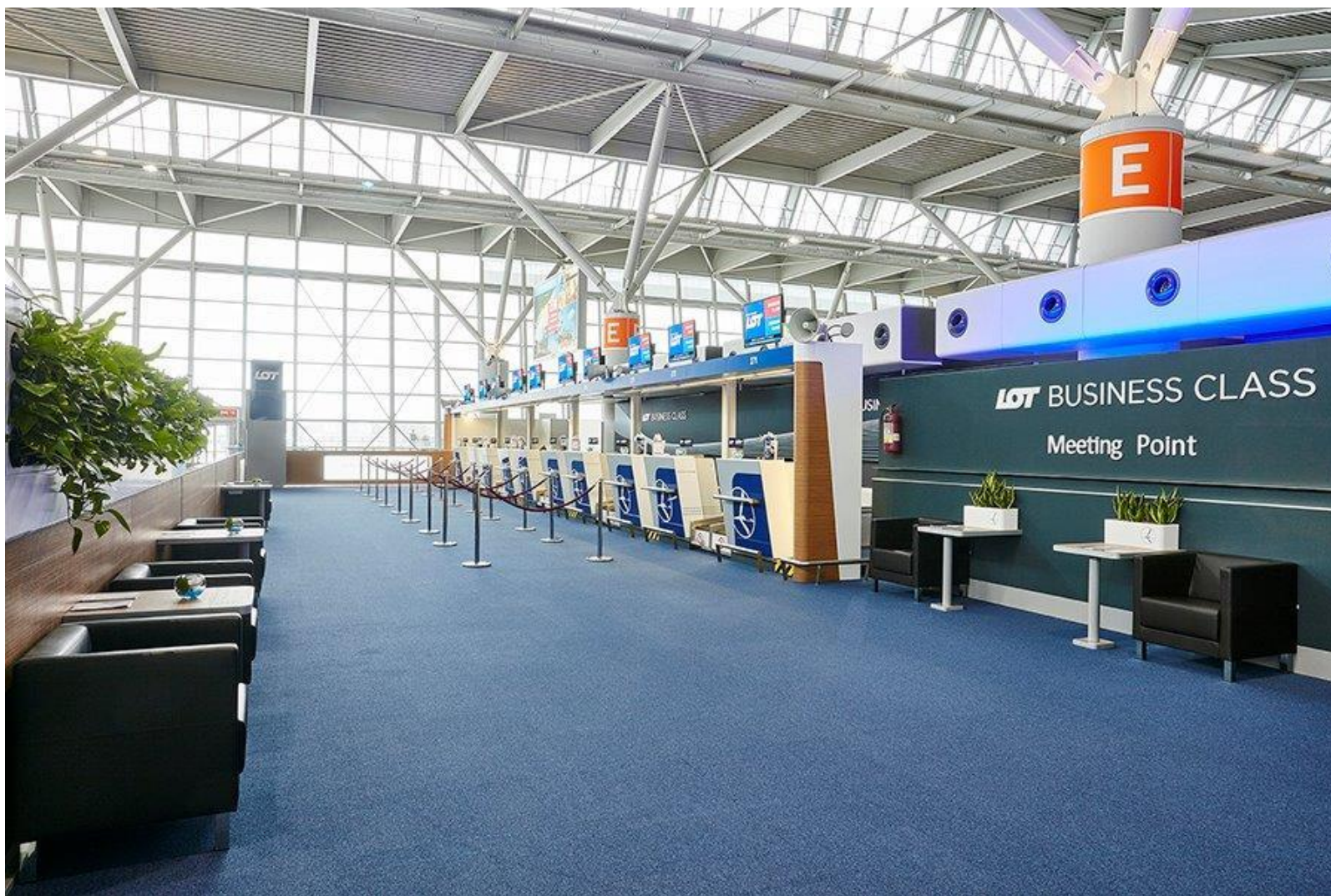
- LOT Polish Airlines serves several checking facilities at Warsaw Chopin Airport including LOT Economy Class fast bag drop counters, self check-in and tagging kiosks, dedicated LOT Business Class check-in area with HON Circle counter.
- LOT Business Class check-in area is located in opposite of Business Class ticketing office and Star Alliance Gold Track Security.
- Star Alliance Gold Track Immigration is not available at Warsaw Chopin Airport.



Separate process for passengers who already checked in
(for checking-in their bags)









Gold Track Security at WAW Airport

Invite eligible passenger:

- Star Gold,
- LOT Business Class

Notify eligible customers with the verbal invitation at the checkin counter



Priorities concept of LOT Polish Airlines

FULL FARE PASSENGERS :

1. VIP
2. HON
3. **LOT GOLD CARD / CUSTOMER
INCL M&M**
4. STAR ALLIANCE GOLD CARD
INCL M&M
5. **LOT SILVER CARD/ CUSTOMER
INCL M&M**
6. STAR ALLIANCE SILVER CARD
INCL M&M
7. SPECIAL PAX – UMR / WCHR ETC.
8. TRANSFER
9. M&M BASIC CARD
10. LOCAL PASSANGER
11. PRIVATE TRIP / FARE R150
12. PRIVATE AGENT TRIP / FARE AD 50

LOT Automated Check-in System LOT.

- We want to save your time before the flight and make the check-in easy for you. Therefore, we would like to ask you to use the Automated Check-in System. You will be automatically checked in 36 hours before your flight and your boarding pass will be sent to your e-mail address or your phone.

Who can use the automated check-in system?

- The system can be used by any Passenger travelling with LOT Polish Airlines. All you have to do is register your planned journey not later than 37 hours before your departure hour is to choose tick Automatic Check-in box when buying a ticket on lot.com or make a request by calling the [LOT Contact Center](#).
- The service is active without the need to register for the following Passengers:
 - LOT Business Class passengers
 - LOT Premium Economy passengers
 - STAR ALLIANCE GOLD and STAR ALLIANCE SILVER card holders

Through check-in

- Is check-in at the departure station on the continuing flight(s) beyond the passenger's next transfer point(s).
- Through check-in means better customer service by:
 - offering one-stop check-in for transfer passenger at the station of origin and,
 - reducing or even eliminating the waiting time at the transfer station.
- **Procedure:**
 - If available - the passenger (including his/her baggage) **must be** checked in through to the destination airport;
 - Information about total weight and quantity of baggage must be entered in the ticket;
 - During check-in at the departure airport the check-in agent should tell the passenger:
 - name of the airport to which the passenger's baggage has been checked in;
 - name of the airport to which the passenger has checked in;
 - gate number at the airport at which the next flight leg is supposed to commence;
 - that it is necessary to check the gate number after landing at the transfer airport.

Baggage Through Checking

Through check-in of baggage is possible for following cases:

- onto flight is operated by LO or other airlines contracted with Interline Agreement with LO (Reference in GGAIRO)
- the connecting flight departs from the same airport as the delivering flight
- the connecting flight is scheduled to depart from the airport of transfer on the same day on which the delivering flight is scheduled to arrive
- if local through-check-in rules allow
- if the passenger holds a ticket with confirmed (OK) or requested (RQ) reservation for the connecting flight

NOTE: Baggage of ID passengers with status seat available (SA) may be checked through if passengers agree.

- Through check-in of baggage in case of separate tickets is allowed on LO and Star Alliance partners – the Electronic Tickets Interline agreement must exist, sufficient connecting time is observed and the local through-check rules allow.



Welcome aboard
Witamy na pokładzie

LOT

787 DREAMLINER

Welcome aboard
Witamy na pokładzie

LOT

787 DREAMLINER

POLSKIE LINIE LOTNICZE

LOT

A STAR ALLIANCE MEMBER

Miles and More

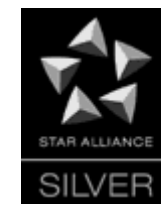
Silver and Gold members

■ Star Silver

- The common name and logo of the Silver Card membership status within Star Alliance frequent flyer programmes. Silver level in Miles & More is Frequent Traveller (FTL)

■ Star Gold

- The common name and logo of the top tier membership status within Star Alliance frequent flyer programmes. Gold level in Miles & More is Senator and Hon Circle



Miles and more card

- Miles & More member is able to earn miles on Miles & More airlines and on many partner airlines within the programme.
- Additional miles can be earned:
 - for stays at numerous hotels,
 - on car rentals,
 - on credit cards,
 - on insurance (e.g. in Poland –AXA)
 - on duty free shopping aboard (LH, LX) and at airports,
 - on duty free shopping on the ground, etc.
- Entry in Amadeus to earn miles:

FFN LH – 992001234567890

SR FQTV LO HK/-LH992220123456789/P1/S3



FTL – Frequent Traveller

- Frequent Traveller Members are important frequent flyers of our privileged group.
- Amadeus entry:

FFN LH – 992220123456789

SR FQTV LO HK/-LH992220123456789/P1/S3

- A Miles & More member will be upgraded to the Frequent Traveller member when she/he earns at least - 35 000 Status Miles or 30 scheduled flights in one calendar year
- A re-qualification period of an existing Frequent Traveller member is based on accrual of 35000 status miles or 30 scheduled flights in one of two calendar years.



FTL – Frequent Traveller

■ Before departure:

- special information and award reservation number,
- priority on waiting list (third highest),
- weight concept – 40 kg in total *As a result, regardless of the status of the passengers travelling on the Light fare of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN)
- additional piece of luggage at no extra cost in Economy Class (On flights operated by LOT, Adria Airways, Austrian Airlines, Brussels Airlines, Croatia Airlines, Lufthansa, Lufthansa Private Jet, Luxair and SWISS) *As a result, regardless of the status of the passengers travelling on the Light fare of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN)



FTL – Frequent Traveller

- Business Class check-in with Miles & More airline partners regardless of the class booked on flight (For scheduled flights operated by Adria Airways, Air Dolomiti, Austrian Airlines, Brussels Airlines, Croatia Airlines, Eurowings, Germanwings, LOT Polish Airlines, Lufthansa, Luxair and SWISS)
- access to BL in WAW (Polonez) for Frequent Traveller
- access to Frequent Traveller lounges, Business lounges of Lufthansa Group with same day boarding pass for Star carrier
- Executive Bonus of 25% - on LOT (LO), Lufthansa (LH) Austrian Airlines Group (OS) Air Dolomiti (EN) United Airlines (UA) Adria Airways (JP) Croatia Airlines (OU) Air Canada (AC) SWISS (LX) LH Regional LH PrivateJet, Brussels Airlines (SN) Luxair (LG) Germanwings (4U), Eurowings (EW)
- unlimited mileage validity,
- **After landing:** priority luggage delivery (only if booked in First or Business Class).



FTL – Frequent Traveller

- **Access to LOT contracted lounges**
- **In Poland:** member must show FTL card and boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport /terminal, no guests allowed.
- **Abroad:** member must show FTL card and boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport/ terminal, no guests allowed.
- Local restrictions may apply

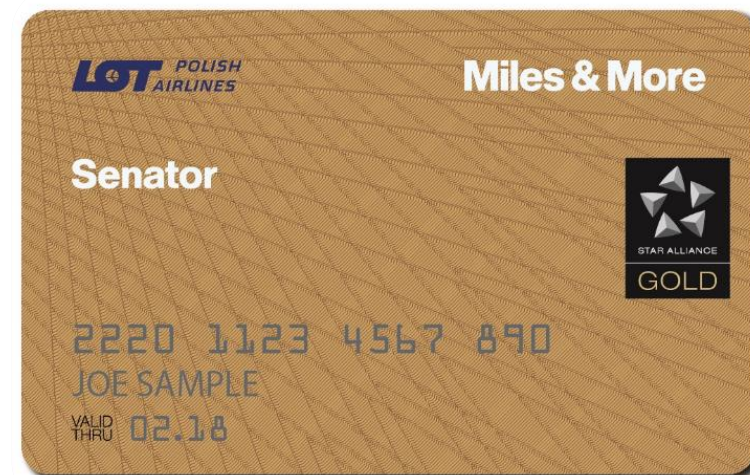


SEN - Senator

- **Senator Members are our most important customers.**
- They hold a Miles & More Senator card (Star Gold).
- Amadeus entry:

FFN LH-22210123456789

SR FQTV LO HK/-LH992220123456789/P1/S3

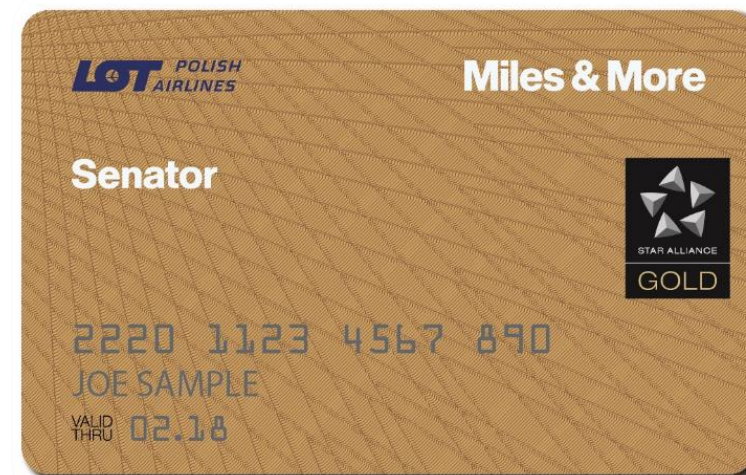


SEN - Senator

- Access to Business Lounges contracted by LOT
- Access to Senator Lounges
- Access to Star Gold lounges with a boarding pass for a Star Alliance flight
- Miles validity unlimited,
- Privilege to invite max. 1 guest to the business lounge
- Priority check-in :at Star gold counter (Star Alliance flights), First Class counter (LH Group flights)

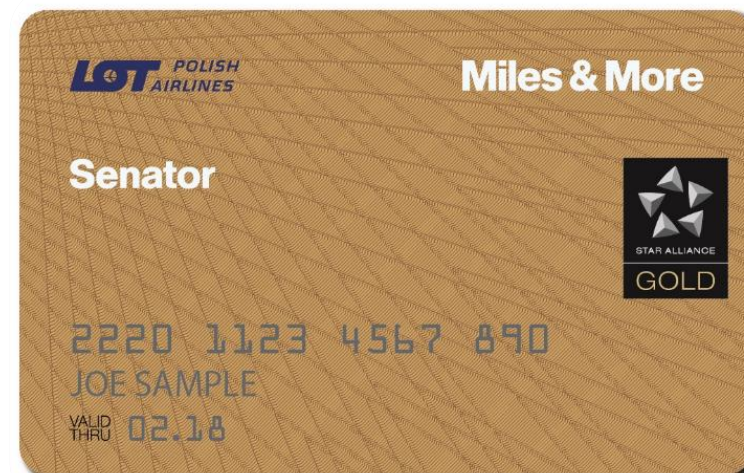


- Seat guarantee:
 - 48 hours before departure in Business Class (C) for all LOT, Adria Airways, Croatia Airlines.
 - 48 hours before departure in Business Class (J) for Austrian Airlines, Brussels Airlines, Lufthansa, Lufthansa Regional and SWISS
 - 48 hours before departure in Economy Class (Y) for all LOT, Adria Airways, Croatia Airlines, Lufthansa Group.



SEN - Senator

- Additional **20 kg** or additional **piece** (if piece concept) of luggage at no extra cost **As a result, regardless of the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN)*
- One additional golf bag may be carried free of charge (In addition to all currently-valid free baggage allowances on scheduled flights operated by Adria Airways, Austrian Airlines, Brussels Airlines, Croatia Airlines, LOT Polish Airlines, Lufthansa, Lufthansa Private Jet and SWISS -with the exception of North Atlantic routes. The weight of golf equipment is limited to a maximum of 23 kg) **As a result, regardless of the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX), charges apply for each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN)*



SEN - Senator

- Second highest priority on waiting list, / standby list
- Executive Bonus of 25% - on LOT (LO), Lufthansa (LH) Austrian Airlines Group (OS) Air Dolomiti (EN) United Airlines (UA) Adria Airways (JP) Croatia Airlines (OU) Air Canada (AC) SWISS (LX) LH Regional LH PrivateJet Brussels Airlines (SN) Germanwings (4U), Eurowings (EW)
- 2 Upgrade e-vouchers for every qualification and re-qualification to SEN status
- 50% mileage reduction for Companion awards on LOT, Lufthansa Group
- **After landing:**
 - priority luggage delivery



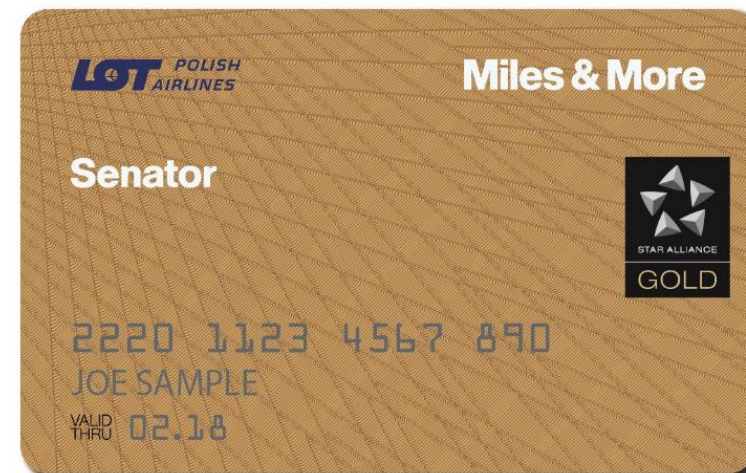
SEN - Senator

- Executive Bonus of 25% - on LOT (LO), Lufthansa (LH) Austrian Airlines Group(OS) Air Dolomiti (EN) United Airlines (UA) Adria Airways (JP) Croatia Airlines(OU) Air Canada (AC) SWISS (LX) LH Regional LH PrivateJet Brussels Airlines(SN) Germanwings (4U)
- 2 Upgrade e-vouchers for every qualification and re-qualification to SEN status
- 50% mileage reduction for Companion awards on LOT, Lufthansa Group
- Number of miles required to achieve Senator card is:
 - 100000 Status Miles during a calendar year
 - Re-qualification – accrual of 100.000 status miles within a one of two calendar years.



SEN - Senator

- **Access to LOT contracted lounges**
- In Poland: member must show SEN card and same day boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport/terminal, one quest.
- Abroad: member must show SEN card and boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport/terminal, one quest.
- **Local restrictions may apply**

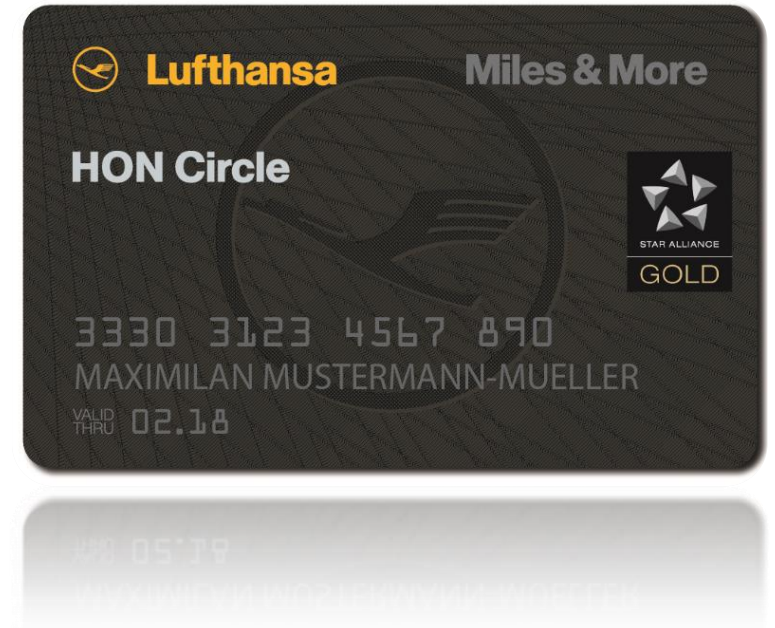


HON Circle

- **HON Circle Members are our most important customers!**
- They hold a Miles & More HON Circle card (Star Gold).
- Amadeus entry:

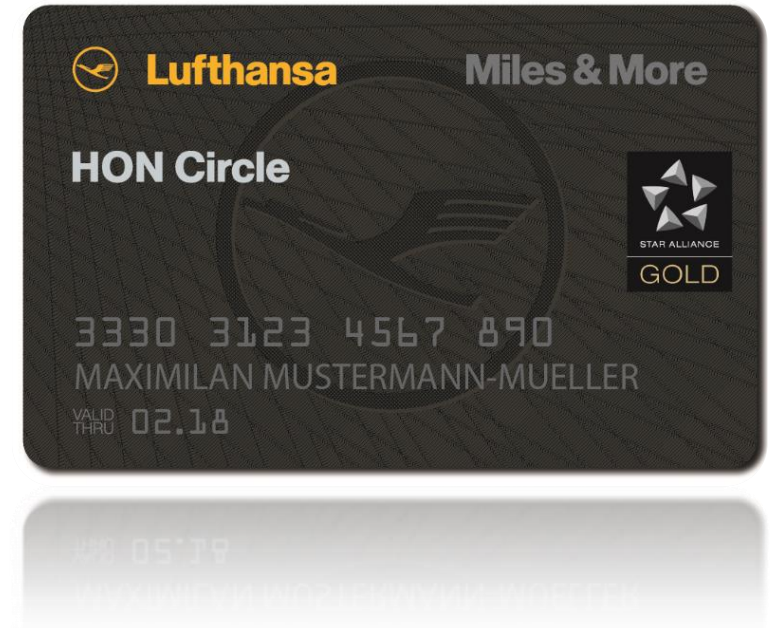
FFN LH-333001234567890

SR FQTV LO HK/-LH33301234567890/P1/S1



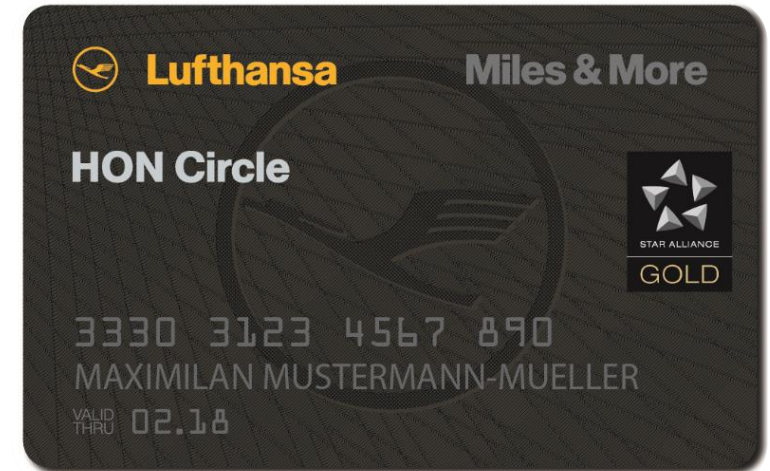
HON Circle

- Access to LOT contracted business lounges,
- Access to HON Circle First Class lounges in FRA,
- Access to First Class Terminal in FRA,
- Access to other lounges-the same Privileges as Senator,
- Privilege to invite one guest + spouse + own children to Star Gold lounge,
- Miles validity unlimited,
- HON Service in WAW,
- Priority check-in: at Star gold counter (Star Alliance flights), First Class counter (LH Group flights)
- Seat guarantee:
- 24 hours before departure in Business Class (C) for all LOT, Adria Airways, Croatia Airlines,
- 24 hours before departure in Business Class (J) for Austrian Airlines, Brussels Airlines, Lufthansa, and SWISS
- 24 hours before departure in Economy Class (Y) for all LOT, Adria Airways, Croatia Airlines, (Y) Lufthansa Group.



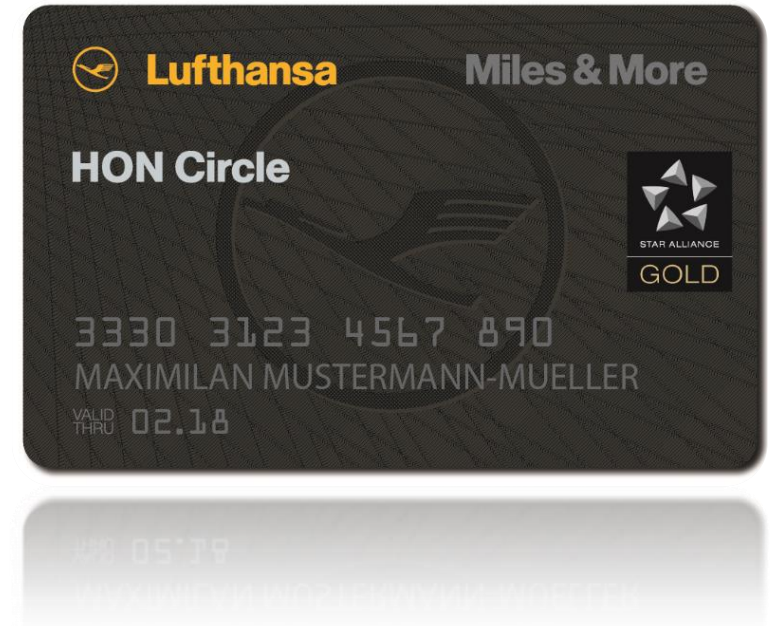
HON Circle

- ? Additional **20 kg** or additional **piece** (in case of piece concept) of luggage at no extra cost **As a result,*
- *regardless of the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX),*
- *charges apply for each piece of baggage. This also applies to other cheap Economy fares as*
- *"Check&Go" (SN)*
- One additional golf bag may be carried free of charge (In addition to all currently-valid free baggage
- allowances on scheduled flights operated by Adria Airways, Austrian Airlines, Brussels Airlines, Croatia Airlines, LOT Polish Airlines, Lufthansa, Lufthansa Private Jet and SWISS -with the exception of North
- Atlantic routes. The weight of golf equipment is limited to a maximum of 23 kg) **As a result, regardless of*
- *the status of the passengers travelling on the **Light fare** of Economy Class (OS, LH,LX), charges apply for*
- *each piece of baggage. This also applies to other cheap Economy fares as "Check&Go" (SN)*
- Highest priority on waiting list/standby list.



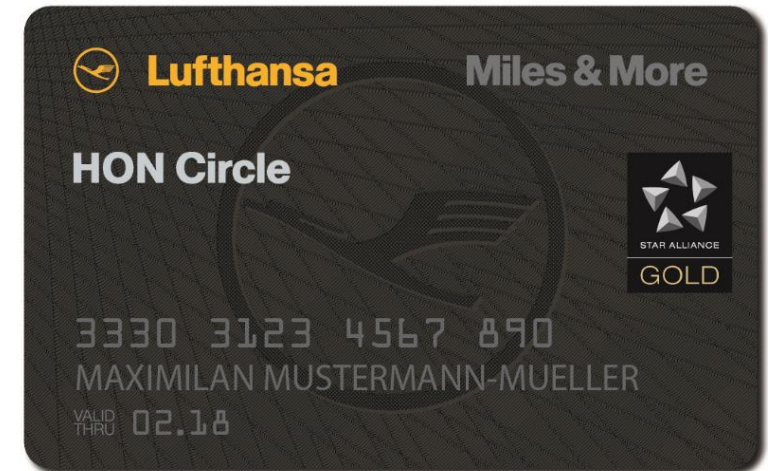
HON Circle

- Executive Bonus of 25% - on LOT (LO), Lufthansa (LH) Austrian Airlines Group (OS) Air Dolomiti (EN) United Airlines (UA) Adria Airways (JP) Croatia Airlines (OU) Air Canada (AC) SWISS (LX) LH Regional LH PrivateJet Brussels Airlines (SN) Luxair (LG) Germanwings (4U)
- Senator Card for spouse or partner
- Extended flight award availability
- 6 Upgrade e-vouchers for every qualification and re-qualification to SEN status
- Number of miles required to achieve HON Circle status is **(on flights in First and Business Class)** is:
 - 600.000 Status Miles during two calendar years
 - Re-qualification – accrual of 600.000 status miles within a two calendar years.



HON Circle

- Access to LOT contracted lounges
- **In Poland:** member must show HON card + boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport/terminal,
- one guest + spouse + children
- **Abroad:** member must show HON card and boarding pass on LOT Polish Airlines operated flight departing at the same day and from the same airport/terminal,
- one guest + spouse + **children (local restrictions may apply)**
- **After landing:**
 - priority luggage delivery!



IDENTIFICATION OF STAR ALLIANCE GOLD AND SILVER CUSTOMERS

- The “Premium Customer Identifier” is defined as:

XX*G for Star Alliance Gold customers, and XX*S for Star Alliance Silver customers, where XX is the IATA 2-letter code of the carrier in whose frequent flyer programme the customer is a member.

- For boarding passes, no other letters or words for Premium Customer Identifier are acceptable. In addition, carrier’s own tier level may be printed next to the identifier.
- For non-customer facing channels other forms of identifying Star Alliance Gold and Silver customers can be accepted, for example, all customer name lists available to reservations, DCS, airport staff and cabin crew.
- XX*B to apply for member airlines’ FFP base members, when members opt to apply the Star Alliance status recognition logic (XX*).

IDENTIFICATION OF STAR ALLIANCE GOLD AND SILVER CUSTOMERS

Messenger (0) **LO Flight LO26 (1)** ? F1

Flight Information Customer List Selection Customer List Customer Selection Customer Record

✈ LO26 WAW → JFK New York John F Kennedy (7 British Airways,...) STD: 16:45
Acceptance Open Gate: 21N,22N Boarding: 16:00

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1								
A ✈ LO27			JFK-WAW	Senator	✖ C(C)	249	2L	✓ BOARDED Service
B ✈ LO26			WAW-JFK	Senator	Ⓢ C(Z)		1H	✖ ADC, ✖ GSH, Service

Select Customer: Select Flight(s): Expand [SF2] 1 of 1 Selected

Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.

Messenger (0) **LO Flight LO26 (1)** ? F1

Flight Information Customer List Selection Customer List Customer Selection Customer Record

✈ LO26 WAW → JFK New York John F Kennedy (7 British Airways,...) STD: 16:45
Acceptance Open Gate: 21N,22N Boarding: 16:00

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1								
A ✈ LO26			WAW-JFK	Y(U)				✖ DOCS, ✖ ADC, ✖ GSH, ✖ ESTA
B ✈ LO27			JFK-WAW	Y(U)				

Select Customer: Select Flight(s): Expand [SF2] 1 of 3 Selected

Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.

Messenger (0) **LO Flight LO97 (1)** ? F1

Flight Information Customer List Selection Customer List Customer Selection Customer Record

✈ LO97 WAW → ICN Seoul Incheon International (1) STD: 16:30
Acceptance Open Gate: 17N,18N Boarding: 15:45

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1								
A ✈ LO97			WAW-ICN	GOLD	Y(S)	21G		✖ DOCS, ✖ ADC, ✖ GSH, ✖ iAPP
B ✈ LO98			ICN-WAW	GOLD	Y(S)	20G		

Select Customer: Select Flight(s): Expand [SF2] 1 of 1 Selected

Select customer to view corresponding record. Refine the 'All Categories' display with F2 function.

HON Service

- HON Service is an offer directed to HON Circle customers arriving or departing WAW on LO/OS operated flights.
- HON Service offers dedicated check-in counter, personal assistance during check-in, security and passport control (if necessary). A HON Circle member is accompanied by assistance to the business lounge of LOT “Polonez” or to the plane.
- The limousine service is offered in case, when the aircraft is parked on apron position.
- The detailed procedure is available to WAW station.



Business Lounge “Polonez”

- Business class passengers and Frequent Traveller Program members (HON, SEN,FTL) are entitled to access to the Business Lounge at some airports.
- Premium Class passengers are allowed to buy an access-ticket to Business Lounge in Warsaw at LO ATO and CTO or at the LOT Transfer Center.
- LOT business lounge “Polonez” is dedicated for LOT business class passengers and Star Alliance Gold card holders and FTL passengers. The lounge is open from 05:00 a.m. till 11:00 p.m. and may be extend due to irreuglarities.

Business Lounge “Polonez”

■ Facilities:

- Disabled Passenger
- Pc Desktop
- Showers
- TV Area
- Alcoholic Drinks
- Flight Information
- Hot And Cold Beverages
- Toilet Facilities
- Children's Area
- Workstation Area
- Internet Access
- Printer
- WLAN Access
- Snacks
- Magazines
- Food Selection

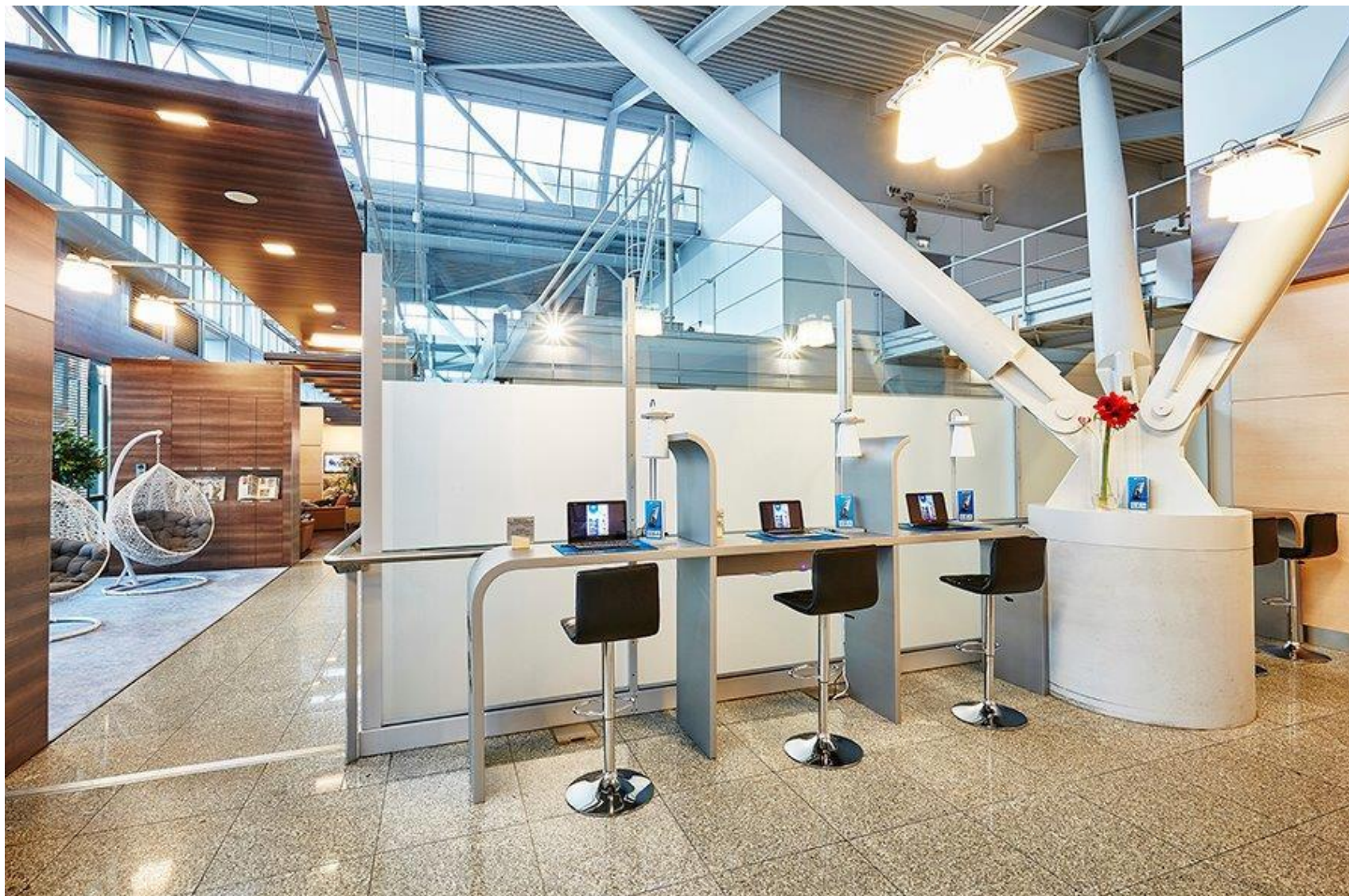
LOT Business Lounge „Polonez”



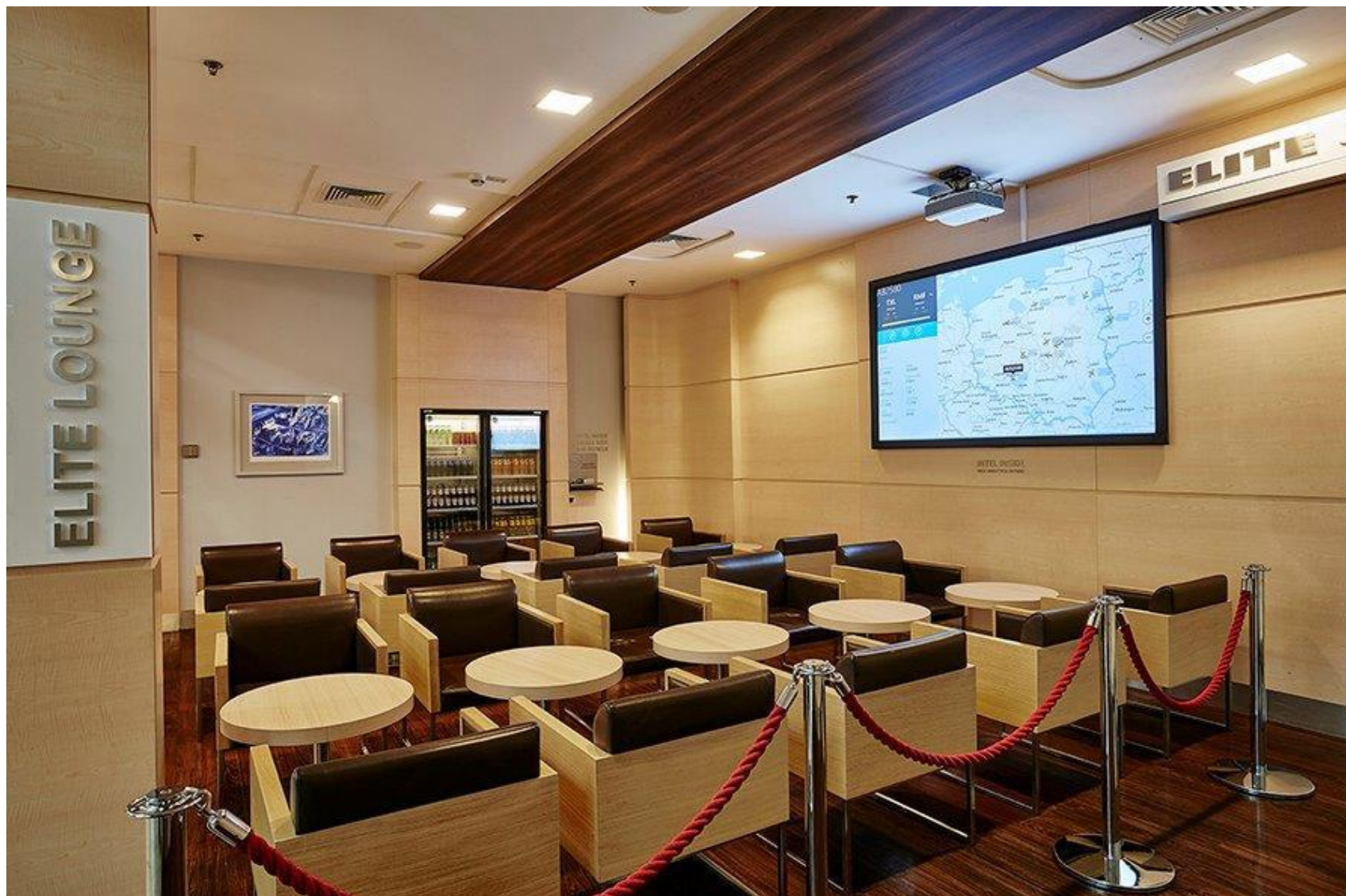
LOT Business Lounge „Polonez”



LOT Business Lounge „Polonez”



LOT Business Lounge „Polonez”



LOT Business Lounge „Polonez”



LOT Business Lounge „Polonez”



LOT Business Lounge „Polonez”



LOT Business Lounge „Polonez”



Priority baggage

- Priority baggage is baggage, which must be offloaded first and given priority to deliver in the baggage claim area.
- **Baggage equipped with Priority baggage tag must be delivered as first!**
- This standard helps to ensure successful baggage transfer in light of competitive minimum connection times, customer satisfaction and minimizing LOT's baggage mishandling costs.

- Categories of priority baggage:

- Business class passenger,
- LOT Business Class/
- LOT Premium Class passengers
- Star Gold,
- VIP's,



- Categories of HON priority baggage:

- First class passenger and HON Circle member

Loading sequence

- Star Alliance transfer baggage must be loaded adjacent to hold doors for quick offload.
- Checked baggage is being sorted in order to ensure that baggage is loaded onto the aircraft in a way which makes it possible to offload baggage at destination in the following order:

10. Moving/walking aids

9. DAA baggage and baby strollers

8. SHORT TRANSFER baggage (*refer to GHM 6.13*)

7. TRANSFER baggage (*including Priority in transfer*)

6. PRIORITY local baggage (*marked priority tag*)

5. LOCAL baggage

4. SPECIAL NEEDS Passengers baggage (*refer to GHM 5.11.6*)

3. RUSH

2. MAIL

1. CARGO

Superior transfer baggage handling

- Star Alliance transfer baggage must receive priority attention during unloading and handover process to onward Star Alliance flights. If downline station requires customs clearance, priority is to be given to Star Alliance priority transfer baggage.
- Clearly identify baggage by using tear proof automated baggage tags or in the case that manual baggage tags are applied, by entering details into relevant system for proper baggage transfer message (BTM) transmission.
- Automated bag tags must be tear-proof and carry barcodes in readable print quality. Only three letter destination code must be printed on the automated bag tag.
- Segregate transfer baggage from terminating baggage.
- Star Alliance transfer baggage must be loaded adjacent to hold doors for quick offload.
- Communicate the loading through LDM and CPM messages to down-line stations.
- **Expedite the transfer of baggage between flights.**
- Star Alliance transfer baggage must receive priority attention during unloading and handover process to onward Star Alliance flights. If downline station requires customs clearance, priority is to be given to Star Alliance priority transfer baggage.
- Support continuous transfer baggage improvement by actively participating in local expert groups instituted at agreed Transfer Baggage Monitoring (TBM) stations.

Priority baggage

■ Procedure

- Clearly identify baggage by using tear proof automated baggage tags or in the case that manual baggage tags are applied, by entering details into relevant system for proper baggage transfer message (BTM) transmission.
- Automated bag tags must be tear-proof and carry barcodes in readable print quality. Only three letter destination code must be printed on the automated bag tag.
- Segregate transfer baggage from terminating baggage.
- Star Alliance transfer baggage must be loaded adjacent to hold doors for quick offload.
- Communicate the loading through LDM and CPM messages to down-line stations.
- Expedite the transfer of baggage between flights.
- Star Alliance transfer baggage must receive priority attention during unloading and handover process to onward Star Alliance flights. If downline station requires customs clearance, priority is to be given to Star Alliance priority transfer baggage.
- Support continuous transfer baggage improvement by actively participating in local expert groups instituted at agreed Transfer Baggage Monitoring (TBM) stations.

Missing baggage

- Provide pro-active notification to customers in case of known mishandled baggage situations.
- LOT have staff available in the baggage reclaim area for baggage services.
- LOT is able to and support filing of reports on behalf of another member carrier (LOT HDQ in WAW)
- *"Baggage claims procedures for Lost and Found offices handling LOT Polish Airlines"*
Procedure is available at LOT Baggage Claims Department

Bagagge Allowance <https://www.lot.com/pl/pl/bagaz-rejestrowany>

Routing	LOT Business Class	LOT Premium Economy	LOT Economy Class (Standard, Flex)	LOT Economy Saver	LOT Economy Simple
Intercontinental flights(USA, Canada, Japan, South Korea, Kazakhstan)	3 pieces up to 32 kg each	2 pieces up to 23 kg each	1 piece up to 23 kg	1 piece up to 23 kg	not applicable
Intercontinental flights(Beijing)	3 pieces up to 32 kg each	2 pieces up to 23 kg each	2 pieces up to 23 kg each	2 pieces up to 23 kg each	not applicable
Intercontinental flights (Flights to Tokyo from Germany, Austria, Switzerland, Denmark, Sweden, France, Great Britain, Italy, Belgium, Netherlands, Luxembourg, Spain, Czech Republic, Slovakia, Romania, Hungary)	3 pieces up to 32 kg each	2 pieces up to 23 kg each	2 pieces up to 23 kg each	2 pieces up to 23 kg each	not applicable
International flights(Europe, North Africa, Middle East)	2 pieces up to 32 kg each	2 pieces up to 23 kg each	1 piece up to 23 kg	0***	0*
Domestic flights	not applicable	not applicable	1 piece up to 23 kg	0***	0**

Checked baggage allowance for Star Alliance Gold customers

Class of travel	SEN, HON, Star Alliance Gold	FTL
<i>LOT Business Class</i>	+ 1 piece + golf + ski (ex. US, CA)	not applicable
<i>LOT Premium Economy</i>	+ 1 piece + golf + ski (ex. US, CA)	not applicable
<i>LOT Economy Class</i>	+ 1 piece + golf + ski (ex. US, CA)	+ 1 piece up to 23 kg
<i>LOT Economy Saver (International and domestic flights when buying a ticket after February 27th 2017)</i>	1 piece of checked baggage up to 23 kg	

Hand baggage

Class of service	Pieces allowed	Total Weight allowed	Remarks
LOT Business Class (C)	2	9kg each	<ul style="list-style-type: none"> one piece max 9 kg one piece of baggage with maximum dimensions of 55cm x 40cm x 23cm (total sum of dimensions = 118cm) or a folding garment bag, which after being folded may not exceed 20 cm in depth and (additionally),
LOT Premium Economy (long haul flights)	2	12kg total	<ul style="list-style-type: none"> one piece max 8 kg one piece of hand baggage with maximum dimensions of 55cm x 40cm x 23cm (total sum of dimensions = 118cm).
LOT Premium Economy (short haul flights)	1	8kg	<ul style="list-style-type: none"> one piece of baggage with maximum dimensions of 55cm x 40cm x 23cm (total sum of dimensions = 118cm)
LOT Economy Class (Y)	1	8kg	<ul style="list-style-type: none"> one piece of hand baggage with maximum dimensions of 55cm x 40cm x 23cm (total sum of dimensions = 118cm).
LOT Saver	1	8kg	<ul style="list-style-type: none"> one piece of hand baggage with maximum dimensions of 55cm x 40cm x 23cm (total sum of dimensions = 118cm).

- In case of flight irregularities affecting carriage provided by LOT Polish Airlines all passengers are treated equally, regardless of issuer of their ticket and regardless of whether the entry in the “Carrier” field of the passenger ticket shows a “LO” designator or LOT’s code-share partner.
- Those eligible for services are:
 - All revenue passengers and Miles & More Program Members traveling on the basis of free reward tickets who have reported for check-in within the published time and who:
 - hold a valid air ticket, representing a single contract of carriage and,
 - hold a confirmed booking (booking entered in their ticket for the interrupted flight) and,
 - hold other valid travel documents (passport, visa etc.).

- A passenger – Member of the Miles & More Program who travels on the basis of his/her reward ticket – should be notified that:
 - if the journey hasn't commenced – the ticket may be returned and miles may be credited back to the Miles & More Program member's account (at no handling charge),
 - if the journey has already commenced – after the passenger has presented his/her complaints to the LOT Office, the complaint should be forwarded to Passenger and Baggage Claim Department,
 - the unused miles for the portion of the journey not used because of the fault of LOT Polish Airlines will be credited back to the member's account (at no handling charge).
 - The basis for calculating the miles is the „Delay/Cancellation/Rerouting Certificate”.

Irregularities

■ Duration of delay	Mineral water, coffee and tee	Meals
■ 60 – 120 min	Yes	No
■ 120 min – 4 hours	Yes	Yes

- In each case, passengers should be offered drinking water, as permitted by local circumstances.
- In the event of delay exceeding 4 hours, additional drinks and refreshments should be offered.
- The table below describes the time frame for serving meals and drinks / giving vouchers – depending on the duration of delay relative to the scheduled departure time, in the event when the passenger stays at the airport.

- Drinks, refreshments and/or meals should be offered to passengers depending on:
 - duration of delay,
 - service class,
 - number of passengers who have to be provided service at any given time.
- Depending on local circumstances, the passengers will either be served meals/refreshments/drinks or will receive vouchers of adequate value.
- One has to take into account the requirement to provide special meals, e.g. meals for diabetic passengers, meals for children.
- The value of catering service/voucher depends on individual base amounts specified for a given airport.
- VIP, Star Gold, First and Business Class passengers must be offered 150% base amount vouchers.

Hotel accommodation and transport standards

- VIP passengers, Star Gold card holders, First and Business Class passenger
 - Minimum hotel ****
- Y-Class passengers
 - Minimum hotel **

If the delay exceeds, hotel accommodation has to be arranged for:

- 6 hours (during the day)
- VIP passengers,
- Star Gold card holders,
- First and Business Class passenger
- Special Needs Passengers (e.g. the elderly, disabled, passengers with small children)

Irregularities - information to the passenger

- The passenger shall be verbally informed immediately if any irregularity concerning his travel and/or flight occurs
 - First announcement should be given as early as possible, but not later than 20 minutes before STD. Second announcement shall be given not later than after 15 minutes from the first announcement and the following ones shall be provided at least every 30 minutes
 - Information should be complete but brief
 - Better to advice passengers of the full consequence of the delay than to hold him uncertainty
- Leaflet with information about due services in case of irregularity should be given to all passengers if the flight has been cancelled, passenger has been denied boarding or delay has been scheduled over 2 hours.
- Information to be at least in the local language(s) and in English, and if possible in Polish (at non-Polish airports)

Rebooking

- Re-book all passengers in same booking class whenever possible
- Provide re-booking based on agreed priority:
 - *Own carrier*
 - *Star Alliance member carrier*
 - *Non-Star Alliance carriers*
- Give priority for possible upgrading to priority customers: Star Alliance
- Gold, Star Alliance Silver, full-fare and redemption First/Business Class;
- Forwarding carrier to perform re-booking;
- Provide special priority to passengers waitlisted due to re-booking;
- Re-direct baggage to follow passenger itinerary;
- Accept flight coupons according to IATA 735d and 735e;
- Forwarding member is responsible for cancellation of unused sectors in PNR/Res systems.

Rebooking

- Perform flight rebooking and electronic ticket revalidation/ reissue, unless it is bilaterally agreed to pass the responsibility to the receiving carrier
- Reissue as per IATA Resolutions 735d and 735e or update the ticket with new flight details
- Use the original Passenger Name Record (PNR) for rebooking and original electronic ticket for revalidation/reissue
- Offload (cancel check-in) in Departure Control Systems (DCS) and cancel the affected unused sectors in PNR/Reservations systems
- Provide onward carriage with the least possible delay to destination shown on the ticket
- Re-direct baggage to follow the customer itinerary
- In case of priority rebooking and IRROPs-upgrades, preference must be given following the order below:

2. Business Class customer	2.1 Carrier's own Gold
	2.2 Star Alliance Gold
	2.3 Carrier's own Silver
	2.4 Star Alliance Silver
3. Premium/Economy Class customer	3.1 Carrier's own Gold
	3.2 Star Alliance Gold
	3.3 Carrier's own Silver
	3.4 Star Alliance Silver

INTERLINE COUPON RELEASE

- Interline coupon release is to be used only when a member carrier identifies that a passenger will miss their connecting flight due to any involuntary irregularity situations.
- “Star Alliance Offload Tool” is used:
 - Apply ‘Offload Tool Governance Policy ‘
 - Restrict usage to a known limited user group.
- POSSIBLE CHANGES (Cabin/ Airline Operator/ Fare Class/ No alternative flights):
 - Rebook all customers in same booking class as the original booking. If this is not available, rebook in any booking class within the same cabin class
 - Rebooking in a higher cabin class on another Star Alliance member carrier is only permitted with prior approval on a local level of the new receiving carrier. If booking in a higher cabin is required, preference must be given in the order described as above.

Rebooking

- In the case that a downgrade is required, inform the passenger accordingly and downgrade in the following order (no need to inform the receiving carrier):
 - Star Alliance Silver
 - Carrier's own Silver
 - Star Alliance Gold
 - Carrier's own Gold
- In selecting between member carriers, perform the re-booking in the following carrier order:
 - o Original Receiving carrier
 - Own carrier/ Carrier Group
 - Star Alliance member carrier
- Provide alternate transportation when required and when no alternative flights are available; decided by Operations Control – OCC.

- **Receiving member carrier (whether originally booked or carrier actually selected per above) must:**
- Assist Delivering Carrier if requested to offload customers on the flight booked originally in cases where the automated solution cannot be applied;
- Accept flight coupons according to IATA Resolutions 735d and 735e;
- Accept the customer even if the baggage was not redirected.
- Accept confirmed customers with correctly reissued/revalidated TKT and treat these customers in the same way as other confirmed customers of the receiving carrier;
- Original Receiving Carrier, originally planned to carry the passengers from the connection point, shall give the control of their coupon/s irrespective of any restrictions mentioned on such coupon/s (e.g. Non-endorsed)

Substitute surface transportation

Means of transport

■ VIP passengers, Star Gold card holders, F and C-Class passengers

- | | |
|---------------------------------|-----------|
| ■ Express train | 1st class |
| ■ Train with sleeping carriages | 1st class |
| ■ Minibus | YES |
| ■ Taxi 2 | YES |

Y-Class passengers, FTL M&M card holders

- | | |
|---------------------------------|-----------|
| ■ Express train | 2nd class |
| ■ Train with sleeping carriages | 2nd class |
| ■ Minibus | YES |
| ■ Taxi 2 | YES |



POLSKIE LINIE LOTNICZE

LOT

A STAR ALLIANCE MEMBER 

THANK YOU

