

# **Issuance and Redemption Regulations of LOT Polish Airlines Food Vouchers for Entitled LOT Polish Airlines Passengers**

## **§ 1 General Provisions**

1. Food Vouchers are personal vouchers issued by LOT Polish Airlines entitling their holders to purchase food and beverage services offered by catering establishments of the Travel Chef and Cavarius chains located at the Bohaterów Radomskiego Czerwca 1976 Warszawa-Radom Airport (hereinafter "Restaurants").
2. Those entitled to receive a Food Voucher are:
  - Passengers traveling on flights operated by LOT Polish Airlines in Business Class
  - Passengers traveling on flights operated by LOT Polish Airlines possessing a Senator or HON Circle Card in the Miles & More Loyalty Program or a Star Alliance Card with GOLD Status
  - Passengers traveling on charter flights in Business Class, possessing a Senator or Star Alliance Card with GOLD Status.
3. The Issuer of the Food Vouchers is the Company Polskie Linie Lotnicze "LOT" S.A. with its registered office in Warsaw, ul. Komitetu Obrony Robotników 43, 02-146 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw in Warsaw, XIV Commercial Law Division of the National Court Register with No KRS000056844, Tax ID No NIP5220002334, in the amount of Share Capital PLN 203,214,923.28 (paid in full) (hereinafter "LOT Polish Airlines S.A.").
4. The Eligible Passenger may use the Food Voucher to purchase food services at the Restaurants.
5. The Food Voucher has a value of PLN 150.
6. The Food Voucher is valid only on the date of redemption indicated on it in accordance with the date of issue.
7. An original and valid Food Voucher shall only be deemed to be one that is issued by a Representative of LOT Polish Airlines, contains all the data and information indicated therein, and is not altered or damaged to the extent that the data indicated therein cannot be read.
8. An Altered Food Voucher is considered to be one bearing visible deletions, additions or over-painting of the data indicated on it, in particular relating to the value of the Voucher.

## **§2 Rules of Food Vouchers Issuance**

1. Food Vouchers shall only be issued to Eligible Passengers by a LOT Polish Airlines Representative at LOT Polish Airlines Ticket Offices and LOT Polish Airlines Check-in Counters at the Warszawa-Radom Airport.
2. In order for the Food Voucher to be issued, the Eligible Passenger is required to present one of the following documents:
  - a) a boarding pass valid on the date of issue of the Food Voucher for a flight operated by LOT Polish Airlines for that day in Business Class, or
  - b) a Senator Card in the Miles&More Loyalty Program or another Star Alliance Card with GOLD Status valid on the date of issue of the Food Voucher and a boarding pass for a flight operated by LOT Polish Airlines on that date, or

- c) a HON Circle Card in the Miles&More Loyalty Program valid on the date of issue of the Food Voucher and a boarding pass for a flight operated by LOT Polish Airlines on that date, or
  - d) a Senator Card in the Miles&More Loyalty Program or another Star Alliance Card with GOLD Status valid on the date of issue of the Food Voucher and a boarding pass for a charter flight operated by LOT Polish Airlines for that day in Business Class.
3. The Eligible Passenger holding a Senator Card in the Miles&More Loyalty Program or a Star Alliance Card with GOLD Status has a right to an additional Food Voucher for their guest traveling with them on the same flight and on the same day and a holder of a HON Circle Card in the Miles&More Loyalty Program also has a right to receive additional Food Voucher for husband/wife and children traveling with them on the same flight and on the same day. In such case, the Eligible Passenger shall be required to present the documents referred to in paragraph 2 hereinabove and the boarding pass of the guest or family members for the same flight operated by LOT Polish Airlines.
4. A Representative of LOT Polish Airlines shall complete on the Food Voucher, and in the case referred to in paragraph 3 hereinabove, on all issued Food Vouchers, the following details: name and surname of the Eligible Passenger, flight number and date, value of the meal to which one passenger is entitled and affix their signature.

### **§3 Rules of Food Vouchers Redemption**

1. In order for an Eligible Passenger to purchase food service in Restaurants with the use of a Food Voucher, they must present a duly completed and original Food Voucher at the time of purchase of food service, i.e. containing the flight number and date, the value of the meal to which one passenger is entitled, and the signature of a LOT Polish Airlines Representative.
2. Based on the Food Voucher, you can purchase food products available on the current menu of the Restaurant, including soft drinks, wines and spirits.
3. If the value of the food service purchased with the Food Voucher is higher than the nominal value of the Food Voucher, the Eligible Passenger shall be required to pay the difference.
4. If the value of the food service purchased with the Food Voucher is less than the nominal value of the Food Voucher, LOT Polish Airlines shall not refund the difference and the Food Voucher shall be deemed to have been redeemed in full.
5. The Restaurant has the right to refuse the Food Voucher in the following cases:
  - a) damage to the Food Voucher to such an extent that its contents cannot be read,
  - b) absence of the Eligible Passenger's presence in person at the purchase of the food service using the Food Voucher;
  - c) doubts to the authenticity of the Food Voucher due to visible amendments, changes, alterations, etc. on it.
  - d) invalidity of the Food Voucher i.e. its validity period has already expired
6. Restaurants are obliged to serve Eligible Passengers without delay, with the exception of delays in service caused by circumstances beyond the control of the Restaurant.

#### **§4 Complaints**

1. Complaints related to catering services purchased on the basis of Food Vouchers, in particular related to the quality of meals should be reported directly to the Restaurant on the day of execution of the Food Voucher.
2. In case of a legitimate complaint, the Restaurant will immediately replace the meal.

#### **§5 Final Provisions**

1. The issue of a Food Voucher to an Eligible Passenger is considered to be the Passenger's Agreement to the contents of these Terms and Conditions and their obligation to abide by them.
2. The contents of these Terms and Conditions are available at LOT Polish Airlines Ticket Offices and at LOT Polish Airlines Check-in Counters at the Warszawa-Radom Airport where Food Vouchers are issued.
3. LOT Polish Airlines reserves the right to amend the content of these Regulations.
4. No new or additional Food Vouchers will be issued should the Eligible Passenger lose their Food Voucher.
5. A Food Voucher that has been altered, forged, damaged or destroyed shall become invalid and shall not be exchanged for a new one.