New services, products and travel opportunities
Key facts about LOT
Our Fleet
LOT in numbers
787 Dreamliner
Warsaw Chopin Airport

LOT Economy Plus
LOT Economy Simple
New à la carte services
New mobile app
Restaurant service and the LOT Gourmet menu
Customer Excellence team
Key Facts About LOT

Ambition

Ownership structure
From: State-owned company
To: Private company

Restructuring process
From: Unprofitable airline
To: Sustainable, modern, flexible and international airline

Market position
From: Polish market oriented
To: Leading carrier in CEE

Plans for future
From: Ethnic, p2p airline
To: International network carrier with hub in WAW

- 93% of the stake is owned by the Polish government. LOT is in the process of privatization
- Business model modernization, with strong cost cutting policy
- Cost effectiveness
- Improved connectivity
- Increased fleet utilization (Cargo/ charters)
- New products and services
- Modern fleet – average of 3 years old; 6 Dreamliner
- 50% market share of traffic in Warsaw hub
- The most convenient gateway to Central and Eastern Europe
- Fleet development – additional B787 and narrow body planes

lot.com
Our Fleet

Aircraft in operation: 33

- **6** Boeing 787 Dreamliner
- **6** Embraer 195
- **3** Boeing 737-400
- **12** Embraer 175
- **6** Embraer 170

lot.com

Fly your way
in numbers

33
Aircraft in operation

31
countries

4,566m
Passengers per year

43
Destinations

209
Daily flights (average)

lot.com
787 Dreamliner

Key advantages:
- Spacious cabin, large hand luggage compartments
- Personal in-flight entertainment (IFE) system
- Changing LED lighting to reduce jet-lag tiredness
- Large windows (approx. 30% larger than in other airliners)

1. Operation all long haul routes

2. LOT Business Class:
   - 18 seats configured
   - 2 x 2 x 2 with 190 cm pitch and lie flat capability.
   - Entertainment screening: 15.4"

3. LOT Economy Plus:
   - 21 seats configured
   - 2 x 3 x 2 with generous recline, 93 cm pitch and footrest.
   - Entertainment screening: 10.6"

4. LOT Economy Class:
   - 213 seats configured
   - 3 x 3 x 3 with 81 cm pitch and 4" recline.
   - Entertainment screening: 8.9"

lot.com
Warsaw Chopin Airport

Advantages for passengers

- LOT Polish Airlines hub
- Extremely comfortable for connecting flights passengers
- 30 minutes minimum connecting time
- Proximity of the the Warsaw city centre
- Limo Service, additional business lounge access
- Dedicated family check in
- Priority check-in and security lane available for premium passengers
- Free WiFi
- Smoking zone

lot.com
A new travel class
LOT Economy Plus
A new travel class
LOT Economy Plus

A new, **more comfortable** travel class
**Business Class quality** at an Economy class price

lot.com

Fly your way
A new fare
LOT Economy Simple
A new fare
LOT Economy Simple

A new lowest fare
Choose your favourite services on your own
New à la carte services
Services available at booking process

- LOT Upgrade
- My Favourite Seat
- My Extra Luggage

lot.com
LOT Upgrade

HOW DOES LOT UPGRADE WORK?

Make an offer
Decide how much you want to pay for your upgrade up to 72 hours before your flight

Enter payment information
Your card will only be billed 48 hours before departure when your bid has been accepted

Enjoy higher class privileges
48 hours before the journey we will inform you whether your bid has been accepted

Business Class at affordable prices

Bidding

48-hours’ notice before trip

lot.com

Fly your way
My Favourite Seat

- Choose your own seat on a plane (by the window, by the isle, by the wing etc.)
- Families can be sure they will be sitting together
- Ranging from 5 EUR to 15 EUR (for long haul flights)
- Choosing your seat free of charge 24 h before departure
- Availability: lot.com, Call Center, LOT and LOT representatives’ offices

My Extra Baggage

- A 20% discount on the excess baggage fee
- Available up to 12 h before departure
- Availability: lot.com, Call Center, LOT and LOT representatives’ offices

lot.com
New LOT Mobile

- Over 40 improvements
- Convenient start up screen for easy access to key functionalities
- Streamlined menu functionality
- LOT Premium Class included
- Extra service purchase: My favourite place, My extra baggage, My extra equipment
- Pass Book
- and more.

lot.com

Ty kryszczasz kierunek
New

LOT Corporate programme
New LOT Corporate programme

Fully automated Points crediting system, new account management, and many more attractive awards!

For every flight, you can now earn Premium and Status Points. You can easily spend your Premium Points for awards available in programme and Status Points will let you achieve a higher status, and higher status gives you more privileges.

Fly your way
New restaurants service
New LOT Gourmet menu
Restaurant service in LOT Business Class for long haul flights

New quality of the menu and service in LOT Business Class

Dishes are prepared onboard

The menu now includes soups

lot.com
LOT Gourmet Menu

in Economy Class for short haul flights

Seasonal menu

Dishes available in sets

More affordable than eating at airports or on our competitors’ flights

lot.com

Fly your way
Customer Excellence Mobile Team
Customer Excellence Mobile Team

New team

Constant surveillance of Customer Service Desks

Improving our customers’ experience

Providing passengers with coherent products and services

Regular customer surveys

lot.com

Fly your way
Thank you for your attention