

Dear Agent

RE-BOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENT TO TRAVEL UP TO 31st DEC 2020.

Below policy supersedes all policy guidelines issued to date pertaining to Covid-19.

The following options are available to all passengers who have purchased their tickets (Fully unutilized/Partially utilized (including group) on UL document on or before 21st April 2020 for travel commencing up to 31st Dec 2020, who now wish to alter their travel plans due to flight cancellations/flight service restrictions/specific country regulations and other related issues due to COVID-19.

For Flights Operating as scheduled – From April 2020

a) Free Change

- Unlimited date changes permitted without change fee.
- Applicable fare difference shall apply.
- Change of route/flight number is permitted. Applicable fare differences will apply.
- Rebooking/re-issuance must be completed prior to 31st December 2020.
- If re-booked in same RBD, fare difference and penalty shall not apply.
- If same RBD is not available raise to next RBD /fare. Fare difference shall apply. Penalty shall not apply.
- This is applicable for itineraries with codeshare/interline sectors.
- Any change in taxes shall be applicable.
- Ticket endorsement to be “Covid19 AUTH”

b) Refund

- **Option 1 - Travel Voucher**

- Ticket may be exchanged for a travel voucher valid up to one year from the date of issuance of the voucher for the total cost of the ticket.
- This voucher can be used to avail multiple tickets from UL within its validity/Value.
- Any residual value of the travel voucher upon expiry may be extended for a further one-year period.
- Travel voucher may be transferred with indemnity.
- This voucher is non-refundable.

- **Option 2 – Refund**

- Request for refund, applicable fare rules shall apply.

Note: No-show fee shall be waived off for all re-issuances for travel up to 21st April 2020.

FOR CANCELLED FLIGHTS ONLY due to COVID 19 – 15 March to 21st April 2020

- **Option 1 - Travel Voucher**

- Ticket may be exchanged for a travel voucher valid up to one year from the date of issuance of the voucher for the total cost of the ticket.
- This voucher can be used to avail multiple tickets from UL within its validity/value.
- Any residual value of the travel voucher upon expiry may be extended for a further one-year period.

- Travel voucher may be transferred with indemnity.
- This voucher is non-refundable.

- **Option 2 - Refund**

- Request for refund, penalty waived for cancelled flights from 15 March to 21 April 2020.

Note: Tickets related to this circular shall be finalized (refund/changes) by 31 Dec 2020 by proceeding with necessary changes/refunds