

RE-BOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENTS - TOUR OPERATOR - IT

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 issued on or before 30 June 2020 for travel commencing between 26 Jan to 31st Dec 2020, who now wish to alter their travel plans due to flight cancelations/flight service restrictions/specific country regulations and other related issues due to COVID-19.

For Flights Operating as scheduled –

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 30 September 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 31 May 2020

FOR CANCELLED FLIGHTS ONLY due to COVID 19 – 15 March to 30 June 2020

Option 1 - Re-issue for passengers holding Tour Operator (IT) tickets issued in UK from 15 Mar to 30 June 2020

· Passengers holding **UL Tour Operator tickets issued in UK from 15 Mar to 30 June 2020 to travel ex LON to CMB & points beyond** during 26Jan'2020 to 31 Dec 2020, who were impacted by flight cancellations/travel bans/travel advisories/quarantine situations due to COVID-19 pandemic.

· Such **passengers holding tickets issued up to 30 June 2020, to travel during 26Jan20 to 31 Dec 20**, who now wishes to change their travel plans **can get their tickets re-issued to travel up-to 30Jun'2021, at the same fare in the same cabin in any RBD**, subject to conditions given below.

- Tickets issued at LS fares may be re-issued to travel during period 01 Jul-09Jul20, 09Aug-10Dec20, 28Dec-31Dec20, 06Jan-18Mar21 & 03Apr-30Jun21. Inbound travel not valid during period 09Aug-06Sep20, 30Dec20-10Jan21 & 04Apr-16Apr21

- Tickets issued at SS fares may be re-issued to travel during period 01Jul-16Jul20, 03Aug-10Dec20, 24Dec-31Dec20, 01Jan-30Jun21.

Inbound travel not valid during period 30Dec20-10Jan21.

- Tickets issued at HS fares may be re-issued to travel anytime during 01Jul'20 upto 30Jun'21 excluding 19Dec-23Dec20.

Inbound travel not valid during period 01Jan-06Jan21.

Note –

- Change fee will not apply.

- New travel date to be finalized and tickets to be re-issued on or before 30Sep'2020.
- All tour operator fare conditions must be met.
- Same routing as per original ticket is to be maintained. In the event of routing change, the applicable fare difference is to apply.
- If new travel date ex LON falls on to a Day 5/6, weekend surcharge to be waived off.
- If new travel date from/to LON falls on to a peak of peak period in Summer 20 (i.e. LONCMB during 17Jul-02Aug'20 and/or CMBLON during 21Aug-06Sep20), the applicable peak of peak surcharge is to be waived off.
- Endorsement – **TO/CV19/REISSUE**

· **Option 2 - 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 - Refund**

· Request for refund, penalty waived for cancelled flights from 15 March to 30 Jun 2020.

Note: Tickets related to this circular shall be finalized (refund/changes) by 30 Sep 2020 by proceeding with necessary changes/refunds

Thank you,

Srilankan Sales UK