

Dear Agent,

COVID-19 Re-issue policy for passengers holding Tour Operator tickets issued in UK

Below option is available to all Tour Operator passengers who have purchased their tickets on SriLankan Airlines (ticket numbers starting from 603) for travel during 26th January 2020 to 31st December 2020, who wish to alter their travel plans due to flight cancellations/flight service restrictions/specific country regulations and other related issues due to COVID-19.

Such passengers can get their tickets re-issued to travel during period 01st December 2020 to 31st December 2021, at the same fare in the same cabin in any RBD, provided the travel period is as mentioned below.

Original Travel Date (departure)	Eligible date for departure
12Apr-27Jun20, 09Aug-15Oct20 & 26Oct-03Dec20	01Dec-03Dec20, 03Apr-23Jun21, 15Aug-13Oct21 & 24Oct-01Dec21. Inbound travel not valid during period 30Dec20-10Jan21, 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
01Mar-02Apr20, 28Jun-09Jul20, 16Oct-25Oct20 & 04Dec-10Dec20	04Dec-10Dec20, 06Jan-18Mar21, 03Apr-07Jul21, 08Aug-01Dec21 & 02Dec-09Dec21. Inbound travel not valid during period 30Dec20-10Jan21, 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
03Apr-11Apr20, 10Jul-16Jul20, 03Aug-08Aug20 & 24Dec-31Dec20	24Dec20-14Jul21, 02Aug-09Dec21 & 27Dec-31Dec21. Inbound travel not valid during period 30Dec20-10Jan21, 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
17Jul-02Aug20 & 11Dec-18Dec20	01Dec-18Dec20, 24Dec20-15Dec21 & 27Dec21-31Dec21. Inbound travel not valid during period 30Dec20-06Jan21 & 30Dec21-10Jan22.
19Dec-23Dec20	Could be re-issued to travel any time during 01Dec20 – 31Dec21.

Conditions -

- This shall be valid only for UL operated sectors, provided the same destination is maintained.
- Change fee is waived off.
- Rebooking/re-issuance must be completed prior to 31st December 2020.
- All travel must be completed by 31st December 2021.
- All Tour Operator conditions must be met.
- Any change in taxes shall be applicable.
- The general re-issue/refund policy shall apply in case the booked flight has not been cancelled/affected, but, the passenger wishes to alter the travel dates.
- If the 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 21 (i.e. LONCMB during 16Jul-01Aug'21 and/or CMBLON during 20Aug-05Sep21), the applicable peak of peak surcharge is to be waived off.
- If new travel date from/to LON falls on to a peak of peak period in Winter 20 (i.e. LONCMB during 19Dec-26Dec20 and/or CMBLON during 01Jan-06Jan21) or Winter 21 (i.e. 17Dec-24Dec21 and/or CMBLON during 02Jan-08Jan22), the applicable peak of peak surcharge is to be waived off.
- In case the booked flight has not been cancelled/affected, but the passenger wishes to alter the travel date, the ticket may be re-issued as per fare rules applicable for fare on ticket (i.e. change fee and/or a difference in fare may apply).
- Ticket endorsement
 - **"INVOL COVID19 AUTH/TO"**

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 validity period.
 - 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**
 - **Flights Cancelled by Airline (UL)**
 - Request for refund, penalty waived off.
** If customer's request for refund is received prior to the cancellation of the flight, then applicable refund fee needs to be charged.*
 - **Flights not Cancelled by Airline (UL)**
 - Request for refund, applicable fare rules shall apply.

Note: No-show fee shall be waived off for all re-issuances/re-funds for travel up to 31st May 2020.

Kind Regards,

Lon Sales