

Dear Agent,

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

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 March 2021, 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.

A. Passengers holding tickets with bookings to travel till 31st January 2021 –

a) If the original flight has been cancelled -

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

Note – Travel must commence/completed by 31Mar21.

b) If the original flight has not been cancelled -

Such passengers can get their tickets re-issued to travel from 01st February 2021 to 31st December 2021, by collecting the applicable fare difference, provided the travel period is as mentioned below.

c) If the passengers wish to travel on a travel date beyond 31Mar21 -

Such passengers can get their tickets re-issued to travel from 01st April 2021 to 31st December 2021, by collecting the applicable fare difference, provided the travel period is as mentioned below.

B. Passengers holding tickets with bookings to travel from 01st February 2021 -

Such passengers can get their tickets re-issued to travel during period 01st February 2021 to 31st December 2021, by collecting the applicable fare difference, provided the travel period is as mentioned below.

Travel period -

Original Travel Date (departure)	Eligible date for departure
12Apr-27Jun20, 09Aug-15Oct20 & 26Oct-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 & 06Jan-31Jan21	01Feb-18Mar21, 03Apr-07Jul21, 08Aug-01Dec21 & 02Dec-09Dec21. Inbound travel not valid during period 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
03Apr-11Apr20, 10Jul-16Jul20, 03Aug-08Aug20, 24Dec-31Dec20 & 01Jan-05Jan21	01Feb-14Jul21, 02Aug-09Dec21 & 27Dec-31Dec21. Inbound travel not valid during period 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
17Jul-02Aug20 & 11Dec-18Dec20	01Feb-15Dec21 & 27Dec21-31Dec21.

	Inbound travel not valid during period 30Dec21-10Jan22.
19Dec-23Dec20	Could be re-issued to travel any time during 01Feb – 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 March 2021.
- All travel must be completed by 31st January 2022.
- 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 21/22 (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.