

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

Passengers Booked to travel between 26th January 2020 and 31st December 2022.

Below options are available to all Tour Operator passengers who are holding tickets on SriLankan Airlines (ticket numbers starting from 603) issued during period 01 April 2019 up to 30th September 2021 for travel during 26th January 2020 to 31st December 2022, 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) If the original flight has been cancelled and passengers wish to travel on/before 31 March 2022 -

- Fare difference within same cabin (in any RBD) shall be waived off for travel commencement and completion up to 31st March 2022. This shall be valid only for UL operated sectors that have been cancelled, provided the same destination is maintained.

Note – Travel period to be as mentioned below.

- Passengers can get their tickets re-issued to change the routing to travel during period 01st July 2021 to 31st March 2022, upon collection of the difference in fare, if any.

b) If the original flight has been cancelled and passengers wish to travel on a date beyond 31 March 2022 –

- If a passenger wishes to travel on a date beyond 31st March 2022, ticketed fare rule shall apply. Applicable fare difference is to be collected from passenger.

Note - Travel period to be as mentioned below.

c) If the original flight has not been cancelled -

Such passengers can get their tickets re-issued to change the date/flight/routing to travel from 01st July 2021 to 31st December 2022, by collecting the applicable fare difference, if any. Ticketed fare rule shall apply.

Note - Travel period to be as mentioned below.

Travel period –

Original Travel Date (departure)	Eligible date for new departure
<p>12Apr-27Jun20, 09Aug-15Oct20, 26Oct-03Dec20, 03Apr -23Jun21, 15Aug-13Oct21, 24Oct-01Dec21, 16Apr-22Jun22, 14Aug-12Oct22 & 23Oct-30Nov22</p>	<p>15Aug-13Oct21, 24Oct-01Dec21, 16Apr-22Jun22, 14Aug-12Oct22, & 23Oct-30Nov22.</p> <p>Inbound travel not valid during period 08Aug-05Sep21, 30Dec21-10Jan22, 18Apr-01May22 & 13Aug-04Sep22.</p>
<p>26Jan-02Apr20, 28Jun-09Jul20, 16Oct-25Oct20, 04Dec-10Dec20, 06Jan-31Jan21, 24Jun – 07Jul21, 08Aug – 14Aug21, 14Oct – 23Oct21, 02Dec – 09Dec21, 05Jan-31Mar22, 13Oct-22Oct22 & 01Dec-08Dec22</p>	<p>01Jul-07Jul21, 08Aug-01Dec21, 02Dec-09Dec21, 05Jan-31Mar22, 16Apr-22Jun22 & 14Aug-08Dec22.</p> <p>Inbound travel not valid during period 08Aug-05Sep21, 30Dec21-10Jan22, 18Apr-01May22 & 13Aug-04Sep22.</p>
<p>03Apr-11Apr20, 10Jul-16Jul20, 03Aug-08Aug20, 24Dec-31Dec20, 01Jan-05Jan21, 19Mar – 02Apr21, 08Jul – 14Jul21, 02Aug – 07Aug21, 27Dec21 – 04Jan22, 01Apr-15Apr22, 23Jun-13Jul22 & 01Aug-13Aug22</p>	<p>01Jul-07Jul21, 08Aug-01Dec21, 02Dec-09Dec21, 05Jan-31Mar22, 16Apr-22Jun22 & 14Aug-08Dec22.</p> <p>Inbound travel not valid during period 08Aug-05Sep21, 30Dec21-10Jan22, 18Apr-01May22 & 13Aug-04Sep22.</p>
<p>17Jul-02Aug20, 11Dec-18Dec20, 15Jul – 01Aug21, 10Dec – 15Dec21, 14Jul-31Jul22 & 09Dec-15Dec22</p>	<p>01Jul-15Dec21 & 27Dec21-31Dec22.</p> <p>Inbound travel not valid during period 30Dec21-10Jan22.</p>
<p>19Dec-23Dec20, 16Dec - 26Dec21 & 16Dec-26Dec22</p>	

Could be re-issued to travel any time during 01Jul21 – 31Dec22.

Conditions -

- Above to be valid on UL operated flights only.
- **Unlimited date changes are permitted and the change fee is waived off.**
- **Rebooking/re-issuance must be completed on or before 30th September 2021.**
- **All travel must be completed by 31st December 2022.**
- All Tour Operator conditions must be met.
- Any difference in taxes is to be collected from passenger.
- 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 & Winter 22/23 (i.e. 17Dec-24Dec21 & 16Dec-24Dec22 and/or CMBLON during 02Jan-08Jan22 & 01Jan-09Jan23) the applicable peak of peak surcharge is to be waived off.
- 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.

- **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.