

Schedule Change - Involuntary change handling procedure

Please be informed that effective from 06 Dec 2021 – 15 Jan 2022, agents are permitted to reissue tickets on involuntary basis, on LHR/CMB vv for schedule changes only.

Ticket reissue/exchange will be permitted (in GDS), when the change is due to the Schedule change and resulting in a change of departure/arrival time, also misconnecting immediate connection within UL network.

Please be guided by the following criteria.

Tickets are permitted to be exchanged when,

- a) UL Document. (Ticket number starting with 603)
- b) UL Online routings (ONE WAY /RETURN/CIRCLE TRIPS) – involving CMB-LON or LON-CMB
- c) Economy / Business cabin.
- d) When segment timing (departure/arrival time) has changed. PNR having a new segment with “TK” status.
- e) Route and Cabin change not permitted.
- f) Fully unutilised/Partially utilised tickets.
- g) It is permitted to accept “TK” segments and change status to “HK” to proceed with reissue.
- h) It is permitted to change date/flights within +/- 3 days from original date on the holding ticket of “UN” segment.
- i) It is permitted and recommended to change on the same RBD (on the ticket) of “UN” segment or lowest available RBD in the system within the given date parameter.
- j) It is permitted to change date/flight of immediate UL connection via CMB to/from other UL Destination due to misconnection. – within same parameter of h) and i).
- k) No fare difference/Change fee/tax difference shall be applied when involuntary change is done considering the “UN” to/from LON segment.
- l) If coupon is suspended, no show fee shall apply.
- m) New endorsement on ticket – “LON W21 SKED CHANGE”.**

All unutilised coupons can be reissued if one or more “TK” segments are involved among the coupons of a ticket.

i.e. – Routing LON-x/CMB-MAA-X/CMB-LON

It is necessary to reissue the ticket with the same IATA CODE (same agent name) as per the original ticket.

Tickets related to this circular shall be finalized (reissue/exchange) by 15 Jan 2022.

Failing to adhere to the above criteria shall result in penalty of **USD 250** per coupon over and above any fare /tax difference if applicable.