

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 01st April 2019 up to 31st May 2022 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 30th September 2022 -
- Fare difference within same cabin (in any RBD) shall be waived off for travel commencement and completion up to 30th September 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 29th April 2022 up to 30th September 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 30th September 2022 –
- If a passenger wish to travel on a date beyond 30th September 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 29th April 2022 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
12Apr-27Jun20, 09Aug-15Oct20, 26Oct-03Dec20, 03Apr -23Jun21, 15Aug-13Oct21, 24Oct-01Dec21, 16Apr-22Jun22, 14Aug-12Oct22 & 23Oct-30Nov22	29Apr-22Jun22, 14Aug-12Oct22, & 23Oct-30Nov22. Inbound travel not valid during period 29Apr-01May22 & 13Aug-04Sep22.
26Jan-02Apr20, 28Jun-09Jul20, 16Oct-25Oct20, 04Dec-10Dec20, 06Jan-31Jan21, 24Jun – 07Jul21, 08Aug – 14Aug21, 14Oct – 23Oct21, 02Dec – 09Dec21, 05Jan-31Mar22, 13Oct-22Oct22 & 01Dec-08Dec22	29Apr-22Jun22 & 14Aug-08Dec22. Inbound travel not valid during period 29Apr-01May22 & 13Aug-04Sep22.
03Apr-11Apr20, 10Jul-16Jul20, 03Aug-08Aug20, 24Dec-31Dec20, 01Jan-05Jan21, 19Mar – 02Apr21, 08Jul – 14Jul21, 02Aug – 07Aug21, 27Dec21 – 04Jan22, 01Apr-15Apr22, 23Jun-13Jul22 & 01Aug-13Aug22	29Apr-22Jun22 & 14Aug-08Dec22. Inbound travel not valid during period 29Apr-01May22 & 13Aug-04Sep22.
17Jul-02Aug20, 11Dec-18Dec20, 15Jul – 01Aug21, 10Dec – 15Dec21, 14Jul-31Jul22 & 09Dec-15Dec22	29Apr22-31Dec22. Inbound travel not valid during period 30Dec21-10Jan22.
19Dec-23Dec20, 16Dec - 26Dec21 & 16Dec-26Dec22	Could be re-issued to travel any time during 29Apr22 – 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 31st May 2022.
- 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 Winter22/23 (i.e. 16Dec-24Dec22 and/or CMBLON during 01Jan-09Jan23) the applicable peak of peak surcharge is to be waived off.
- Ticket endorsement

- ***“INVOL COVID19 AUTH/TO”***

Refund -

- Request for refund, system filed general rule shall apply (Penalty fee applicable as per standard refund & reissuance policy)
- If ticket is in suspended status, no show penalty to be deducted when processing refund.
 - No-show fee shall be waived off for all re-issuances/refunds for travel up to 30th April 2020.
- If a passenger is re-booked on a flight by UL Reservation Services due to flight disruption however passenger does not wish to travel on the re-accommodated flight, such refund can be processed on involuntary basis prior to the departure of re-accommodated flight to avoid no show fee (coupon suspension).