

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 26<sup>th</sup> January 2020 and 31<sup>st</sup> 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<sup>st</sup> April 2019 up to 31<sup>st</sup> August 2022 for travel during 26<sup>th</sup> January 2020 to 31<sup>st</sup> 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<sup>st</sup> October 2022 -
- Fare difference within same cabin (in any RBD) shall be waived off for travel commencement and completion up to 31<sup>st</sup> October 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 03<sup>rd</sup> August 2022 up to 31<sup>st</sup> October 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<sup>st</sup> October 2022 –

- If a passenger wish to travel on a date beyond 31<sup>st</sup> October 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 03<sup>rd</sup> August 2022 to 31<sup>st</sup> 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	14Aug-12Oct22, & 23Oct-30Nov22.  Inbound travel not valid during period 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	14Aug-08Dec22.  Inbound travel not valid during period 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	14Aug-08Dec22. Inbound travel not valid during period 13Aug-04Sep22.
17Jul-02Aug20, 11Dec-18Dec20, 15Jul – 01Aug21, 10Dec – 15Dec21, 14Jul-31Jul22 & 09Dec-15Dec22	03Aug22-31Dec22. Inbound travel not valid during period 30Dec22-10Jan23.
19Dec-23Dec20,16Dec - 26Dec21 & 16Dec-26Dec22	Could be re-issued to travel any time during 03Aug22 – 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 31<sup>st</sup> August 2022.
- All travel must be completed by 31<sup>st</sup> 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**

- Refund of ticket is permitted as follows (Subject to eligibility criteria given below.
  - Penalty Fee shall not apply for all tickets issued on or before 31st March 2022.
  - Penalty fee shall apply as per applicable fare rule for all tickets issued on or after 01st April 2022 till 19th July 2022.
- 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).
- Purged tickets in the system shall be eligible for refund only as per the standard refund & reissuance policy

Kind Regards,  
Lon Sales

