

RE-BOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENT

General Conditions

This document is indicating the exceptions which SriLankan Airlines has adopted due to the pandemic over and above the general handling procedure/policies. The following options are available to all passengers who have purchased their tickets on SriLankan Airlines, who wish to alter their travel plans due to flight disruption or upon customers' requirement.

Options available for a customer are.

- Change of ticket
- 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 system filed general rule for all tickets issued on or after 01st April 2022 till 19th July 2022.
 - A Penalty Fee of USD 25 shall apply for all ticket issuances effective 20th July 2022 except the following.
 - Tickets originating Kuwait, Saudi Arabia & Sri Lanka, penalty fee shall apply as per applicable system filed general rule.
 - Tickets originating all UL points in the network to China, penalty fee shall apply as per applicable system filed general rule.

This exception applies when tickets are within the following criteria unless otherwise specified in a particular scenario given in this document. This exception policy primarily applies over and above the general voluntary (customer requirement)/involuntary (due to carrier disruption) change/refund policy.

Eligibility criteria to apply this policy

- Ticket numbers starting with 603.
- Fully unutilized/Partially utilized tickets.
- Individual/Group fare tickets.
- Online/Interline routings unless otherwise specified in any scenario.
- Fares ticketed on public/private, online/interline/code share/end on end fare types unless otherwise specified in any scenario.
- Tickets issued on or after 1st April 2019 till 31st August 2022.
- Flight date on ticket to travel from 26th January 2020 up to and including 31st October 2022.
- When the flight is disrupted, authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st October 2022 on involuntary basis. (Refer to scenario 1-10 / 21-30).

*** All dates mentioned above may be revised due to the evolving situation pertaining to COVID-19.**

*** Travel agents/OTAs are permitted to reissue their own original ticket/s as per this policy. It is necessary the entire routing to be on UL only (originally and new routing). Voluntary and Involuntary change (flight cancelled/disrupted) is permitted on fully or partially utilized tickets. Conditions of this document shall be followed at all times and violation of a condition shall result in a penalty of USD 50 for each coupon over and above any applicable fare difference/tax difference/change or no-show penalty. This facility is valid till 31 August 2022. Please refer to scenarios for details.**

Change

General Rules

- Rebooking/re-issuance must be completed on or prior to 31 August 2022.
- Any change in taxes, YQ shall be applicable for voluntary change only.
- If ticket is in suspended status, no show penalty to be deducted when processing change.
 - No-show fee shall be waived off for all re-issuances 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 automatically re-accommodated flight, such changes can be processed on involuntary basis prior to the departure of re-accommodated flight to avoid no show fee (coupon suspension). Refer to applicable scenario based on routing of holding ticket.
- For involuntary (irrespective of “I” or “S”) reissuances, the service fee in CAT 16 for Agency issuance does not apply.
- Ticket endorsement – Refer to Scenario
- Purged tickets in the system falling under the eligibility criteria outlined above, shall not be eligible for change and exchange to a voucher. Eligible for refund only.

1.1. Date Change only

1.1.1. Flight is cancelled

Scenario No	1
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Ticket not exceeded 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes

Endorsement on ticket	'INVOLT C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Fare difference within same cabin shall be waived off for travel commencement and completion up to 31st October 2022. This shall be valid only for UL operated sectors that have been cancelled, provided the same destination is maintained. • If passenger wishes to travel on a date beyond 31st October 2022, ticketed fare rule shall apply. Consider as a voluntary change. Applicable fare difference/penalty etc to be collected from the passenger. • If a passenger holding an infant ticket requires a child ticket due to change in age, the child ticket can be issued without charging any fare difference <ul style="list-style-type: none"> ▪ Child passenger would require a seat • If a passenger holding a child ticket requires an adult ticket due to change in age, the adult ticket can be issued without charging any fare difference 	

Scenario No	2
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'INVOLT C19 AUTH'
<ul style="list-style-type: none"> • Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st October 2022. Penalty charges waived off. Fare differences shall not apply. Ticket may be reissued on system using the relevant involuntary entries as permitted. • If a passenger holding an infant ticket requires a child ticket due to change in age, the child ticket can be issued without charging any fare difference <ul style="list-style-type: none"> ▪ Child passenger would require a seat • If a passenger holding a child ticket requires an adult ticket due to change in age, the adult ticket can be issued without charging any fare difference 	

Scenario No	3
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> Please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date 	

Scenario No	4
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'INVOLT C19 AUTH'
<ul style="list-style-type: none"> Change penalty does not apply. Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st October 2022. If a passenger holding an infant ticket requires a child ticket due to change in age, the child ticket can be issued without charging any fare difference <ul style="list-style-type: none"> Child passenger would require a seat If a passenger holding a child ticket requires an adult ticket due to change in age, the adult ticket can be issued without charging any fare difference 	

Scenario No	5
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Fully Unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> Please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date 	

Scenario No	6
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Ticket not exceeded 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	No
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Rebooking on codeshare and Interline Sectors. ** <ul style="list-style-type: none"> ▪ Passengers may be rerouted on codeshare or interline partners to original destination if flight is cancelled. <ul style="list-style-type: none"> ▪ If rebooking is done within 48 hours to new flight departure, fare difference does not apply. <ul style="list-style-type: none"> • Ticket to be reissued using "I" / "INVOL" indicator ▪ If rebooking is done prior to 48 hours of new flight departure, however new flight is within ± 2 days of original departure, fare difference does not apply <ul style="list-style-type: none"> • Ticket to be reissued using "S" / "SKCHG" indicator ▪ For all other situations where codeshare / interline sectors are involved applicable fare difference shall apply. • ** For Interline Tickets using JETSTAR group carriers such as JQ/3K/BL/GK, if end on end combination had been used with a "Non-Refundable Fare" of such carrier (as can be ascertained from their fare rule), and if such JETSTAR group flight had not been cancelled, fare applicable as per new JETSTAR Group flight/RBD must be collected in full. 	

Scenario No	7
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date. 	

Scenario No	8
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date. 	

Scenario No	9
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
<ul style="list-style-type: none"> If itinerary includes OAL segments (codeshare / interline) ,please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date. 	

Scenario No	10
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date 	

Scenario No	11
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Ticket not exceeded 1-year validity	Yes
Ticket retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> Change penalty does not apply. Ticketed fare rule shall apply <ul style="list-style-type: none"> Applicable fare difference to be collected from passenger. 	

Scenario No	12
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> • Change Penalty does not apply. • Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 31st October 2022. <ul style="list-style-type: none"> ▪ Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger. ▪ If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. 	

Scenario No	13
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • Please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date 	

Scenario No	14
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Ticketed fare rule shall apply <ul style="list-style-type: none"> ▪ Applicable fare difference to be collected from passenger. 	

Scenario No	15
Date Change Only	Yes

Flight is Cancelled	No
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> Please proceed with refund options as per the guidelines given in page 3 based on the ticket issuance date. 	

Scenario No	16
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	No
Ticket not exceeded 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> Change penalty does not apply. Ticketed fare rule shall apply <ul style="list-style-type: none"> Applicable fare difference to be collected from passenger. 	

Scenario No	17
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> Change Penalty does not apply. Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 31st October 2022. <ul style="list-style-type: none"> Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger. If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. 	

- If itinerary includes OAL segments (codeshare / interline) and no currently filed fare available for required destination (Direct UL flight or ticketed routing), Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date.

Scenario No	18
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline) Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	19
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	No
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Ticketed fare rule shall apply <ul style="list-style-type: none"> ▪ Applicable fare difference to be collected from passenger. 	

Scenario No	20
Date Change Only	Yes
Flight is Cancelled	No
Ticket has UL Segments only	No
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	21
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Ticket not exceed 1-year validity	Yes

Ticket still retrievable in the system	Yes
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- If passenger wishes to travel on a date beyond 31 October 2022, ticketed fare rule shall apply. Consider as a voluntary change. Applicable fare difference/penalty etc. to be collected from the passenger.
- If a passenger holding an infant ticket requires a child ticket due to change in age, the child ticket can be issued without charging any fare difference
 - Child passenger would require a seat

Travel Agent/OTA reissue possible	If a passenger holding a child ticket requires an adult ticket due to change in age, the adult ticket can be issued without charging any fare difference
Endorsement on ticket	Yes INVOLTC19 AUTH'

- Change penalty does not apply.
- Fare difference within same cabin shall be waived off for travel commencement and completion up to 31st October 2022. This shall be valid only for UL operated sectors that have been cancelled, provided the same destination is maintained.
 - Interchangeability of flight sector (same cabin) will be allowed within each group for flights given below, for any passenger booked on UL operated flights that have been cancelled.

- Group A CMBDEL / CMBBOM / CMBCCU
- Group B DELCMB / BOMCMB / CCUCMB
- Group C CMBHYD / CMBBLR / CMBTRV / CMBTRZ / CMBBOM / CMBIXM / CMBKCB / CMBMAA
- Group D HYDCMB / BLRCMB / TRVCMB / TRZCMB / COKCMB / IXMCMB / CJBCMB / MAACMB
- Group E CMBSYD / CMBMEL
- Group F MELCMB / SYDCMB
- Group G CMBPEK / CMBPVG / CMBCAN
- Group H PEKCMB / PVGCMB / CANCMB
- Group I CMBRUH / CMBDMM / CMBJED
- Group J RUHCMB / DMMCMB / JEDCMB
- Group K CMBKHI / CMBLHE
- Group L LHECMB / KHICMB
- Group M CMBMLE / CMBGAN
- Group N MLECMB/ GANCMB
- Group O CMBAUH / CMBDXB
- Group P AUHCMB / DXBCMB

- It is mandatory for passengers to complete, sign and submit the relevant R&I form together with copy of their passport prior to issuance of new ticket.
- New tickets can only be issued at any UL offices after submission of R&I & passport copy by passenger.
- For itineraries containing codeshare / interline sectors applicable fare differences shall apply.
 - * If a passenger who has changed his/her itinerary based on options given above wish to revert to their original route may do so if there is a UL operated flight on the original route. Fare difference does not apply to such situations.
 - * For passengers originally booked on MEL and SYD UL operated direct flights – Passengers who are compelled to change their travel to a future date due to capacity restrictions imposed by Australian authorities, may change to an earlier date if seats become available. No fare difference will apply.
 - * Passengers booked via SIN/KUL/BKK to SYD or MEL and if flights on their original route are canceled may be rerouted on UL direct flight to SYD or MEL. Fare

Scenario No	22
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'INVOLT C19 AUTH'
<p>○ Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st October 2022. Penalty charges waived off. Fare differences shall not apply. Ticket may be reissued on system using the relevant involuntary entries as permitted.</p> <p>▪ Interchangeability of flight sector (same cabin) will be allowed within each group for flights given below, for any passenger booked on UL operated flights that have been cancelled.</p>	
Group A	CMBDEL / CMBBOM / CMBCCU
Group B	DELCMB / BOMCMB / CCUCMB
Group C	CMBHYD / CMBBLR / CMBTRV / CMBTRZ / CMBCOK / CMBIXM / CMBCJB / CMBMAA
Group D	HYDCMB / BLRCMB / TRVCMB / TRZCMB / COKCMB / IXMCMB / CJBCMB / MAACMB
Group E	CMBSYD / CMBMEL
Group F	MELCMB / SYDCMB

Group G	CMBPEK / CMBPVG / CMBCAN
Group H	PEKCMB / PVGCMB / CANCMB
Group I	CMBRUH / CMBDMM / CMBJED
Group J	RUHCMB / DMMCMB / JEDCMB
Group K	CMBKHI / CMBLHE
Group L	LHECMB / KHICMB
Group M	CMBMLE / CMBGAN
Group N	MLECMB/ GANCMB

Group O	CMBAUH / CMBDXB
Group P	AUHCMB / DXBCMB

- Interchangeability permitted on MELCMB & SYDCMB sectors. Fare difference to be calculated considering combination of flown sector fare with current system filed fare for the new sector (E.g. Current CMBSYD fare to be considered for ½ RT combination). Any additional Q surcharges shall not apply.
- If a passenger holding an infant ticket requires a child ticket due to change in age, the child ticket can be issued without charging any fare difference
 - Child passenger would require a seat
- If a passenger holding a child ticket requires an adult ticket due to change in age, the adult ticket can be issued without charging any fare difference

Scenario No	23
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	24
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'INVOLT C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st October 2022. Penalty charges waived off. Fare differences shall not apply. Ticket may be reissued on system using the relevant involuntary entries as permitted. 	

- Interchangeability of flight sector (same cabin) will be allowed within each group for flights given below, for any passenger booked on UL operated flights that have been
- If a passenger holding an infant ticket requires a child ticket due to change in age, the child ticket can be issued without charging any fare difference
 - Child passenger would require a seat
 - If a passenger holding a child ticket requires an adult ticket due to change in age, the adult ticket can be issued without charging any fare difference

Group A	CMBDEL / CMBBOM / CMBCCU	
Group B	DELCMB / BOMCMB / CCUCMB	
Group C	CMBHYD / CMBBLR / CMBTRV / CMBTRZ / CMBCOK / CMBIXM / CMBCJB / CMBMAA	
Group D	HYDCMB / BLRCMB / TRVCMB / TRZCMB / COKCMB / IXMCMB / CJBCMB / MAACMB	
Group E	CMBSYD / CMBMEL	
Group F	MELCMB / SYDCMB	
Group G	CMBPEK / CMBPVG / CMBCAN	
Group H	PEKCMB / PVGCMB / CANCMB	
Group I	CMBRUH / CMBDMM / CMBJED	
Group J	RUHCMB / DMMCMB / JEDCMB	
Group K	CMBKHI / CMBLHE	
Group L	LHECMB / KHICMB	
Group M	CMBMLE / CMBGAN	
Group N	MLECMB/ GANCMB	
Group O	CMBAUH / CMBDXB	
Group P	AUHCMB / DXBCMB	

Scenario No	25
Date Change Only	Yes
Flight is Cancelled	Yes
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none">• Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date.	

Scenario No	26
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Ticket not exceeded 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	No
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Rebooking on codeshare and Interline Sectors. ** <ul style="list-style-type: none"> ▪ Passengers may be rerouted on codeshare or interline partners to original destination if flight is cancelled. <ul style="list-style-type: none"> ▪ If rebooking is done within 48 hours to new flight departure, fare difference does not apply. <ul style="list-style-type: none"> • Ticket to be reissued using "I" / "INVOL" indicator ▪ If rebooking is done prior to 48 hours of new flight departure, however new flight is within ± 2 days of original departure, fare difference does not apply <ul style="list-style-type: none"> • Ticket to be reissued using "S" / "SKCHG" indicator ▪ For all other situations where codeshare / interline sectors are involved applicable fare difference shall apply. • ** For Interline Tickets using JETSTAR group carriers such as JQ/3K/BL/GK, if end on end combination had been used with a "Non-Refundable Fare" of such carrier (as can be ascertained from their fare rule), and if such JETSTAR group flight had not been cancelled, fare applicable as per new JETSTAR Group flight/RBD must be collected in full. 	

Scenario No	27
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
<ul style="list-style-type: none"> • Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. (Penalty Fee waived under flight disruption). 	

Scenario No	28
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No

- If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. (Penalty Fee waived under flight disruption).

Scenario No	29
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Fully unutilized ticket exceeding 1-year validity	No
Ticket still retrievable in the system	Yes
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. (Penalty Fee waived under flight disruption). 	

Scenario No	30
Date Change Only	No
Flight is Cancelled	Yes
Ticket has UL Segments only	No
Fully unutilized ticket exceeding 1-year validity	No
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	31
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Ticket not exceed 1-year validity	Yes
Ticket retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Ticketed fare rule shall apply <ul style="list-style-type: none"> ▪ Applicable fare difference to be collected from passenger. 	

Scenario No	32
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes

Ticket still retrievable in the system	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> • Change Penalty does not apply. • Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 31st October 2022. <ul style="list-style-type: none"> ▪ Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger. ▪ If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. 	
Scenario No	33
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	34
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'VOLT C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Ticketed fare rule shall apply <ul style="list-style-type: none"> ▪ Applicable fare difference to be collected from passenger. 	

Scenario No	35
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	Yes
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • Please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	36
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	No
Ticket not exceeded 1-year validity	Yes
Ticket still retrievable in the system	Yes
Travel Agent/OTA reissue possible	Yes
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> • Change penalty does not apply. • Ticketed fare rule shall apply <ul style="list-style-type: none"> ▪ Applicable fare difference to be collected from passenger. 	
Scenario No	37
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	Yes
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> • Change Penalty does not apply. • Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 31st October 2022. <ul style="list-style-type: none"> ▪ Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger. ▪ If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. • If itinerary includes OAL segments (codeshare / interline) and no currently filed fare available for required destination (Direct UL flight or ticketed routing), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	38
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	No
Partially utilized Ticket exceeding 1-year validity from date of commencement of journey.	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Scenario No	39
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	No
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	Yes
Endorsement on ticket	'C19 AUTH'
<ul style="list-style-type: none"> • Change Penalty does not apply. • Ticket to be manually reissued by raising to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 31st October 2022. <ul style="list-style-type: none"> ▪ Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger. ▪ If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. • If itinerary includes OAL segments (codeshare / interline) and no currently filed fare available for required destination (Direct UL flight or interline/ code share routing), Please proceed with refund options as per applicable system filed general rule. 	

Scenario No	40
Date Change Only	No
Flight is Cancelled	No
Ticket has UL Segments only	No
Fully unutilized Ticket exceeding 1-year validity	Yes
Ticket still retrievable in the system	No
<ul style="list-style-type: none"> • If itinerary includes OAL segments (codeshare / interline), please proceed with refund options as per the guidelines given on page 3 based on the ticket issuance date. 	

Refund

- Request for Refunds shall be handled as per the guidelines given on page 3 based on the ticket issuance date.
- 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