

**Dear Agent,**

**COVID-19 Re-issue policy for passengers holding Seat Only tickets issued in UK**

Below option is available to all seat only passengers who have purchased their tickets on SriLankan Airlines (ticket numbers starting from 603) for travel during 26<sup>th</sup> January 2020 to 31<sup>st</sup> December 2020, 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.

Such passengers can get their tickets re-issued to travel during period 01<sup>st</sup> January 2021 to 30<sup>th</sup> June 2021, at the same fare in the same cabin in any RBD, provided the travel period is as mentioned below.

Original Travel Date (departure)	Eligible date for departure
12Apr-27Jun20, 09Aug-15Oct20 & 26Oct-03Dec20	03Apr21-23Jun21. Inbound travel not valid during period 30Dec20-10Jan21 & 04Apr-16Apr21.
01Mar-02Apr20, 28Jun-09Jul20, 16Oct-25Oct20 & 04Dec-10Dec20	06Jan21-18Mar21 & 24Jun-30Jun21. Inbound travel not valid during period 30Dec20-10Jan21 & 04Apr-16Apr21.
03Apr-11Apr20, 10Jul-16Jul20, 03Aug-08Aug20 & 24Dec-31Dec20	01Jan21-05Jan21 & 19Mar-02Apr21. Inbound travel not valid during period 30Dec20-10Jan21 & 04Apr-16Apr21.
17Jul-02Aug20 & 11Dec-18Dec20	01Jan21-30Jun21. Inbound travel not valid during period 30Dec20-06Jan21.
19Dec-23Dec20	Could be re-issued to travel any time during 01Jan21 – 30Jun21.

**Conditions –**

- This shall be valid only for UL operated sectors, provided the same destination is maintained.
- Change fee is waived off.
- Rebooking/re-issuance must be completed prior to 31<sup>st</sup> March 2021.
- All travel must be completed by 30<sup>th</sup> June 2021.
- This will be applicable for all fare families.

- Combinations are permissible
  - Any change in taxes shall be applicable.
  - The general re-issue/refund policy shall apply in case the booked flight has not been cancelled/affected, but, the passenger wishes to alter the travel dates.
  - If 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 Winter 20/21 (eg CMBLON during 01-06Jan21), the applicable peak of peak surcharge is to be waived off.
  - In case the booked flight has not been cancelled/affected, but the passenger wishes to alter the travel date, the ticket may be re-issued as per fare rules applicable for fare on ticket (i.e. change fee and/or a difference in fare may apply).
  - Ticket endorsement
- “INVOL COVID19 AUTH/SO”

### 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.
  - This voucher is non-refundable.
- 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 31<sup>st</sup> May 2020.**

Kind Regards,  
Lon Sales