

Dear Agent,

Below policy supersedes all policy guidelines issued to date pertaining to Covid-19.

**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> March 2021, 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> April 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.

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