

Subject: Re: Re-booking/Cancellation policy / COVID-19///UPDATE - 08 JUNE 2021 - Seat Only bookings

Dear Agent

RE-BOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENT FOR TICKET ISSUANCES UP TO 30th June 2021.

Below policy supersedes all policy guidelines issued to date pertaining to Covid-19 Passengers Booked to travel between 26th January 2020 and 31st October 2021

The following options are available to all passengers who have purchased their tickets (Fully unutilized/Partially utilized on SriLankan Airlines (ticket numbers starting from 603) for travel between 26th January 2020 to 31st October 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.

I. Free Change

- Unlimited date changes permitted without the change fee.
- Fare difference within same cabin shall be waived off for travel commencement and completion up to 30th November 2021. This shall be valid only for UL operated sectors that have been cancelled, provided the same destination is maintained.

o 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 / 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 Group H PEKCMB / PVGCMB 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 / DXBCM

* 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 difference shall not apply.

- Fare difference shall apply for passengers who wish to change their date of travel and their original flight has not been cancelled or wish to travel on a date 1st December 2021 and beyond.

- o If same RBD as originally booked is not available, please raise to available RBD.

- o If ticket is issued on 3-month or 6-month fare, then fare needs to be raised to next level.

- 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 if the original ticket was issued on a cancelled flight

- o 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 if the original ticket was issued on a cancelled flight

- Rebooking/re-issuance must be completed on or prior to 30th June 2021.
- Any change in taxes shall be applicable.
- Ticket endorsement o If fare difference collected – “COVID19 AUTH”
o If fare difference not collected – “INVOL COVID19 AUTH”

II. Refund

- Option 1 - Travel Voucher o Ticket may be exchanged for a travel voucher valid up to two years from the date of issuance of the voucher for the total cost of the ticket.
 - o This voucher can be used to avail multiple tickets from UL within validity period.
 - o Travel voucher may be transferred with indemnity.
 - o If ticket is in suspended status, no show penalty to be deducted prior to issuance of travel voucher.
 - o If ticket is issued on or after 1st April 2021 and contains a CMBMEL or CMBSYD sector that is not cancelled, refund penalty shall be deducted prior to issuance of travel voucher.
- Option 2 - Refund
 - o Request for refund, penalty waived off. No-show fees shall apply for all reissuances/re-funds for travel 1st May 2020 and beyond.
 - For this policy, No Show will be identified as tickets in suspended status.
 - Please advise passengers to cancel their bookings at earliest possible if they are not travelling.

Partially utilized tickets exceeding 1-year validity

- o Expired tickets still available on system:
 - Change –
 - If original flight is cancelled: Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 30th November 2021. 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 cancelled.

Group A CMBDEL / CMBBOM / CMBCCU Group B DELCMB / BOMCMB / CCUCMB Group C CMBHYD / CMBBLR / CMBTRV / CMBTRZ / CMBBCOK / CMBIXM / CMBBCJB / CMBMAA Group D HYDCMB / BLRCMB / TRVCMB / TRZCMB / COKCMB / IXMCMB / CJBCMB / MAACMB Group E CMBSYD / CMBMEL Group F MELCMB / SYDCMB Group G CMBPEK / CMBPVG Group H PEKCMB / PVGCMB 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

Endorsement: “INVOL COVID19 AUTH”

- If original flight is not cancelled: Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 30th November 2021. Penalty charges waived off. Fare differences shall apply.
- If ticket exceeds one year from original travel commencement date, please proceed with voucher or refund option
- 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.

Endorsement: “COVID19 AUTH”

- Voucher or Refund options are available for these types of tickets as per Covid19 policy.

- If itinerary includes OAL segments please proceed with either Voucher or Refund options.
 - o Expired tickets purged from system
 - Change – Not Possible
 - Voucher – Issuance of Voucher is possible.
- Fully unutilized tickets exceeding 1-year validity – below options are only available for tickets issued on or after 1st April 2019

o Expired tickets still available on system:

- Change -
 - If original flight is cancelled: Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 30th November 2021. 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 cancelled.
- 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 Group H PEKCMB / PVGCMB 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
- Endorsement: "INVOL COVID19 AUTH

- If original flight is not cancelled: Please proceed with Voucher or Refund option
- Voucher or Refund options are available for these types of tickets as per Covid19 policy.

o Expired tickets purged from system:

- Change – Not Possible
- Voucher – Issuance of Voucher is possible.
- * The option of the travel voucher may be extended to passengers ticketed on or after 1st April 2019 and were originally booked to travel on UL operated flights prior to 26th January 2020 and are now requesting for refund where such refund would be granted as per standard policy.
 - Change / refund / cancellation / no show fees need to be deducted prior to issuance of voucher. Passengers Booked to travel 1st November 2021 and beyond. The following options are available to all passengers who have purchased their tickets (Fully unutilized/Partially utilized on SriLankan Airlines (ticket numbers starting from 603) for travel 1st November 2021 and beyond, who wish to alter their travel plans due to issues related to COVID-19.
- Free Change
- Unlimited date changes permitted without the change fee.
- Applicable fare difference shall apply.
- Change of route/flight no is permitted, applicable fare differences may apply.
- Rebooking/re-issuance must be completed on or prior to 30th June 2021.
- For partially utilized/fully unutilized tickets, if same RBD is available, fare difference/penalty shall not apply.
- If same RBD is not available please raise to next RBD /fare, fare difference shall apply. Penalty shall not apply.

- Any change in taxes shall be applicable.
 - Ticket endorsement to be “COVID19 AUTH”

 - Refund o Option 1 - Travel Voucher
 - o Ticket may be exchanged for a travel voucher valid up to two years from the date of issuance of the voucher for the total cost of the ticket.
 - o This voucher can be used to avail multiple tickets from UL within validity period.
 - o Travel voucher may be transferred with indemnity.
 - o If ticket is issued on or after 1st April 2021 and contains a CMBMEL or CMBSYD sector that is not cancelled, refund penalty shall be deducted prior to issuance of travel voucher.
 - For partially utilized/fully unutilized tickets, if same RBD is available, fare difference/penalty shall not apply.
 - If same RBD is not available please raise to next RBD /fare, fare difference shall apply. Penalty shall not apply.
 - Any change in taxes shall be applicable.
 - Ticket endorsement to be “COVID19 AUTH”

 - Refund o Option 1 - Travel Voucher
 - o Ticket may be exchanged for a travel voucher valid up to two years from the date of issuance of the voucher for the total cost of the ticket.
 - o This voucher can be used to avail multiple tickets from UL within validity period.
 - o Travel voucher may be transferred with indemnity.
 - o If ticket is issued on or after 1st April 2021 and contains a CMBMEL or CMBSYD sector that is not cancelled, refund penalty shall be deducted prior to issuance of travel voucher.

 - o Option 2 - Refund
 - o Request for refund, penalty waived off.

 - o Tickets related to this circular shall be finalized (refund/changes) by 30th June 2021 by proceeding with necessary changes/refunds.
- * All dates mentioned above may be revised due to the evolving situation pertaining to COVID-19

Kind Regards,
Lon Sales