

Subject: Re: Re-booking/Cancellation policy / COVID-19///UPDATE - 01 APR 2021 - Seat Only bookings

Dear Agent,

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

Below policy supersedes all policy guidelines issued to date pertaining to Covid-19
Passengers Booked to travel between 26 January 2020 and 30 June 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 26 January 2020 to 30 June 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 30 September 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 / CMBBCB / 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

• For itineraries containing codeshare / interline sectors applicable fare differences shall 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 01 October 2021 and beyond.

- Rebooking/re-issuance must be completed on or prior to 30 June 2021.
- Any change in taxes shall be applicable.
- 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
 - o Child passenger would require a seat.

- 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 one year 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 Any residual value of the travel voucher upon expiry may be extended for a further one-year 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.

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

Note: No-show fee shall be waived off for all re-issuances/re-funds for travel up to 30 April 2020. No-show fees shall apply for all reissuances/re-funds for travel 01 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:

- 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 30 September 2021. Penalty charges waived off. Fare differences shall not apply. Ticket may be reissued on system using the relevant involuntary entries as permitted.

- 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 30 September 2021. Penalty charges waived off. Fare differences shall apply.
- **Voucher** or **Refund** options are available for these types of tickets as per Covid19 policy.

Endorsement: "INVOL COVID19 AUTH"

Endorsement: "COVID19 AUTH"

- If itinerary includes OAL segments (codeshare / interline) 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 01 April 2019

- o Expired tickets still available on system:
- 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 30 June 2021. Penalty charges waived off. Fare differences shall not apply. Ticket may be reissued on system using the relevant involuntary entries as permitted.
- 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.
- If itinerary includes OAL segments (codeshare / interline) please proceed with either **Voucher** or **Refund** options.

Endorsement: "INVOL COVID19 AUTH"

- o Expired tickets purged from system:
- **Change** – Not Possible
- **Voucher** – Issuance of Voucher is possible.

Passengers Booked to travel 1st July 2021 and beyond.

The following options are available to all passengers who have purchased their tickets (Fully unutilized/Partially utilized (including group)) on SriLankan Airlines (ticket numbers starting from 603) for travel 01 July 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 30 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.

- • This is applicable for itineraries with codeshare/interline sectors.
- • 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 one year 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 Any residual value of the travel voucher upon expiry may be extended for a further one-year period.
- o Travel voucher may be transferred with indemnity.

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

Tickets related to this circular shall be finalized (refund/changes) by 30 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