**RE-BOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENT FOR TICKET ISSUANCES UP TO 31ST DECEMBER 2021.**

**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
* Voucher for further transportation (EMD RSVC)

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.
* Tickets issued on or after 1st April 2019 till 31st December 2021.
* Flight date on ticket to travel on or after 26th January 2020.
* 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 May 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.***

**Change**

**General Rules**

* Rebooking/re-issuance must be completed on or prior to 31st December 2021.
* Any change in taxes shall be applicable for voluntary/involuntary change.
* 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 Airline 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.
* Ticket endorsement
  + If flight for which change is being done is not cancelled
    - Endorsement – **“COVID19 AUTH”**
  + If flight for which change is being done is cancelled
    - If fare difference collected (flights beyond 31st March 2021) - **“COVID19 AUTH”**
    - If fare difference not collected – **“INVOL COVID19 AUTH”**
* Purged tickets in the system shall not be eligible for change and exchange to a voucher. Eligible for refund only.

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| 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 |
| * Change penalty does not apply. * Fare difference within same cabin shall be waived off for travel commencement and completion up to 31st May 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 31 May 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   + Ticket issuance to be done manually and not required to reprice as reissued involuntary basis. * 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 | |

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| 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 |
| * Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st May 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   + Child passenger would require a seat   + Ticket issuance to be done manually and not required to reprice as reissued involuntary basis. * 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 | |

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| 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 |
| * Please proceed with **refund** options | |

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| 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 |
| * 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 May 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   + 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 | |

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| 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 |
| * Please proceed with **refund** options. | |

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| 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 |
| * Change penalty does not apply. * Rebooking on codeshare Sectors. \*\*   + Passengers may be rerouted on codeshare partners to original destination if flight is cancelled.     - If rebooking is done within 48 hours to new flight departure, fare difference does not apply.     - 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   + For all other situations where codeshare 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. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** option. | |

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| 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 |
| * Change penalty does not apply.   Exception   * + Tickets issued with routings involving CMBSYD/CMBMEL and change required on any one of these sectors irrespective of OD and POS.     - Change penalty shall not apply ONLY if:       * A positive PCR test taken within 72 hours of the flight’s departure is submitted OR       * Passenger is unable to travel to Australia due to regulations imposed by government of Australia pertaining to COVID-19 * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |

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| 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 |
| * Please proceed with **voucher** or **refund** option | |

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| 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 |
| * Please proceed with **refund** option. | |

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| 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 |
| * Please proceed with **voucher** or **refund** option | |

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| 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 |
| * Please proceed with **refund** option. | |

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| 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 |
| * Change penalty does not apply.   Exception   * + Tickets issued with routings involving CMBSYD/CMBMEL and change required on any one of these sectors irrespective of OD and POS.     - Change penalty shall not apply ONLY if:       * A positive PCR test taken within 72 hours of the flight’s departure is submitted OR       * Passenger is unable to travel to Australia due to regulations imposed by government of Australia pertaining to COVID-19. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** options. | |
| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** options. | |

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| 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 |
| * Change penalty does not apply. * Fare difference within same cabin shall be waived off for travel commencement and completion up to 31st May 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 / 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 |  * 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 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 difference shall not apply.   * If passenger wishes to travel on a date beyond 31 May 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 * 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 | |

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| 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 |
| * Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 31st May 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 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 |  * + 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 | |

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| 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 |
| * Please proceed with **refund** options. | |

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| 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 |
| * 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 May 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 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 |  * 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 | |

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| 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 |
| * Please proceed with **refund** options. | |

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| 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 |
| * Change penalty does not apply. * Rebooking on codeshare Sectors. \*\*   + Passengers may be rerouted on codeshare partners to original destination if flight is cancelled.     - If rebooking is done within 48 hours to new flight departure, fare difference does not apply.     - 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   + 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. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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) please proceed with **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** options. | |

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| Scenario No | 31 |
| Date Change Only | No |
| Flight is Cancelled | No |
| Ticket has UL Segments only | No |
| Ticket not exceed 1-year validity | Yes |
| Ticket retrievable in the system | Yes |
| * Change penalty does not apply.   Exception   * + Tickets issued with routings involving CMBSYD/CMBMEL and change required on any one of these sectors irrespective of OD and POS.     - Change penalty shall not apply ONLY if:       * A positive PCR test taken within 72 hours of the flight’s departure is submitted OR       * Passenger is unable to travel to Australia due to regulations imposed by government of Australia pertaining to COVID-19. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |

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| 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 |
| * Please proceed with **voucher** or **refund** option | |

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| 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 |
| * Please proceed with **refund** options | |

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| 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 |
| * Please proceed with **voucher** or **refund** option | |

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| 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 |
| * Please proceed with **refund** option. | |

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| 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 |
| * Change penalty does not apply.   Exception   * + Tickets issued with routings involving CMBSYD/CMBMEL and change required on any one of these sectors irrespective of OD and POS.     - Change penalty shall not apply ONLY if:       * A positive PCR test taken within 72 hours of the flight’s departure is submitted OR       * Passenger is unable to travel to Australia due to regulations imposed by government of Australia pertaining to COVID-19. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either **Voucher** or **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** options. | |

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| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with either Voucher or Refund options. | |
| 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 |
| * If itinerary includes OAL segments (codeshare) please proceed with **Refund** options. | |

**Voucher**

* Ticket may be exchanged for a travel voucher valid up to two years from the date of issuance of the voucher for the unutilized ticket coupons.
* This voucher can be used to avail multiple tickets from UL within validity period.
* Travel voucher may be transferred with indemnity.
* If ticket is in suspended status, no show penalty to be deducted prior to issuance of travel voucher.
  + No-show fee shall be waived off for all re-issuances/re-funds for travel up to 30th April 2020.
* If ticket contains a CMBMEL, CMBSYD sector that is not cancelled, refund penalty shall be deducted prior to issuance of travel voucher.
  + Refund penalty shall on be waived if a positive PCR test result taken within 72 of the flight’s departure is submitted.
* 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 JETSTAR Group flight cannot be transferred to travel voucher without obtaining prior approval from JETSTAR. Please contact UL team.
* Purged tickets in the system shall be eligible for refund only, not eligible to exchange to a voucher.

**Refund**

* Request for refund, penalty waived off.
* 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/re-funds for travel up to 30th April 2020.
* If a passenger is re-booked on a flight by Airline 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).
* For tickets on CMBSYD/CMBMEL bound flights that are not cancelled, penalty free refund shall apply only if a positive PCR test result taken within 72 of the flight’s departure is submitted.
* \*\* 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, such value cannot be refunded without obtaining prior approval from JETSTAR. Please contact UL team
* Purged tickets in the system shall be eligible for refund only.