

Dear Agent

**Schedule Change - Involuntary change handling procedure**

Please be informed that effective from 06 Dec 2021 – 15 Jan 2022, agents are permitted to reissue tickets on involuntary basis, on LHR/CMB vv for schedule changes only.

Ticket reissue/exchange will be permitted (in GDS), when the change is due to the Schedule change and resulting in a change of departure/arrival time, also misconnecting immediate connection within UL network.

Please be guided by the following criteria.

Tickets are permitted to be exchanged when,

UL Document. (Ticket number starting with 603 )

UL Online routings (ONE WAY /RETURN/CIRCLE TRIPS) – involving CMB-LON or LON-CMB Economy / Business cabin.

When segment timing (departure/arrival time) has changed. PNR having a new segment with “TK” status.

Route and Cabin change not permitted.

Fully unutilised/Partially utilised tickets.

It is permitted to accept “TK” segments and change status to “HK” to proceed with reissue.

It is permitted to change date/flights within +/- 3 days from original date on the holding ticket of “UN” segment.

It is permitted and recommended to change on the same RBD (on the ticket) of “UN” segment or lowest available RBD in the system within the given date parameter.

It is permitted to change date/flight of immediate UL connection via CMB to/from other UL Destination due to misconnection. – within same parameter of h) and i).

No fare difference/Change fee/tax difference shall be applied when involuntary change is done considering the “UN” to/from LON segment.

If coupon is suspended, no show fee shall apply.

New endorsement on ticket – **“LON W21 SKED CHANGE”**.

All unutilised coupons can be reissued if one or more “TK” segments are involved among the coupons of a ticket.

i.e. – Routing LON-x/CMB-MAA-X/CMB-LON

It is necessary to reissue the ticket with the same IATA CODE (same agent name) as per the original ticket.

Tickets related to this circular shall be finalized (reissue/exchange) by 15 Jan 2022.

Failing to adhere to the above criteria shall result in penalty of **USD 250** per coupon over and above any fare /tax difference if applicable.