

Subject: Re: Name Correction Policy on Sri Lankan Airlines bookings - Update

Dear Agent,

Name correction policy on Sri Lankan Airlines bookings.

Bookings not ticketed

Name corrections are not permitted. Therefore, bookings with incorrect names must be cancelled, and re-booked on a new PNR.

Ticketed Bookings

Name correction on the original PNR is permitted. Name correction charge will be USD 50.00.

Following is the procedure for name correction.

Agent to e-mail the passport copy to @srilankan.com and our Reservation team (Global Contact Centre) will re issue the ticket by collecting the name correction fee.

Please be guided accordingly.

Thanking you,
SriLankan Sales