# RE-BOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENT

**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 – Penalty Fee shall not apply for all tickets issued on or before 31st March 2022 (Subject to eligibility criteria given below). Effective 01st April 2022, penalty fee shall apply for all ticket issuances.

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.
* Individual/Group fare tickets.
* Online/Interline routings unless otherwise specified in any scenario.
* Fares ticketed on public/private, online/code share/end on end fare types unless otherwise specified in any scenario.
* Tickets issued on or after 1st April 2019 till 31st May 2022.
* Flight date on ticket to travel from 26th January 2020 up to and including 30th September 2022.
* 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 30th September 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.***
* **Travel agents are permitted to reissue their own original ticket/s as per this policy. It is necessary the entire routing to be on UL only (originally and new routing). Voluntary and Involuntary change (flight cancelled/disrupted) is permitted on fully or partially utilized tickets. Conditions of this document shall be followed at all times and violation of a condition shall result in a penalty of USD 50 for each coupon over and above any applicable fare difference/tax difference/change or no-show penalty. This facility is valid till 31 May 2022. Please refer to scenarios for details**

# Change

**General Rules**

* + Rebooking/re-issuance must be completed on or prior to 31 May 2022.
  + Any change in taxes, YQ shall be applicable for voluntary change only.
  + 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 UL Reservation Services 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.
  + For involuntary (irrespective of “I” or “S”) reissuances, the service fee in CAT 16 for Agency issuance does not apply.
  + Ticket endorsement – Refer to Scenario
  + Purged tickets in the system falling under the eligibility criteria outlined above, shall not be eligible for change and exchange to a voucher. Eligible for refund only.
  1. **Date Change only**
     1. **Flight is cancelled**

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘INVOLT C19 AUTH’ |
| * Change penalty does not apply. * Fare difference within same cabin shall be waived off for travel commencement and completion up to 30th September 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 30th September 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 | 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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘INVOLT C19 AUTH’ |
| * Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 30th September 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 * 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 **as per applicable system filed general rule** | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘INVOLT C19 AUTH’ |
| * 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 30th September 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 as per applicable system filed general rule | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘C19 AUTH’ |
| * 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.       * Ticket to be reissued using “I”/ “INVOL” indicator     - 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       * Ticket to be reissued using “S” / “SKCHG” indicator   + For all other situations where codeshare sectors are involved applicable fare difference shall apply. | |

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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 refund options as per applicable system filed general rule | |

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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 as per applicable system filed general rule | |

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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 refund options as per applicable system filed general rule. | |

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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 options as per applicable system filed general rule. | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change penalty does not apply. * 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 |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change Penalty does not apply. * Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 30th September 2022.   + Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger.   + If new fare, carrier imposed fees and/ or taxes are lower than already collected; no   refund shall be applicable and ticket to be reissued with No ADC. | |
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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 options as per applicable system filed general rule. | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change penalty does not apply. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |

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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 options as per applicable system filed general rule. | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘C19 AUTH’ |
| * Change penalty does not apply. * 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 |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change Penalty does not apply. * Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 30th September 2022.   + Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger.   + If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. * If itinerary includes OAL segments (codeshare) and no currently filed fare available for required destination (Direct UL flight or ticketed routing), Please proceed with refund options as per applicable system filed general rule. | |

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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 as per applicable system filed general rule. | |
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| 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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘C19 AUTH’ |
| * Change penalty does not apply. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |

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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 as per applicable system filed general rule). | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘INVOLT C19 AUTH’ |
| * Change penalty does not apply. | |

* + - * Fare difference within same cabin shall be waived off for travel commencement and completion up to 30th September 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.

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| 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 / CMBCAN |
| Group H | PEKCMB / PVGCMB / CANCMB |
| 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.

* + - * If passenger wishes to travel on a date beyond 30 September 2022, ticketed fare rule shall apply. Consider as a voluntary change. Applicable fare difference/penalty etc. to be collected from the passenger.

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* 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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘INVOLT C19 AUTH’ |
| * Authority granted for passenger to be rebooked on available UL operated flights provided the same destination is maintained, up to 30th September 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 / CMBCAN Group H PEKCMB / PVGCMB / CANCMB 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 as per applicable system filed general rule. | |

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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 | |
| Travel Agent reissue possible | | | No | |
| Endorsement on ticket | | | ‘INVOLT C19 AUTH’ | |
| * 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 30th September 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 | |

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|  | 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 / CMBCAN |
| Group H | PEKCMB / PVGCMB / CANCMB |
| 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 as per applicable system filed general rule. | |

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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 |
| Travel Agent reissue possible | No |

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| Endorsement on ticket | ‘C19 AUTH’ |
| * Change penalty does not apply. * Rebooking on codeshare and Interline Sectors. \*\*   + Passengers may be rerouted on codeshare or interline partners to original destination if flight is cancelled.     - If rebooking is done within 48 hours to new flight departure, fare difference does not apply.       * Ticket to be reissued using “I”/ “INVOL” indicator     - 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       * Ticket to be reissued using “S” / “SKCHG” indicator   + For all other situations where codeshare sectors are involved applicable fare difference shall apply. | |

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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 |
| * Please proceed with **refund** options **as per general rule** (Penalty Fee waived under flight disruption). | |
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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   **as per general rule** (Penalty Fee waived under flight disruption). | |

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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 **refund**   options **as per general rule** (Penalty Fee waived under flight disruption). | |

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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 as per applicable system filed general rule. | |
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| Scenario No | 31 |
| Date Change Only | No |
| Flight is Cancelled | No |
| Ticket has UL Segments only | Yes |
| Ticket not exceed 1-year validity | Yes |
| Ticket retrievable in the system | Yes |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change penalty does not apply. * 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 |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change Penalty does not apply. * Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be   completed by 30th September 2022. | |

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| * Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger. * If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. | |
| 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 as per applicable system filed general rule. | |

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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘VOLT C19 AUTH’ |
| * Change penalty does not apply. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |
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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 options as per applicable system filed general rule. | |
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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 |
| Travel Agent reissue possible | No |
| Endorsement on ticket | ‘C19 AUTH’ |

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| * Change penalty does not apply. * Ticketed fare rule shall apply   + Applicable fare difference to be collected from passenger. | |
| 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 |
| Endorsement on ticket | ‘C19 AUTH’ |
| * Change Penalty does not apply. * Ticket to be manually reissued by raising full ticket to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 30th September 2022.   + Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger.   + If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. * If itinerary includes OAL segments (codeshare) and no currently filed fare available for required destination (Direct UL flight or ticketed routing), Please proceed with refund options as per applicable system filed general rule. | |

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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 as per applicable system filed general rule. | |

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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 |
| Endorsement on ticket | ‘C19 AUTH’ |
| * Change Penalty does not apply. | |

|  |  |
| --- | --- |
| * Ticket to be manually reissued by raising to the current system filed 1 year maximum stay fare on either same RBD or next higher available RBD as per availability and all travel to be completed by 30th September 2022.   + Applicable difference in fare, carrier imposed fees and taxes to be collected from passenger.   + If new fare, carrier imposed fees and/ or taxes are lower than already collected; no refund shall be applicable and ticket to be reissued with No ADC. * If itinerary includes OAL segments (codeshare / interline) and no currently filed fare available for required destination (Direct UL flight or interline/ code share routing), Please proceed with refund options as per applicable system filed general rule. | |
|  | |
| 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 as per applicable system filed general rule. | |

# Refund

* Request for refund, system filed general rule shall apply (Penalty fee applicable as per standard refund & reissuance policy)
* 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/refunds for travel up to 30th April 2020.
* If a passenger is re-booked on a flight by UL Reservation Services 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).