

Dear Agent,

SPECIAL WAIVER POLICY DUE TO FCDO ADVICE – UK

The options below are available for passengers who are holding tickets issued in UK on SriLankan Airlines (ticket numbers starting from 603) up to 15th May 2022 **for travel to CMB**, who wish to alter their travel plans due to the travel advisory issued by Foreign, Commonwealth & Development Office (FCDO) in UK.

a) **Involuntary re-issuance of tickets on UL operated flights -**

Fare difference within same cabin (in any RBD) shall be waived off for travel commencement and completion up to 31st October 2022, excluding period outbound ex LHR during 15th July to 06th August 2022 and inbound to LHR during 23rd July to 10th September 2022.

This shall be valid for tickets with UL operated sectors only and the destination CMB is maintained.

Change fee may be waived off.

Note –

- If a passenger wish to travel from LHR during 15th July to 06th August 2022 and to LHR during 23rd July to 10th September 2022 or travel on a date beyond 31st October 2022, ticketed fare rule shall apply. Applicable fare difference and penalty fee to be collected from the passenger.
- Ticket Endorsement – **“INVOL / UKTA22”**

b) **No Show –**

No-show fee shall be waived off for re-issuances/refunds of tickets issued to CMB for travel up to 31st October 2022, provided the booking is cancelled prior to original departure date.

Ticket need not be re-issued to a new date prior to original departure date.

No Show fee shall apply if the coupon is in suspended status.

c) **Refunds -**

Refund fee may be waived off for all types of tickets issued to CMB for travel up to 31st October 2022.

If ticket is in suspended status, No Show penalty to be deducted when processing the refund.

Conditions :

- Above to be valid for UL tickets (Seat only and Tour Operator) issued up to 15th May 2022 ex UK to CMB using direct/codeshare routings.
- **All travel must be completed by 31st October 2022.**
- Any difference in taxes is to be collected from passenger.
- If the new travel date ex LON falls on to a Day 5/6, weekend surcharge to be waived off.
- Waiver code **“UKTA22”** is to be used for re-issued tickets, Refund requests and No Show waivers.

Kind Regards,

Lon Sales

