

Dear Agent,

**SPECIAL WAIVER POLICY DUE TO FCDO ADVICE OF 01SEP22 – UK**

Below options are available for passengers who are holding tickets issued in UK on SriLankan Airlines (ticket numbers starting from 603) up to 01<sup>st</sup> September 2022 to travel from LON to CMB, who wish to alter their travel plans due to the travel advisory issued by Foreign, Commonwealth & Development Office (FCDO) in UK.

**Voluntary re-issuance of tickets -**

Tickets may be re-issued to change the date/flight/routing up to 31 October 2023 (travel commencement), by collecting the applicable fare difference, if any.  
Ticketed fare rule shall apply.

Change fee may be waived off.  
Ticket Endorsement – “VOL UKTAJUL22 AUTH”

**No Show –**

No-show fee shall be waived off for re-issuance/refund of tickets issued up to 01<sup>st</sup> September 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.  
Note - No Show fee shall apply if the coupon is in suspended status.

**Refunds –**

Refund fee may be waived off for tickets issued up to 01<sup>st</sup> September 2022.

Above includes UL tickets issued in the UK to travel from any UL on-line point to CMB, in conjunction with OAL tickets as well.

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

**Conditions –**

Above to be valid for UL tickets issued in UK up to 01<sup>st</sup> September 2022 to CMB using direct/interline/codeshare routings.

Rebooking/re-issuance must be completed on or before 01<sup>st</sup> September 2022.

Any difference in taxes is to be collected from passenger.

This waiver shall be applicable to all UL offices as well as agency locations.

Waiver code “UKTAJUL22” is to be used for re-issued tickets, Refund requests and No Show waivers.

Above policy is subject to change.