



SRILANKAN AIRLINES | REISSUE/CANCELLATION PROCEDURE SRILANKAN AIRLINES FOR FLIGHTS UNTIL 31 DECEMBER 2020

Dear Agents,

Applicable for tickets issued before 30 April 2020 with a flight date between 26 January 2020 and 31 December 2020.

Operational flights (Voluntary change)

a) Change without penalty

- Change of date without restriction, without penalty fees.
- Difference in fees and fare yes applicable
- Change of route/flight number allowed, difference in fare and charges apply.
- Re-issuance must be by December 31, 2020.
- Applicable for interline and code share flights.
- Ticket endorsement: "Covid19 Auth"
- Once reissued, please send an email to reservas@srilankanairlines.es

b) Refund

- Option 1 - Travel voucher

- The ticket can be exchanged for a travel voucher valid for 1 year from the day of voucher issuance with the value of the original ticket.
- It can be exchanged for multiple tickets as long as the sum of the tickets does not exceed the total value.
- Any remaining amount can extend 1 year beyond the date of the original voucher.
- The voucher is non-refundable.

- Option 2 – Refund

- According to the fare conditions.
- P9 restricted promotional rate a special penalty of 100USD is allowed.

Note: The No-show penalty can be removed for tickets departing before April 30, 2020

Cancelled flights (Until April 30, 2020)

a) Change without penalty

- Change of date without restriction, without penalty fees.
- Difference in fare from the same cabin is not applicable if the flight is before May 31st. This is valid for flights operated by UL with the original route.
- The fare difference does not apply if a codeshare/interline flight is present and the cancellation is less than 48 hours from departure (reissue for a flight departing less than 48 hours).
- ENDORSEMENT: "INVOL COVID19 AUTH"

For any other case, the endorsement has to be "Covid19 Auth"

b) Refund

- Option 1 - Travel voucher
 - The ticket can be exchanged for a travel voucher valid for 1 year from the day of voucher issuance with the value of the original ticket.
 - It can be exchanged for multiple tickets as long as the sum of the tickets does not exceed the total value.
 - Any remaining amount can extend 1 year beyond the date of the original voucher.
 - Travel voucher may be transferred with indemnity.
 - The voucher is non-refundable.

- **Option 2 - Refund**
 - Refund request to reservas@srilankanairlines.es
 - Refund at cost 0

All procedures must be processed by December 31, 2020

Best regards,
The Management