

Dear Travel Partner,

Considering the current situation with the Government Imposed flight cancellations; we would like to inform you on the Reissue and Refund procedure for SriLankan Airlines.

Reissues of Tickets on Cancelled Flights

- All reissues with exceptions (Change penalties / Fare Difference waivers) will be reissued through SriLankan Airlines Ticket Office only (**one time only**)

- Agents should request for new travel dates for tickets on cancelled flights on or before 30 June 2020.

- Tickets on cancelled flights could be reissued to travel up to 08th December 2020 without Change penalties or Fare Differences, except for below given blackout periods.

Blackout - Ex KWI : 14 May 2020 to 02 Aug 2020 / To KWI : 15 Aug 2020 – 19 Sep 2020

Penalty fees would be waived for tickets reissued for the blackout period however **Fare Difference / Tax Difference would apply.**

Refunds of Tickets on Cancelled Flights

- Refund penalties will be waived for tickets on Cancelled flights.

- All refunds should be requested through BSP Refund applications for tickets on cancelled flights.

- BSP refund applications must be issued on or before 30 April 2020 to avail the penalty waivers.

- BSP Refund application would be processed with the information on the BSP Link only, therefore please avoid sending copies through email and messengers.

Thanks & Best Regards

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*Towards a greener SriLankan with zero carbon footprint,
Please think before you print, each effort counts.*