

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.

A. Tickets Issued on or before 26th Mar 2020

i. 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.**

ii. 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.

A. Tickets issued after 26th Mar 2020

i. Reissues of Tickets on Cancelled Flights

- Change penalty will be waived for tickets on cancelled flights and same will be reissued through SriLankan Airlines Ticket Office only (**one time only**).
- Fare Difference & Tax Difference would apply.
- 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 penalty.

ii. Refunds of Tickets on Cancelled Flights

- Refund penalties will not be waived.

Thanks & Best Regards

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

Thanks and Best Regards

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