

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.

This policy supersedes all previous communications.

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 May 2020.
- Tickets on cancelled flights could be reissued to travel up to 31 May 2020 without Change penalties or Fare Differences.
Penalty fees would be waived for tickets reissued to travel after 31 May 2020, however Fare Difference / Tax Difference would apply.

ii. Refunds of Tickets on Cancelled Flights (Both Full and partial Refunds)

- All refunds should be requested through BSP Refund applications.
- Refund penalties will be waived 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.

iii. Travel Voucher

- A Travel Voucher (EMD) can be issued for the value of the ticket (excluding any sales Tax).
- EMD would be valid for 364 days.
- EMD could be transferred to another person with the authorization form duly completed from the passenger.
- EMDs are issued through SriLankan Airlines Ticket Office only.
- Please contact us to request travel vouchers (Tel: +965 22424444 | Email : ul_kwisls@srilankan.com & ul_kwiadm@srilankan.com)
- Travel Vouchers are non-refundable

B. 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 31st December 2020 without Change penalty.

ii. **Refunds of Tickets on Cancelled Flights (Both Full and partial Refunds)**

- All refunds should be requested through BSP Refund applications.
- Refund penalties will not be waived.

iii. **Travel Voucher**

- A Travel Voucher (EMD) can be issued for the value of the ticket (excluding any sales Tax).
- EMD would be valid for 364 days.
- EMD could be transferred to another person with the authorization form duly completed from the passenger.
- EMDs are issued through SriLankan Airlines Ticket Office only.
- Please contact us to request travel vouchers (Tel: +965 22424444 | Email : ul_kwisls@srilankan.com & ul_kwiadm@srilankan.com).
- Travel Vouchers are non-refundable.

Thanks & Best Regards

SriLankan Airlines – Sales Team

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