

SriLankan News Flash Dubai

Circular Ref 03 – 26th Mar 2020



Flight Suspension till 09th April 2020

Following the announcement from the National Emergency Crisis and Disasters Management Authority (NCEMA) and the General Civil Aviation Authority (GCAA) in the UAE, **our Dubai to Colombo flight operations are further suspended until Thursday 09 April 2020 at 23:59 (UAE local time)** as part of the precautionary measures being implemented in response to COVID-19.

All passengers who are booked during this period are permitted one free change to travel up to 31st May 2020 for original routing.

Endorsement: Need to update **"Change for FLT Number/Date due to Covid-19 flight cancellation"**.

Date changes beyond 31st May 2020 voluntary change policy shall apply.

Refund is permitted with the applicable charges (Please refer the fare rule)

Voucher instead of Air ticket

The airfare and taxes paid for your SriLankan airlines' ticket can be transferred to a voucher which can be redeemed for your future travel SriLankan Airlines.

This voucher shall be valid for 364 days from the date of issue. If you are uncertain as to when you will be travelling next due to the prevailing crisis situation, the ideal solution will be to obtain this voucher, thus securing the opportunity to travel in the future when circumstances become more favorable.

The Airline will not be charging any change/re issue penalties for the issuance of voucher. You may obtain this voucher any time before the expiry (364 days from the air ticket issuance) of the ticket that you are currently holding.

For tickets purchased via www.srilankan.com, you may send the request to bookings@srilankan.com and for all other tickets dxbtktg@srilankan.com

Please note that our office will be closed until further notice and for any inquiries you may contact us on 043961222 or Email to dxbtktg@srilankan.com during below revised working hours.

Sunday to Thursday from 09.00am to 02.00pm

Friday & Saturday – Closed

Given the high volume of calls and emails related to changing travel plans in light of COVID-19, we seek your kind understanding, as it may take longer than usual for our team to respond to you.

We appreciate your understanding during these challenging times.

Please log in to www.srilankan.com for further and latest updates.

Contact : 04 396 1222

Email : dxbtktg@srilankan.com

www.srilankan.com

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