

UL Update - Bulletin

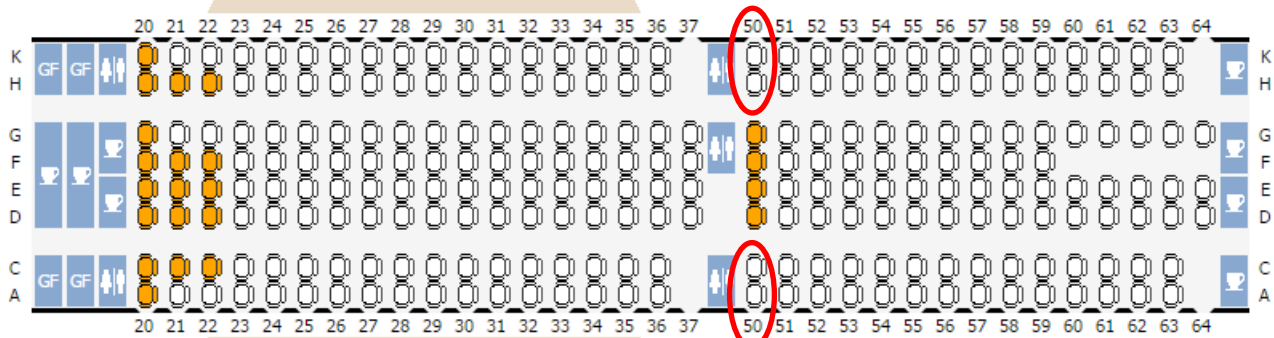
Date : 14 Aug 2015
Reference : HKGSSUL - 150814 SB_A Additional Service_Seats with Extra Leg Room

To all Travel Agents,

Additional Service - Seats with Extra Leg Room

Please be informed that SriLankan Airlines facilitates the sale of seats with extra leg room at UL office and our 24/7 Global Contact Centre. Sale of such seats is available on A330/A340 only.

Exit Seats 50ACHK on A330/A340 will be available for purchase.



The seats with extra leg room will be charged per sector. The rates are as follow.

Flights between Colombo (CMB) and	Charges
Europe / Japan / China	USD 50
Middle East / Far East	USD 30
India / Male	USD 20

Procedure

- After issuing ticket, agent sends email to res.hkg@srilankan.com for requesting the additional service.
- Agent has to send us the exchange order and payment within the same day after confirming the additional service.
- We will issue an EMD for the additional service after receiving the payment.

Terms and conditions

- Request of seat with extra leg room should send to us at least 1 day before departure.
- The EMD is non-refundable and non-exchangeable.
- Selling of Seat with Extra Leg Room only allowed on UL operated Flights and on UL documents.
- Involuntary refund procedure will apply, if a Schedule change happens and Flight get changed to A320/A321, or if the passenger is not seated in a chargeable seat on the rescheduled flight.
- No date changes, RBD changes, route changes or revalidations are allowed in this service.
- In an ETKT reissuance, it's restricted to re-associate the issued EMD to the reissued ETKT.
- EMD can be purchased only for an Adult name.
- Chargeable seats are non-refundable even if a pax changes it to a normal seat voluntarily.

For further information, please contact SriLankan Airlines on

Reservations - 852 2521 0708 / Group Desk - 852 2801 5199 / Sales - 852 2521 0825 / Fax - 852 2801 5600

Email: res.hkg@srilankan.com / hkg.groups@srilankan.com / sales.hkg@srilankan.com / sales_m.hkg@srilankan.com

Should you have any urgent matter, please feel free to contact our 24/7 Global Contact Centre.

Toll Free Line: +852 81980079 / Fax: +94 19733399 / Email: reservations@srilankan.com



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