

Date : 03Nov2016  
Reference : HKGSSUL – 161103 SB\_Refund procedure of MJ reissued tickets

Dear all Travel Partners,

## **REFUND PROCEDURE OF MJ REISSUED TICKETS**

SriLankan Airlines will not process the refund for MJ tickets which have NOT been re-issued to UL. For such refunds on non-reissued MJ tickets, agent should inform pax to contact MJ customer touch points.

UL will only handle MJ refund requests for already re-issued 603 documents based on below criteria;

- Original Ticketed POS is Sri Lanka including Global Call Centre-GCC (excluding IBE bookings) - refunds to be handled by Sri Lanka Sales Accounts
- Original Ticketed POS is any other country – refunds will be handled by UL HO Refunds section
- MJ IBE tickets refunds to be processed by MJ with co-ordination from UL HO Refunds section

Should you have any queries please feel free to contact SriLankan Airlines.

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