

尊敬的华南区代理人

接总部通知，由于疫情影响，斯里兰卡航空在 3 月 10-4 月 30 日期间将暂停运营广州，北京，上海往返科伦坡的航班。

以下为华南区代理（出票配置为广东、海南、江西、福建、湖南地区的）的退票处理手法：

因航班取消原因退票的，请代理人为旅客直接在系统做全退即可，可无需提交退票申请。

注意：3 月 10 日之前因疫情原因特殊退票（非航变的），必须提交退票申请表（即之前提及的 Excel 表格）

感谢各位的理解和配合。

Best regards

Derek

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基于商业营运考虑，广州/北京/上海-科伦坡往返航班从 3 月 8 日至 3 月 31 日期间暂停营运，4 月份航班待定，会作进一步通知。

请代理们为旅客合理安排好退票事宜。

感谢您的理解和支持

Best regards

Derek

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