

Schedule Change: Rebooking & Refund Guidelines

INVOLUNTARY Schedule Change and Flight Cancellation on CX Validated (160) tickets only.

Topic	Details
Program Validity	15 September 2025 – 31 March 2026
Point of Sale	Tickets issued in Sri Lanka are eligible
Eligibility	Applies to both fully unused and partially used tickets
Origin/Destination	Applicable to all origins and destinations
Rebooking Deadline	Must rebook before original ticketed departure, or no-show fee applies
Valid Protection Period	Same ticket validity and seasonality as original ticket
New Travel Date	Within +/- 7 days from original flight date, maintaining same length of stay
Booking Class – CX Flights	Rebook in same RBD. If unavailable contact Customer Care On CX flights: Same RBD as original ticketed flight segment. If not available, and the requested cabin's prime class is available (Y/W/J), please waitlist the same RBD as original ticketed flight segment and contact Customer Care Department for flight(s) confirmation. Prime class may close due to potential cxxl/close for protection/already overbooked, not suggest waitlisting on flights with prime class closed.
Booking Class – Interline Flights	Rebook in same RBD. If unavailable contact Customer Care On Interline flights: Same RBD as original ticketed flight segment. If not available, please contact Customer Care Department for assistance
Rerouting	Contact Customer Care for assistance
Change Fee	Waived
No-Show Fee	As per applicable fare rules
Fare & Tax difference	Reassessment is not required if the new travel dates are within ± 7 days, provided the booking remains in the same RBD (e.g., Q class rebooked to Q class). Reassessment is required if there is an upsell within the same cabin (e.g. Q class to B class) or a change from weekday to weekend, where applicable.
Waiver Code for Rebooking *Must be entered in Endorsement Box	Within 48 hours of flight departure: INVOL 'Invol Reissue due Flt No. ___ / dt ___ xxld More than 48 hours: SKCHG 'Sked change Reissue due Flt No. ___ / dt ___ xxld
Waiver Code for Ticket Refund GDS or RA *Must be entered in Refund Application via BSPlink or system (Year 2025)	SAMEA25
Waiver Code for Ticket Refund GDS or RA *Must be entered in Refund Application via BSPlink or system (Year 2026)	SAMEA26

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Refund Eligibility Refund fee waived provided original ticketed flight status shows as UN (SSR remark will reflect on the booking of the cancelled flight or kindly check itinerary history)	Eligible only if flights have been UN. TK (time change only) flights are not eligible for cancellation waiver unless results in misconnection. PNR must be cancelled before original flight departure to avoid no-show fee.
Totally Unused Ticket Refund	Full refund via RA/ GDS. Ticket to be refunded on GDS / RA with mandatory Refund remark ' Full Refund due CX Flt No. __/ dt __xxld and SAMEA25'
Partially Used Ticket Refund	Refund value for unused coupons based on Ticketed Point Mileage (TPM) proportion. Process via RA/GDS. Refund application to be raised for partial utilised tickets with mandatory remark ' Refund due CX Flt No. __/ dt __xxld SAMEA25' OR 'Refund due CX Flt No. __/ dt __xxld SAMEA26'
Involuntary Downgrade Refund	Raise a Service request on CXA
Important Notes	Online check-in must be cancelled before rebooking/ refund. Waiver code use is audited (misuse may result in ADM).

Update 29 December 2025