

Notice to be given by Travel Agents to Passengers travelling to the United Kingdom on SriLankan Airlines

Due to the prevailing COVID- 19 pandemic, the government of United Kingdom (UK) has implemented *The Health Protection (Coronavirus, Public Health Information for Passengers Travelling to England) (Amendment) Regulations 2020 effective 30th October 2020* where passengers who are travelling to the UK, need to be mandatorily informed of certain public health information prior to travel.

Hence, all travel agents are kindly requested to inform either the passenger(s) or the individual making a reservation on behalf of the passenger(s) about the following essential information (1) - (3) below at the time of creating the bookings (before payment is taken), issuing tickets to the UK and between 48-24 hrs prior to flight departure.

ESSENTIAL INFORMATION TO ENTER THE UK: (To be shared with Passengers):

1. All Passengers must complete an online [passenger locator form](#) before arrival in the United Kingdom.

The link to the online form:

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

2. Passengers may be required to self-isolate for 14 days on arrival.

Check the [exempt countries list](#) immediately before travel as this list can change at short notice.

3. It is a legal requirement that passengers wear a face covering on public transport in the UK.

Failure to comply with the above is a criminal offence and the passenger may be fined.

Please visit www.gov.uk/uk-border-control for detailed public health advice and requirements for entering the UK.”

IMPORTANT NOTES FOR TRAVEL AGENTS:

(a) Travel agents should ensure that the above Essential Information to enter the UK (1)-(3) is conveyed to the passenger in writing. If it is being conveyed to the individual making a reservation on behalf of the passenger, the travel agents should ensure the information is passed to the passenger in writing.

(b) A system remark should be inserted in the reservation at the time of booking & issuing the ticket, confirming that the passenger was advised about the above requirements.

(Remark: COVID-19 UK REG- CONVEYED AT BKG
COVID-19 UK REG- CONVEYED AT TKTNG)

(c) It is essential that the Passenger-contact details (mobile numbers & email addresses) are updated in the Passenger Name Record -PNR, Please ensure contact details are updated in the following format under SSR:

CTCE = Passenger contact e-mail address

CTCM = Passenger contact mobile phone number

(d) The respective travel agent should ensure to inform passengers regarding the above Essential Information to enter the UK (1)-(3), at reservation stage, ticketing stage and between 48-24 hrs prior to flight departure.

Travel agents should be aware that regulators have the power to audit records for compliance purposes from 30th October 2020 and failure to comply with the above measures may result in a fine.

(e) The respective travel agent should ensure to keep records of the communication to the passengers of the above Essential Information to enter the UK (1)-(3) as there may be separate penalties for noncompliance of record keeping requirements.

Please visit the below for detailed advice on how to comply with the amended regulations:

<https://www.gov.uk/government/publications/coronavirus-covid-19-requirements-to-provide-public-health-information-to-passengers-travelling-to-england>

Contact the SriLankan Airlines Office in your territory, if you require any further clarifications.