

**TERMS AND CONDITIONS FOR SUPPLYING AIRTICKETS AND RELATED SERVICES TO THE
MINISTRY OF FOREIGN AFFAIRS – 2024**

1. General Provisions

1.1. The service provider should allow for comparing travel services provided by airlines, i.e. the availability of vacant seats, connections, departure and arrival times, prices and additional services as well as make bookings and purchase travel services (incl. tickets) twenty-four hours a day.

1.2. Selected service providers will enter in to an agreement / service bond with this ministry abiding the Terms and Conditions mentioned here.

2. General Instructions

2.1. As the Ministry of Foreign Affairs' (MFA) travel plans may change, prefer tickets which can be changed and cancelled with prior notice

2.2. In the event of a delay or cancellation, the service provider is liable towards the MFA for costs relating to the use or non-use of third party services.

2.3. If the airline has decided to delay or cancel the departure, the service provider must inform their passengers / our ministry focal point about cancelled departures at least two weeks in advance and offer alternatives.

2.4. If the reason for cancelling a flight is not the insolvency of the service provider, the airline must offer the Ministry of Foreign Affairs for the cancelled flight either a refund of the fare price or an alternative connection to the destination without an additional fee.

3. Booking and Flight Tickets

3.1. A booking and confirmation time (Reservation) is preferably 72 hours. Preferential seating arrangements preferred.

3.2. In the event of purchasing 10 or more than 10 tickets in a single travel loyalty benefits (if any) should be granted

4. Connecting Flights

4.1 The Service Provider is responsible for carrying the passenger to the destination within the limits of one passenger carriage contract (ticket). In the event the passenger misses a connecting flight due to the cancellation or delay of a flight, the airline must offer alternative connections in the framework of the route given on the ticket or refund the ticket price.

4.2. If the passenger misses the connecting flight (e.g. due to the minimum time in between flights or due to queues in security or passport checks) airlines have to assist / facilitate the officer / passenger to reach the destination.

5. Flights on One Ticket

5.1. If the flights are on the same ticket, the airline whose flight deviates from the schedule will be responsible for carrying the passenger to the final destination in the event of a delay or cancellation. Further transportation may take place using some other mode of transport: there are no specific time limits and the airlines have to compensate for additional expenses (hotel, meals).

6. Flights on Separate Tickets

6.1. In the event of separate tickets, the service provider is liable for possible changes of schedule, delays or flight cancellations within the framework of a single ticket.

6.2. In such an event as in 6.1 above the service provider has to assist the passenger to continue the trip or travel back to the point of departure.

6.3. Travel interruption insurance, which can be purchased separately, helps further alleviate risks related to using separate tickets.

7. Luggage

7.1. Upon booking a ticket, MFA must be provided with the information inclusive following aspects; price inclusive of luggage, luggage weight and size is permitted, permitted weight and measurements of hand luggage and check-in luggage.

7.2. Luggage limits for stranded luggage and non – stranded luggage should be provided with any special requirement and the rates of any additional fee on excess luggage.

7.3. In the event of multiple-segment flights, the luggage must be checked in until the final destination.

8. On-board Service and Possible Additional Services

8.1. Briefly explain the On-board service and additional amenities provide by the airlines (such as seat selection, on-board meals (incl. special meals), the use of an entertainment system, etc.) may be included in the ticket price or be available for an additional fee.

9. Protection of Passenger Rights

9.1. Disabled persons or persons with limited mobility must be facilitate by the airlines on the information provided by the ministry to the airline about their special needs at the time of placing the order or provision of the passenger carriage service, provided that the need is known at the time.

10. Jurisdiction

10.1. The contract between the service provider and MFA regarding the use of the Air Passage Service is governed by the related legislations of the Democratic Socialist Republic of Sri Lanka and the competent court.

11. Liability

11.1. The service provider is liable for pre-contractual information, the validity of possible sales promises and due performance of the passenger carriage contract.

11.2. The service provider is liable if its acts or omissions caused the death, physical injury or health damage of the customer aboard a plane or upon boarding or disembarking.

11.3. The service provider is liable for damage caused by the destruction, loss or damage of checked-in luggage if the accident that caused the destruction, loss or damage of the checked-in luggage occurred in the plane or at any other time during which the airline was liable for the checked-in luggage.

11.4. If the service provider admits that checked-in luggage is lost or will not be delivered within 21 days as of the date when the luggage was supposed to be delivered, the passenger will have the right to demand that the airline compensate for the value of the lost luggage.

11.5. The service provider must, as soon as possible, but not later than within two months after receiving a complaint, give the passenger a written reply.

12. Filing of Complaints

12.1. If the customer finds that a travel service does not meet the established terms, the airline must be informed thereof immediately on the spot. If no solution is found on the spot, a written complaint must be filed on the event as soon as possible, but not later than within seven (7) days after returning from the plane trip, but not later than within two (2) weeks after learning of the event. A written complaint must be filed against the airline and sent to the airline's mail or e-mail address. Evidence of the non-compliance of the travel service and documents of additional expenses and damage caused must be added to the complaint.