

**From:** [Roshan Fernando](#)  
**To:** [economicregulation](#)  
**Subject:** Re compensation for lost revenues due to Covid-19  
**Date:** 03 March 2021 16:48:08  
**Attachments:** [image001.png](#)

---

Paul  
Smith  
Group Director of Consumers and Markets  
Civil Aviation Authority

Dear Sir,

### **HAL's request for £2.8bn compensation for lost revenue**

On behalf of SriLankan Airlines at Heathrow, I would earnestly ask you to defend our case against HAL's price increases they are imposing to cover their £2.8bn loss.

The COVID pandemic has already hit hard on our Airline and the Company has introduced many ways to minimise the losses. One such initiative the company has taken was to cut staff salary on all staff working at Heathrow.

We are the only Airline that operates from Heathrow that has a direct flight to Sri Lanka. Currently due to COVID packages the passengers have to buy in UK and also in Sri Lanka has made less overall sales as it has discouraged them from flying..

If HAL proceeds with this increase, I can assure you that the Airline will seek alternative routes as they will find it quite hard to cover their costs even and will close down the Heathrow facility which will have an impact on Heathrow operations

Similarly at a time where all the Airlines are trying to lift themselves up and come out of a major disastrous year, this increase will be a discouragement

Appreciate very much for any support you would extend to us on this matter so that Airlines will not have to bear this extra cost.

Thanks & Regards

#### **Roshan Fernando**

Airport Service Manager - (Overseas - Airport Service Regional Management) | SriLankan Airlines Ltd.  
4<sup>th</sup> Floor Quest House 125-135 Staines Road Hounslow Middlesex TW3 3JB United Kingdom  
Tel: +44 (0)208 538 2025 | Mobile: +44 7717457988 | Fax: +44 (0) 208 572 0808  
E-Mail: [roshan.fernando@srilankan.com](mailto:roshan.fernando@srilankan.com) | Web: [www.srilankan.com](http://www.srilankan.com)



Book your next SriLankan Airlines flight from the convenience of your home or office at [www.srilankan.com](http://www.srilankan.com)

This Email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of SriLankan Airlines. If you are not the intended recipient or have received it in error, please delete it and all copies from your system and notify the sender immediately by return Email. Any unauthorized reading, reproducing, printing or further dissemination of this Email or its contents is strictly prohibited and may be unlawful. Internet communications cannot be guaranteed to be timely, secure, error or virus-free. The sender does not accept liability for any errors or omissions.