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MEDIA RELEASE

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Official Statement – Sri Lanka Tourism

Official Statement on Current Weather and Tourism Situation in Sri Lanka

Sri Lanka Tourism wishes to inform all tourists and tourism stakeholders that our dedicated teams remain on duty 24 hours a day to respond to queries from visitors and industry partners affected or concerned by the recent severe weather conditions. Immediate assistance and care will be provided to ensure the safety and wellbeing of all visitors.

We urge all tourists and stakeholders to remain alert to current weather conditions and their potential adverse effects, and to strictly follow government guidelines issued at all times. Please note that some areas and cities continue to face accessibility challenges due to blocked roads and disrupted transportation. Considering these restrictions, the Government of Sri Lanka has introduced the following measures to support tourists:

- **Visa extensions free of charge** for tourists whose visas have expired due to the current situation.
- **Airline flexibility**, including:
 - Full waiver of flight cancellation and date change fees for tourists compelled to reschedule their flights due to weather disruptions.
 - Flexible rebooking policies to allow affected passengers to adjust travel dates with minimal hassle.
 - Simplified verification process, where a passenger's declaration of being affected by the weather is sufficient to qualify for the waiver.

In addition, we recognize that tourism industry stakeholders — including hotels, travel agencies, and service providers — may also have experienced difficulties, damages, or disruptions due to the severe weather. Immediate relief measures are being coordinated, and our 24-hour hotline and dedicated team members are fully prepared to provide necessary support and take appropriate action during this recovery period.

For any urgent matters, tourists and stakeholders are encouraged to contact the **Sri Lanka Tourism 24-hour hotline: 1912**.

Sri Lanka Tourism remains committed to safeguarding tourists and supporting the tourism industry. We will continue to provide timely updates on the situation. We thank all visitors and partners for their understanding and cooperation during this period.

While certain regions are still recovering, the majority of Sri Lanka's tourism destinations remain unaffected and continue to welcome visitors warmly. Emergency measures are in place to protect tourists and support stakeholders, and Sri Lanka Tourism reaffirms its commitment to ensuring that every traveler's experience in the country is safe, supported, and memorable.

**Media Team,
Sri Lanka Tourism**



Ministry of Foreign Affairs, Foreign Employment and Tourism