Terms & Conditions

Reward Tickets

1. Redemption tickets can only be issued through the SriLankan Airlines website, Mobile App, FlySmiLes Contact Centre and SriLankan offices worldwide. Travel agents cannot issue Reward tickets or any of the FlySmiLes Rewards.
2. Redemption tickets are not permitted on codeshare flights operated and marketed by other Airlines for SriLankan Airlines
3. Reward rates shown in the chart are applicable for both adults and child bookings.
4. Reward tickets are valid for 01 year from the date of issue. Reward tickets cannot be extended.
5. Travel on Reward tickets on SriLankan Airlines is subject to capacity controls of SriLankan Airlines and SriLankan Airlines may impose "Blackout" periods when redemptions are not permitted.
6. **one**world member Airlines & Affiliates, Partner Airlines may impose blackout periods when Reward redemption is not permitted by such airlines.
7. For Nominee tickets of Blue, Silver, Classic, Gold and Platinum members, nomination form should be duly completed and signed along with the Passport copies of member and nominee and should be submitted at the time of issuing the ticket.
8. Reward redemptions can be combined with any class of travel on a single booking. (Economy, Peak Economy and Business Class)
9. Reward flights must be booked at least seven days prior to departure. Failure to do so will result in a service fee (Rush reward fee).
10. Reward tickets with the inclusion of an Infant will require 110% FlySmiLes Miles to be redeemed.
11. Applicable taxes and surcharges will be charged at the time of ticketing on all reward tickets
12. Reward miles earned cannot be used to pay taxes and service fees (Only date change & nominee fee can be paid)
13. Waitlisting of bookings are not possible for reward itineraries
14. Once the reservation is ticketed, date changes within the ticket validity is allowed with a service fee, subject to seat availability. If the revised travel date is within 7 days of travel a Rush Reward fee will apply. (Please refer Chart on Service/change fees)
15. Reward tickets are re-routable to any sector within the ticket validity, additional miles/taxes may apply.
16. When changing an itinerary, cancel and rebook the flight 24 hours prior to departure to avoid late change fee and auto cancellation of the subsequent sectors of the booking

17. Name changes are not possible once tickets are issued. Please ensure that you enter your name as per the passport
18. Members cannot use the second segment if the first segment of the ticket is un-utilized.
19. Tax refund on reward tickets can only be claimed from the issuing city
20. Expired miles will not be re-instated when a reward ticket / upgrade is cancelled
21. Redemption tickets issued on economy/peak economy class cannot be upgraded using redemption miles.
22. Miles will be awarded as per original booked class for airport surcharge upgrades.
23. Members shall report any suspected unauthorized Reward claims from their Membership Accounts within three months of such unauthorized transaction activity for any corrective action to be possible. Any later complaint will not be entertained by FlySmiLes.

Online redemption Tickets

1. A 10% reduction on the required mileage will be offered for online/ mobile app reward tickets. Rush reward fee and nominee fee will not be charged for online redemption tickets.
2. A date change on a redemption ticket issued online will lose the 10% discounted benefit when re-issuing the ticket.
3. Rush reward fee and nominee fee will not be charged for online redemption tickets.
4. Online redemption tickets can only be issued to travel and return from the same sector.
5. Online redemption tickets can only be issued on Economy and Business class and cannot be issued on peak economy class tickets.
6. Contact your nearest SriLankan Airlines office of the FlySmiLes Contact Centre for any online ticket change/refund.
7. Nominee fee is not applicable; however, the nominee should travel with the member on the same day, same flight to book online redemption tickets. (In the event of date change above will not be considered)

Reward Upgrades

1. Reward upgrades are available only on SriLankan Airlines and for airline Tickets issued on IATA Airline Code 603 only.
2. Tickets issued on O/Q & N classes will require up to 50% additional miles for a redemption upgrade

Applicable service fees for - upgrades, reward tickets and partner vouchers

DESCRIPTION	CHARGE (USD)						
	Platinum	Platinum Nominee	Gold	Classic	Silver	Blue	Young SmiLes
Rush Reward Fee							
For travel within 7 days of booking – Economy/Peak Economy reward tickets	NIL	50	50	50	50	50	50
For travel within 24 hours of booking – Economy/Peak Economy reward tickets	NIL	75	75	75	75	75	75
Business Class reward tickets							
Change Fee							
Date / Flight change of a ticket	30	30	30	30	30	30	30
Sector change of a ticket	30	30	30	30	30	30	30
Refund Fee							
For re crediting miles on fully unutilized tickets	50	50	50	50	50	50	50
For re-crediting miles where one sector was cancelled by the member and the other sector was cancelled by UL (Flight did not operate)	25	25	25	25	25	25	25

DESCRIPTION	CHARGE (USD)						
	Platinum	Platinum Nominee	Gold	Classic	Silver	Blue	Young SmiLes
Late Change Fee							
Late change fee - Economy/ Business reward tickets	25	25	25	25	25	25	25
Card issuance							
On demand issuance of plastic membership card	30 USD /3000 miles	N/A	30 USD /3000 miles	30 USD /3000 miles	30 USD /3000 miles	30 USD /3000 miles	30 USD /3000 miles
Companion/Nominee Fee							
Reward tickets / Upgrades / partner voucher nominations on selected partners	30	N/A	30	30	30	30	30
Reward upgrades							
Date changes	NIL	25	25	25	25	25	25
Cancellations	NIL	25	25	25	25	25	25

**Service fee at counter/ call center - service fee of LKR 2,500 will be charged for services available online which are extended at counter/ call center.

Baggage allowance

	Platinum/ Emerald	Gold/ Sapphire	Classic/ Ruby	Silver
Complimentary baggage allowance (weight concept)	20kg	15kg	05kg*	10Kg (T & C apply)
Complimentary baggage allowance (piece concept)	1 additional piece (irrespective of ticketed allowance)	1 piece (when ticketed allowance is 1 piece only)	1 piece * (when ticketed allowance is 1 piece only)	Not applicable

** Only FlySmiLes Classic members will be entitled to complimentary excess luggage exclusively on flights operated by SriLankan Airlines*

Cash plus miles Tickets

1. Cash + Miles tickets can be purchased on any available UL flight to our online destinations and can only be issued to travel and return from the same sector.
2. Cash + Miles payment option using the slider is only available for tickets purchased via SriLankan Airlines website and our mobile application.
3. Cash + Miles option is currently enabled for economy class travel only.
4. Tickets paid with Cash + Miles are subject to standard fare rules.
5. Fuel surcharges, taxes, cancellation fees and other fees must be paid by cash / card.
6. For the issuance of online Cash + Miles tickets for nominee, member needs to travel on the same day and same flight.
7. A minimum of 3,000 miles is required to make a booking using the Cash + Miles option. However, there is no cap on the maximum number of miles you can use.
8. Validity of a Cash + Miles ticket will be one year from the date of travel.
9. Only redemption tickets can be purchased using Cash + Miles.
10. A service fee may apply for a Date / Flight and sector change of a Cash + Miles ticket.
11. Late change fee may apply. When changing an itinerary, cancel and rebook the flight 06 hours prior to departure to avoid late change fee and auto cancellation of the subsequent sectors of the booking.
12. Totally unutilized tickets can be refunded, and partially unutilized tickets are non-refundable. (Refund of taxes before the ticket expiry is allowed for partially unutilized tickets – no miles and cash will be refunded.)

13. Contact your nearest SriLankan Airlines office for any online Cash + Miles ticket change / refund.
14. Cash + Miles tickets can be upgraded using miles (Cash + Miles tickets cannot be upgraded using bid upgrades and airport upgrades are possible).
15. Miles amount on Cash + Miles tickets will be subject to change (Depending on conversion rate and the currency fluctuations).

- SriLankan Airlines reserves the right to interpret, apply and communicate the Terms and Conditions as posted on SriLankan Airlines' website. All decisions made by SriLankan Airlines shall be final and conclusive in each case.
- These Terms and Conditions shall be governed by and construed in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.