

Terms & Conditions for Lounge Access and Excess Baggage (*)

- Vouchers will be added / renewed on the date of tier upgrade / downgrade or renewal.
- 4 complimentary lounge invitations applicable for 12 months from renewal date.
- 4 excess baggage vouchers applicable for 12 months from renewal date, Allowance of one voucher per sector, to be requested 48 hours prior to flight departure via the FlySmiLes Call Centre on +94-197-333-333 or flysmiles@srilankan.com
- Lounge and excess baggage vouchers can be issued via the SriLankan Airlines Mobile App / FlySmiLes Call Centre.
- This facility is only extended on flights operated by SriLankan Airlines and not on code share flights.
- Lounge invitation is entitled for the primary cardholder and guests, and Excess baggage is applicable only for the primary cardholder.
- The excess baggage voucher offer is not applicable when travelling to IATA area 1 where piece concept is in place.

Terms & Conditions for “Companion Flies Free” Offer (**)

- Mentioned eligible destinations may change/cease without prior notice.
- Flights to eligible destinations are subject to operational constraints brought on by natural disasters, pandemics, political unrest or any other interruption beyond the control of SriLankan Airlines Limited.
- To be eligible for this offer all payments must be made with the SriLankan Airlines American Express Credit Card via FlySmiLes Service Centre at Level 3, East Tower, World Trade Centre, Colombo 01 or FlySmiLes Call Centre. If payments are made via the FlySmiLes Call Centre, the tickets will be issued within 24 hours.
- The member’s revenue ticket would be issued on Economy Class excluding **O** and **Q** subclasses
- Your return journey must commence from your point of arrival.
- If you wish to issue your tickets via the FlySmiLes Call Centre, please provide the reference number indicated in the emailed offer letter to the call center agent in order to make the bookings. Thereafter, you will be requested to send a scanned copy of your passport and your companion’s details via your email address registered under your FlySmiLes profile.
- If you wish to avail this offer at the Level 3, East Tower, World Trade Centre, Colombo 01, FlySmiLes Counter, present the offer letter along with: -
 - i Your FlySmiLes card and SriLankan Airlines American Express Credit Card
 - ii Copies of self and companion passports
- Your free companion return ticket will be issued in Economy Class for the same date (Both arrival and Departure) and flight number of the purchased ticket.
- If you both wish to travel on Business Class, you may purchase a revenue Business Class ticket for yourself and a revenue Economy Class (excluding **O** and **Q** subclasses) ticket for the companion which would be upgraded on complimentary basis to Business Class subject to seat availability and applicable tax differences.
- Holders of SriLankan Airlines American Express Supplementary cards will not be eligible for a “Companion Flies Free” offer.

- The free Companion return ticket will not be extended to the Cardholder who has a Redemption, Nonrevenue, Service Recovery or Denied Boarding compensation ticket.
- This offer cannot be combined with any other promotional offers and Companion return tickets will not accrue FlySmiLes Miles.
- The companion return ticket cannot be upgraded to Business Class using Miles or other forms of payment.
- Both outbound and inbound travel should be completed within the validity period for travel mentioned in the offer letter. **Extensions will not be granted under any circumstances.**
- This offer is not valid on SriLankan Airlines codeshare flights
- This offer will be based on availability of X class seats allocated for redemption tickets.
- No name changes will be permitted on the free companion return ticket.
- Date changes are permitted only if the new dates are within the validity period for travel mentioned in the offer letter. The applicable change fees (may include one or all of the following – date change, tax differences and fare differences) will be charged. The dates of both the cardholder and companion tickets will need to be changed to reflect the same flight and date.
- Applicable terms and conditions are subject to change without prior notice.