

## Terms & Conditions

### General

1. Travel on Reward tickets on SriLankan Airlines is subject to capacity controls of SriLankan Airlines. This means that SriLankan Airlines may limit the number of seats available for Reward tickets on particular flights. Seats for Reward Tickets may not be available on all flights or in all classes.
2. Redemption tickets can only be issued by FlySmiles Service Centres, FlySmiles Contact Centre and SriLankan offices worldwide. Travel agents cannot issue Reward tickets or any of the Rewards.
3. **oneworld** member Airlines & Affiliates, Partner Airlines may impose blackout periods when Reward redemption is not permitted by such airlines
4. Applicable service / change fees for - upgrades, reward tickets and partner vouchers.

DESCRIPTION	CHARGE (USD)									
	Platinum	Platinum Nominee	Gold	Classic	Silver	Baggage Premier	Baggage Premier Nominee	Baggage Plus	Blue	Young Smiles
<b><i>Rush Reward Fee</i></b>										
For travel within 7 days of booking – Economy/Peak Economy reward tickets	NIL	50	50	50	50	NIL	50	50	50	50
For travel within 24 hours of booking – Economy/Peak Economy reward tickets	NIL	75	75	75	75	NIL	75	75	75	75
Business Class reward tickets	NO RUSH REWARD FEE									
<b><i>Change Fee</i></b>										
Date / Flight change of a ticket	30	30	30	30	30	30	30	30	30	30
Sector change of a ticket	30	30	30	30	30	30	30	30	30	30
<b><i>Refund Fee</i></b>										

Re crediting miles - unutilized tickets	50	50	50	50	50	50	50	50	50	50
One sector of the ticket being refunded was cancelled by the member and the other sector was cancelled by UL (Flight did not operate)	25	25	25	25	25	25	25	25	25	25

DESCRIPTION	CHARGE (USD)									
	Platinum	Platinum Nominee	Gold	Classic	Silver	Baggage Premier	Baggage Premier Nominee	Baggage Plus	Blue	Young Smiles
<i>Late Change Fee</i>										
Late change fee - Economy/ Business reward tickets	25	25	25	25	25	25	25	25	25	25
<i>Card issuance</i>										
On demand issuance of plastic membership card	30 USD /3000 miles		30 USD /3000 miles	30 USD /3000 miles	30 USD /3000 miles	30 USD /3000 miles		30 USD /3000 miles	30 USD /3000 miles	30 USD /3000 miles
<i>Companion/Nominee Fee</i>										
Reward tickets / upgrades / partner voucher nominations	30	30	30	30	30	30	30	30	30	30
<i>Reward upgrades</i>										
Date changes	NIL	25	25	25	25	Not permitted		Not permitted	25	25
Cancellations	NIL	25	25	25	25	Not permitted		Not permitted	25	25



Service fee - Service fee of LKR 500 will be charged for services available online extended at FlySmiles counter & FlySmiles Contact Centre

5. Redemptions are not permitted on codeshare flights operated and marketed by other Airlines for SriLankan Airlines
6. 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.
7. Reward rates shown in the chart are applicable for both adults and children
8. Reward tickets are valid for 01 year from the date of issue. Reward tickets cannot be extended.
9. For Nominee tickets of Blue, Silver, Classic, Gold and Platinum members, nomination form (Download the 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. Baggage Premier and Baggage Plus member should visit to the counter in person for any redemption.
10. Members cannot use the second segment if the first segment of the ticket is un-utilized
11. Reward redemptions can be combined with any class of travel. (Economy, Peak Economy and Business Class)
12. Reward flights must be booked at least seven days prior to departure. Failure to do so will result in a service fee. 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 to Chart on Service/change fees)

Applicable taxes and surcharges will be charged at the time of ticketing on all reward tickets

13. Reward miles earned cannot be used to pay taxes and service fees
14. Waitlisting of bookings are not possible for reward itineraries
15. Reward tickets are re-routable to any sector within the ticket validity, additional miles/taxes may apply.
16. Tax refund on reward tickets can only be claimed from the issuing city
17. Expired miles will not be re-instated when a reward ticket / upgrade is cancelled<sup>20</sup>
18. 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

19. Redemption tickets issued on economy/peak economy class cannot be upgraded using redemption miles. Reward upgrades are available only on SriLankan Airlines and for airline Tickets issued on IATA Airline Code 603 only.
20. Tickets issued on O/Q & N classes will require an additional 50% miles for upgrade.
21. Infant Reward tickets will only be issued along with the accompanying parent. 110% FlySmiLes Miles will be redeemed
22. Name changes are not possible once tickets are issued. Please ensure that you enter your name as per the passport
23. Miles will be awarded as per original booked class for airport surcharge upgrades.

Type of Ticket	Accrual of FlySmiLes Miles	
	YES	NO
Redemption Tickets (RBD -X / M / U)		√
Cash plus Miles Tickets		√
Reduced reward discounted Tickets		√
Redemption upgraded Tickets	√ (Only for the originally issued economy class RBD)	

24. 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.
25. Baggage allowance will be indicated as below,

	Platinum/ Emerald	Gold/ Sapphire	Classic/ Ruby	Silver
<b>Complimentary baggage allowance (weight concept)</b>	20kg	15kg	05kg*	10Kg

				T & C apply
<b>Complimentary baggage allowance (piece concept)</b>	1 additional piece (irrespective of ticketed allowance)	1 piece (when ticketed allowance is 1piece only)	1 piece * (when ticketed allowance is 1piece only)	Not applicable

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

26. 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.

27. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.

### Online redemption Tickets

1. A 10% reduction of 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 of 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. Issuance of online tickets for nominee, member needs to travel on the same day, same flight to avail the 10% discount
5. Online redemption tickets can only be issued to travel and return from the same sector
6. Online redemption tickets can only be issued on Economy and Business class and cannot be issued on peak economy class tickets
7. Contact your nearest SriLankan Airlines office for any online ticket change/refund
8. Applicable service / change fees for online reward tickets

DESCRIPTION	CHARGE (USD)
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	Platinum	Platinum Nominee	Gold	Classic	Silver	Baggage Premier	Baggage Premier Nominee	Baggage Plus	Blue	Young SmiLes
<b>Rush Reward Fee (Applicable for Date/Flight/Sector change)</b>										
For travel within 7 days of booking – Economy/Peak Economy reward tickets	NIL	50	50	50	50	NIL	50	50	50	50
For travel within 24 hours of booking – Economy/Peak Economy reward tickets	NIL	75	75	75	75	NIL	75	75	75	75
Business Class reward tickets	NO RUSH REWARD FEE									
<b>Change Fee</b>										
Date / Flight change of a ticket	30	30	30	30	30	30	30	30	30	30
Sector change of a ticket	30	30	30	30	30	30	30	30	30	30
<b>Late Change Fee</b>										
Late change fee - Economy/ Business reward tickets	25	25	25	25	25	25	25	25	25	25

9. Nominee fee is not applicable; however, the nominee should travel with the member on the same day same flight to redeem for online redemption tickets. (In the event of date change above will not be considered)

### Cash plus miles Tickets

1. Cash plus miles tickets can be issued on SriLankan Airlines website, mobile app or FlySmiLes Contact Centre and through Global contact centre
2. Cash plus Miles tickets can only be issued on Economy class
3. Miles amount on Cash plus miles tickets will be subject to change (depending on conversion rate and the Currency fluctuations)



4. Rush reward fee and nominee fee will not be charged for online cash plus miles tickets; however nominee fee will be applicable when the cash plus miles tickets are issued from SriLankan Airlines ticket offices and Global contact center
5. Validity of a cash plus miles ticket will be one year from the date of travel
6. Issuance of online cash plus miles tickets for nominee, member needs to travel on the same day and same flight
7. Online cash plus miles tickets can only be issued to travel and return from the same sector
8. 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
9. A service fee may apply for a Date / Flight and sector change of a cash plus miles ticket
10. 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.)
11. Cash plus miles tickets can be upgraded using miles (Cash plus miles tickets cannot be upgraded using bid upgrades and Airport upgrades are possible)
12. Contact your nearest SriLankan Airlines office for any online cash plus miles ticket change/refund