

FLYSMILES REDEMPTION VOUCHER

Utilize your miles with ease by choosing a FlySmiLes Redemption Voucher valid for one year.

1. Voucher/s validity: - one year from voucher issued date
 2. Redemption voucher/s can be utilized for redemption ticket issuances, upgrades, excess baggage rewards on SriLankan Airlines marketed and operated flights and for non-airline partner vouchers within the voucher validity period
 3. Issued Voucher/s cannot be refunded and miles will not be recredited
 4. Voucher/s can be issued only by the FlySmiLes membership card holder
 5. Voucher is non-transferable, validity period will not be extended and cannot be exchanged for cash payments
 6. Multiple redemption vouchers can be issued for FlySmiLes membership card holder only
 7. Voucher can be used for multiple ticket issuances, upgrades, excess baggage rewards and non-airline partner vouchers or for any number of non-airline partner vouchers for FlySmiLes membership card holder or to any nominee (Nominations for ticket issuances, upgrades, excess baggage or non-airline partner vouchers are allowed at a fee of 30USD)
 8. Voucher/s can be used as full or part payment for redemption ticket purchases
 9. Travel validity: - travel should commence and be completed within voucher validity period of one year (travel date / route and flight changes for issued tickets are allowed at a fee of 30USD) Date change fee will be waived off for SriLankan Airlines operated sectors that have been cancelled by the airline
 10. Upgrade validity: - upgraded travel should commence and be completed within voucher validity period of one year (upgraded date and flight can be changed at a fee of 25USD)
 11. Excess baggage redemption validity: - excess baggage redemption voucher will be valid for date and flight specified and cannot be changed
 12. Non-airline partner voucher validity: - non-airline partner vouchers issued against redemption vouchers will be valid for 6 months within redemption voucher validity period
- *This redemption voucher cannot be utilized at non-airline partners. Please contact FlySmiLes Call Center on +197 3333 33 or visit FlySmiLes Ticket office (FlySmiLes Service Centre, SriLankan Airlines Limited, IceLand Business Centre, Ground Floor, No 30, Siri Uttarananda Mawatha, Colombo 03) to issue non-airline partner vouchers against the redemption voucher
13. Redemption tickets, upgrades against voucher/s can only be issued at SriLankan Airlines FlySmiLes counter and FlySmiLes call centre
 14. Excess baggage redemptions and non-airline partner vouchers against redemption voucher/s can only be issued at FlySmiLes call centre

15. In the event issued voucher is insufficient for redemption ticket issuance, available miles in member account can be combined. However, if member does not have sufficient miles the rest of the miles can be purchased or transferred at a fee
16. If the voucher is used to issue a redemption ticket, upgrade, excess baggage redemption or a non-airline partner voucher for a lesser miles requirement, the remaining miles of the voucher would be voided
17. Multiple redemption tickets and upgrades or non-airline partner vouchers can be issued simultaneously against one voucher
18. At the time of issuing tickets or upgrades against redemption voucher, applicable taxes and service fees shall be paid separately as additional collection
19. Issued tickets, upgrades, excess baggage redemption vouchers and non-airline partner vouchers cannot be refunded and miles will not be recredited
20. Combination of redemption booking classes allowed for ticket issuances. Applicable miles and tax difference shall apply.
21. Please cancel booking at earliest if unable to travel as No show fee would apply
22. This is governed by all Terms and conditions of FlySmiles