



# FlySmiLes Member Guide

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## About FlySmiles

Welcome to a new era of extraordinary luxury with FlySmiles, the SriLankan Airlines frequent flyer programme. The latest member of the **oneworld**<sup>®</sup> airline alliance, FlySmiles joins an elite circle, consisting of the world's leading airlines working as one to give frequent international travelers a superior, seamless travel experience, with special privileges and rewards.

With preferential **oneworld** privileges from 13 partner airlines, FlySmiles members now enjoy access to over 600 lounges and over 1000 destinations across the globe.

With this Frequent Flyer Programme, you can earn and redeem FlySmiles miles whenever they travel, whether with SriLankan Airlines, **oneworld** member airlines, **oneworld** affiliate airlines or with any of our partner airlines.

## Membership Categories

FlySmiles has 4 membership levels: Platinum, Gold, Classic and Blue.

Silver status membership is exclusively offered to SriLankan Airlines co-branded credit card holders.

Members can also opt for the Baggage Bonus Programme offering exclusive additional luggage allowances.

The Young Smiles program is exclusively for our young travelers between 2 to 18 years.

Blue tier being the entry level for FlySmiles.

Every mile you earn takes you closer to the next tier, bringing you more rewards and delights at every stage.

## Platinum Members

Platinum is the highest tier in the elite FlySmiles Club dedicated to our frequent international travelers.

Benefit from personalized service at every point in your journey to international recognition across a network of over 1000 destinations.

Enjoy priority benefits such as complimentary Lounge access, increased baggage allowance and priority check-in at First/ Business Class counters on matter what your class of travel.

## Platinum Membership - Criteria for tier status qualification / renewal

Qualification	60,000 Tier Miles or 60 sectors	Minimum of 30, 000 Tier miles/ 30sectors on SriLankan Airlines
Renewal	55,000 Tier Miles or 55 sectors	Minimum of 28,000 Tier miles/ 28 sectors on SriLankan Airlines

As a member of the **oneworld**<sup>®</sup> airline alliance FlySmiLes Platinum members are matched to the corresponding **oneworld** Emerald tier.

### Gold Members

As a member of the elite FlySmiLes Gold Membership you can enjoy exclusive privileges such as complimentary Lounge access across the **oneworld** network of almost 1000 destinations, priority Business Class check-in and boarding and excess baggage allowances.

These privileges are tailored to create a journey of luxury whenever you travel.

## Gold Membership - Criteria for tier status qualification / renewal

Qualification	40,000 Tier Miles or 40 sectors	Minimum of 20,000 Tier miles/ 20sectors on SriLankan Airlines
Renewal	35,000 Tier Miles or 35 sectors	Minimum of 18,000 Tier miles/ 18 sectors on SriLankan Airlines

As a member of the **oneworld** airline alliance FlySmiLes Gold members are matched to the corresponding **oneworld** Sapphire tier.

### Classic Members

As a FlySmiLes Classic Member you will be entitled to range of priority benefits and recognition no matter where you travel across the **oneworld** network.

Benefits from access to global network of over 1000 destinations with 14 **oneworld** member airlines to priority benefits at reservations and check-in and much more.

## Classic Membership - Criteria for tier status qualification / renewal

Qualification	20,000 Tier Miles or 20 sectors	Minimum 1 sector on SriLankan Airlines
Renewal	15,000 Tier Miles or 15 sectors	Minimum 1 sector on SriLankan Airlines

As a member of the **oneworld** airline alliance FlySmiLes Classic members are matched to the corresponding **oneworld** Ruby tier.

## Silver Members



Co-branded membership will allow members to also qualify for FlySmiLes Club membership - Classic, Gold or Platinum status depending on travel and tier miles earned with SriLankan Airlines and **oneworld** member airlines.

Members who qualify for FlySmiLes Club membership will be entitled to enjoy **oneworld** benefits across the **oneworld** network.

\* Silver Tier benefits are only extended towards primary credit card holders.

\*\* Silver Tier benefits are only valid for flights operated by Sri Lankan Airlines.

\*\*\* Excess baggage entitlement of Silver tier status and other FlySmiLes membership tiers cannot be combined for benefits.

## Baggage Bonus Members

Anyone can opt to enroll in the Baggage Bonus programme, which comprises of two tiers – Plus and Premier.

Offering you extra baggage allowance of 15Kgs and 25Kgs whenever you travel on SriLankan Airlines.

## Baggage Bonus Membership - Criteria for tier status qualification / renewal

UL Tier Status	Qualification	Renewal
Baggage Premier	60,000 Tier Miles or 60 sectors	55,000 Tier Miles or 55 sectors
Baggage Plus	20,000 Tier Miles or 20 sectors	20,000 Tier Miles or 20 sectors

### Baggage Benefits

**Baggage Premier:** 25 kgs Excess baggage allowance when travelling within the Baggage Bonus Network and 20kgs when travelling to a UL destination out of the Baggage Bonus Network.

**Baggage Plus:** 15 kgs excess baggage allowance when travelling with the Baggage Bonus Network and 15kgs when travelling to a UL destination out of the Baggage Bonus Network.

### Benefits at Reservation

Baggage Premier:

- 15% Tier Bonus
- Guaranteed Economy Class Seat when booked at least 48 hours before flight
- Dedicated Contact Centre
- Priority on Waitlist

### Baggage Plus

- Dedicated Contact Centre
- Priority on Waitlist

### Baggage Bonus Route Network

South India	Chennai, Trivandrum, Trichy, Bangalore
North India	Bombay, Delhi

<b>Maldives</b>	Male
<b>United Arab Emirates</b>	Dubai, Abu Dhabi
<b>Far East</b>	Bangkok, Singapore, Kuala Lumpur
<b>Pakistan</b>	Karachi
<b>China</b>	Beijing, Shanghai, Canton

## YoungSmiles

You can now join YoungSmiles and experience a world of travel filled with fun and excitement designed especially for the young and adventures frequent flyer.

On completion of 18<sup>th</sup> Birthday YoungSmiles Members will be moved to the main programme. Tier status will be given according to the preceding 12 months millage balance.

### Earn FlySmiles Miles

Young Smiles members can only earn miles with travel on SriLankan Airlines.

### Redeem FlySmiles Miles

Your FlySmiles Miles can be redeemed for reward tickets and upgrades on SriLankan Airlines, excess baggage and duty-free purchases on-board SriLankan Airlines. Miles can also be redeemed with our FlySmiles non air partners.

YoungSmiles members can also avail themselves to special discounts and benefits with selected lifestyle partners in Sri Lanka.

Note to parents: *Download the YoungSmiles application form and give us your consent by completing and signing the Download YoungSmiles Application Form.*

You may forward the duly completed application to [youngsmiles@srilankan.com](mailto:youngsmiles@srilankan.com).

## FlySmiLes Top Tier Member Privileges



Look for the oneworld **Priority** logo on airport signs and follow your path to top tier privileges.

New Tier Level Benefits	Platinum	Gold	Classic	Silver
Redeem FlySmiLes Miles for				
* Free Travel Awards ⓘ	✓	✓	✓	✓
* On-board Shopping ⓘ	✓	✓	✓	✓
* Excess baggage allowances ⓘ	✓	✓	✓	✓
At Airport :				
Check in				
Business Class counter - SriLanka ⓘ	✓	✓		
Business Class/oneworld counter - network ⓘ	✓	✓	✓	
FlySmiLes/oneworld counter - SriLanka ⓘ			✓	✓
Complimentary Lounge Access ⓘ	Member + 1 guest	Member + 1 guest		Member
Priority airport standby ⓘ	✓	✓	✓	
Priority Boarding ⓘ	✓	✓		
Transfer Support ⓘ	✓	✓	✓	
Baggage Handling				
* Priority baggage handling	✓	✓		
* Personalized Baggage Tags	✓	✓	✓	
* Complimentary excess luggage allowance ⓘ	20kgs	15 kgs	05 kgs	10kgs
At reservations:				
Guaranteed seat in Economy Class ⓘ	Up to 48 hrs	Up to 72 hrs		
Priority on waitlist ⓘ	✓	✓	✓	✓
Overdraft Facility ⓘ	5000 miles	3000 miles		3000 miles
Tier Bonus ⓘ	25%	15%		
Dedicated Contact Center ⓘ	✓	✓	✓	✓

### **<sup>1</sup>Free Travel Awards**

You can redeem your FlySmiLes Miles which you have earned on SriLankan, **oneworld** Airlines and its affiliates and FlySmiLes Partner Airlines, for Reward tickets and Reward upgrades. (*T & C applies*)

FlySmiLes will enable its top tier frequent flyer members and **oneworld** top tier members to enjoy a consistent set of recognition benefits on all UL and **oneworld** flights as per the defined eligibility.

Members are able to nominate others for rewards at a fee.

### **<sup>2</sup>On board duty free**

You can now redeem your FlySmiLes Miles for exclusive inflight duty-free products on SriLankan Airlines. Just log on to our Duty-Free Pre-flight Order Service to choose your merchandise between 3 and 14 days prior to your flight, pick up your selected items on board.

How to redeem your duty-free awards:

Visit <https://www.srilankan.com/flysmiles/using-your-miles/duty-free>

### **<sup>3</sup>Excess baggage Allowance**

Redeem a minimum of 05 kg extra baggage on SriLankan Airlines flights. Miles required for extra baggage will depend on destination of travel.

Visit <https://www.srilankan.com/flysmiles/using-your-miles/extra-baggage-free>

## **At Airport**

### **Check-in**

#### **<sup>4</sup>Business class counter - Sri Lanka**

Priority check in for Platinum and Gold members at SriLankan Airlines Business class counter

#### **<sup>5</sup>Business class counter network**

Priority check for Platinum, Gold and Classic at SriLankan Airlines Business class counters worldwide.

#### **<sup>6</sup>FlySmiLes/oneworld Counter – Sri Lanka**

Silver and Classic tier member are eligible to check in at FlySmiLes/**oneworld** check in counter in Sri Lanka

## **<sup>7</sup>Complimentary lounge Access**

FlySmiLes Platinum and Gold members will receive complimentary Business class lounge access with 1 guest regardless of class of travel when travelling on a flight both marketed and operated by **oneworld** member airline or affiliate. FlySmiLes Silver members will be entitled to use the Palm Strip Lounge when travelling on a SriLankan Airlines flight. (T & C apply)

Visit: <https://www.srilankan.com/flysmiles/about-flysmiles/member-lounge-entitlement>

## **<sup>9</sup>Priority Airport standby**

Priority on waitlist will be extended to member on fully booked flights as per the SriLankan Airlines passenger acceptance policy.

## **<sup>10</sup>Priority Boarding**

FlySmiLes Platinum and Gold members will be provided with priority boarding or will be invited to board at their leisure on all SriLankan Airlines flights or when travelling on flights marketed and operated by **oneworld** member airlines of affiliates.

## **<sup>11</sup>Transfer Support**

Transfer assistance will be provided for flights into Category A airports on all flights in excess of 5 hours when travelling on flights marketed and operated by a **oneworld** member airline of affiliate.

## **Baggage handling**

### **<sup>12</sup>Complimentary excess luggage allowances**

FlySmiLes Platinum and **oneworld** Emerald members will be entitled to an additional 20kgs when traveling on flights marketed and operated by a **oneworld** member airlines or affiliates.

FlySmiLes Gold and **oneworld** Sapphire members will be entitled to an additional 15kgs when traveling on flights marketed and operated by a **oneworld** member airlines or affiliates.

FlySmiLes Silver members will be entitled to complimentary excess luggage allowances specified, **ONLY** on flights operated by SriLankan Airlines as agreed with the respective banking partner.

FlySmiLes Classic members will be entitled to complimentary excess luggage allowances of 5kgs specified, **ONLY** on flights operated by SriLankan Airlines

### <sup>13</sup>Piece policy for travel to/from Area 1

FlySmiLes Platinum and **oneworld** Emerald members will be entitled to an additional piece weighing up to 23kgs where piece concept is applicable when traveling on flights marketed and operated by a **oneworld** member airlines or affiliate for travel to / from Area 1. (South and North America irrespective of ticketed allowance)

FlySmiLes Gold and **oneworld** Sapphire members will be entitled to an additional 1 piece weighing up to 23kgs where piece concept is applicable. Only allowed when ticketing allowance states 1 piece & when traveling on flights marketed and operated by a **oneworld** member airline or affiliate for travel to / from Area 1. (South and North America).

	Platinum/ Emerald	Gold/ Sapphire
Complimentary baggage allowance (piece concept)	1 additional piece (irrespective of ticketed allowance)	1 piece (when ticketed allowance is 1piece only)

### <sup>14</sup>Guaranteed seat in economy class

A guaranteed seat in Economy class will be provided (in applicable booking class) on fully booked flights, anytime up to 48 hrs prior to departure for a Platinum member, and 72 hrs prior to departure of the flight for a Gold member. This is only valid for flights on SriLankan Airlines.

### <sup>15</sup>Priority on wait listing

Your FlySmiLes membership gives you priority on the waitlist of fully booked flights.

### <sup>16</sup>Over draft facility

Platinum, Gold and Silver members redeeming miles for upgrades having a shortfall of the required miles will be permitted an overdraft facility.

- Platinum Members - 5000 miles
- Gold/Silver Members - 3000 miles

To request for an overdraft transaction the member must have a future flight booked and ticketed with UL to compensate (future flight must be within 6 month)

Overdraft facility will not be extended to Reward tickets and non-Airline Partner Vouchers.

### **<sup>17</sup>Tier Bonus**

FlySmiLes Gold members can earn an additional 15% FlySmiLes Miles as tier bonus, and FlySmiLes Platinum Members an additional 25% as bonus on flights marketed and operated by SriLankan Airlines, which are eligible for earning FlySmiLes Miles.

### **<sup>18</sup>Dedicated contact center**

To facilitate your enquiries from around the globe please contact our FlySmiLes Service Centre on + 94 (0) 19733 3333 or email [flysmiles@srilankan.com](mailto:flysmiles@srilankan.com)

### **<sup>19</sup>Disruption notification before departure**

When a flight disruption occurs, top tier members as defined in the order of priority for customer handling will be used to notify the flight disruption.

### **<sup>20</sup>Onboard Assistance**

In flight Announcements – Welcome aboard & Farewell announcements will be placed on UL flights, advising that operating flight is a member of the **oneworld** Alliance and welcoming FlySmiLes and **oneworld** Emerald and Sapphire members

### **<sup>21</sup>Top tier recognition**

Flight Attendants will provide **oneworld** top tier recognition to Emerald, Sapphire and Ruby members

### **<sup>22</sup>Transfer Assistance**

Personal briefing to Emerald, Sapphire and Ruby members who are connecting on to another **oneworld** flight and who are seated in Business class cabin and wherever possible Emerald members seated in Economy cabin.

### **<sup>23</sup>On arrival assistance**

Customer Service staff meeting the disembarking customers in excess of 5hour connections will provide transferring **oneworld** customers with information to assist with their transfer, and other **oneworld** queries as required.

## Earning Miles

### FlySmiLes Miles

FlySmiLes Miles are your reward currency which you earn every time you fly with SriLankan Airlines, **oneworld** member airlines, affiliates and partner airlines. Miles can also be earned whenever you spend with any FlySmiLes non-airline partner, such as dining, shopping, banking, and communications partners or by converting partner loyalty and reward points.

Miles will expire after three years in March and September.

Miles will be awarded as per original booked class.

Miles for airport surcharge upgrades will be given on Business class saver fare.

Miles earned on bookings with SriLankan Airlines is as follows.

Cabin	Fare Family	Booking Class	FlySmiLes miles accrual
BUSINESS	FLEX	J	225%
	SEMI FLEX	C	200%
	VALUE	D	175%
	SAVER	I	150%
ECONOMY	FLEX	Y, B, P, H	150%
	SEMI FLEX	K, W, M, E	125%
	VALUE	L, R, V, S	100%
	SAVER	N, Q, O	60%
			G

Use the mileage calculator to check how many miles you will earn when taking a flight on SriLankan Airlines or any **oneworld** airline Partner.

To ensure you receive your miles please remember to make your reservation as per your passport name. Your FlySmiLes profile name should match with your passport name for seamless mileage accrual.

You can also Earn miles by: -

- Flying with **oneworld** member airlines and partner airlines
- Using the services of our non-air partners such as credit cards, hotels, telecommunication providers, popular retailers and lifestyle partners

**Birthday Bonus** – A member taking a flight within one month of celebrating Birthday will be eligible for a Birthday Bonus.

**First flight bonus** – Members will be awarded for a first flight bonus of 1000 and 3000 for Economy and Business class travel undertaken within 06 months of enrolment.

**Bonus awarded for bookings through SriLankan booking engine** – Members will receive an additional 1000 bonus miles for travel undertaken within 06 months of enrolment.

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)	

### Tier Miles

Tier Miles will determine your tier status with the FlySmiLes programme. You will earn tier miles only with SriLankan Airlines & **oneworld** member airlines.

The tier status is calculated based on a rolling tier (the Miles earned in the preceding 12 months are considered to determine your tier status).

### Platinum and Gold Membership Category Bonuses

The more you fly, the more Rewards you enjoy. The higher your membership Tier with FlySmiles, the more FlySmiles Miles you earn. When travelling on SriLankan in addition to Miles flown, Platinum members will earn 25% more miles while Gold members will earn a 15% additional as a Tier bonus.

Tier category	Bonus
Platinum	25%
Gold	15 %

## Digital Membership Card

Search, book, check-in and take off in a flash with the SriLankan Airlines app.

Enjoy a hassle-free and seamless travel experience with world class features and options. SriLankan Airlines app not only allows you to book your flights on the go, it also gives you helpful information based on wherever you are in the world.

Download the new SriLankan Airlines app to your Apple or Android phone today!



## Keeping track of Miles

As an active member, you will receive a monthly statement recording all the Miles you have earned and redeemed, enabling you to see how close you are to maintaining your current status or ascending to a higher tier. You can also check your mileage balance from anywhere and at any time using [www.srilankan.com/flysmiles](http://www.srilankan.com/flysmiles). All you need is your membership number and password.

## Claiming Missing Miles

Please contact the FlySmiles call center on +(94) 19733 3333 or email [flysmiles@srilankan.com](mailto:flysmiles@srilankan.com) to update missing miles.

For flights on SriLankan Airlines, please allow a minimum of 48 hours for your miles to be updated on your statement. Please note that a minimum of 6-8 weeks is required for miles earned on other airlines to be accrued to your account.

If you are a FlySmiles member and have forgotten to claim your miles, you may still do so for up to 6 months of your travel with SriLankan Airlines. On new enrolments, members can claim miles up to two months of past travel.

If you are missing miles of a flight activity on SriLankan or a partner Airline, please provide a scan copy of boarding pass, booking reference and ticket number to earn retroactive credit. Retroactive miles may be claimed up to 6 months of your air travel with Sri Lankan Airlines.

**Note- Also ensure you enter your booking name according to your FlySmiles card to avail your benefits at the Airports**

You may send your request through our web site or mobile now. (<https://www.srilankan.com/flysmiles/using-your-miles/claiming-missing-miles> )

## Moving Up the Membership Tier

The following chart illustrates the tier miles and sectors required to qualify and maintain FlySmiles Tier statuses.

UL Tier Status	oneworld Tier	Qualification	Renewal
Platinum	Emerald	60,000 Tier Miles or 60 sectors	55,000 Tier Miles or 55 sectors
		(Min 30K miles/ 30 sectors on UL)	(Min 28K miles/ 28 sectors on UL)
Gold	Sapphire	40,000 Tier Miles or 40 sectors	35,000 Tier Miles or 35 sectors
		(Min 20K miles/ 20 sectors on UL)	(Min 18KMiles/ 18 sectors on UL)
Classic	Ruby	20,000 Tier Miles or 20 sectors	15,000 Tier Miles or 15 sectors
		(Minimum 1 sector on UL)	(Minimum 1 sector on UL)
Silver	n/a	SriLankan Airlines Platinum co-branded card holders	
Baggage Premier	n/a	60,000 Tier Miles or 60 sectors	55,000 Tier Miles or 55 sectors
		(All to be earned on UL)	(All to be earned on UL)
Baggage Plus	n/a	20,000 Tier Miles or 20 sectors	20,000 Tier Miles or 20 sectors
		(All to be earned on UL)	(All to be earned on UL)
Blue	n/a	No requirement	No requirement
YoungSmiles	n/a	No requirement	No requirement

## Tier threshold for FlySmiles

A Member's tier status will be valid for 12 months and the card will be valid for 13 months. The tier will be reviewed at the 12th month with an additional month given on card validity to receive new card. If the member has fulfilled the retention criteria the one will be permitted to continue in the same tier for an additional 13

months. If member falls short, the tier will be downgraded to the next level and if one has earned the required miles for the next tier the tier status will be upgraded for another 13 months.

## Redeeming Miles

### Excess Baggage Rewards

### Flight Redemption

Flight redemptions for award tickets online will save 10% miles  
 For tickets purchased on economy classes of O, N and Q will require up to 50% additional miles for upgrades.

### SriLankan Holidays

### Duty Free purchases

### Non-airline partners

Redeem FlySmiLes Miles with our non-airline partners giving you additional benefits and rewards, on your FlySmiLes membership.

Extension of non-air partner vouchers will be accommodated at a fee of LKR 500

## Purchasing Miles

Miles are non-refundable and must be purchased at least 48 hours before your booking. A minimum of 2500 miles need to be purchased. Tier miles cannot be purchased.

Quantity	Amount (US \$)
2,500 FlySmiLes Miles	60

- Member can only request to transfer exact mileage towards nominee for redemption and not in excess
- A minimum of 1000 miles can be transferred and the member who is transferring miles will have to retain a balance of 2000 miles in account
- Post transfer if miles have not been utilized within 72 hours, same will expire
- Miles once transferred must be utilized by nominee and cannot be transferred to another account

## Transferring Miles

The cost of mileage transfer will be as follows.

Quantity	Amount (US \$)
1,000 – 25,000 FlySmiLes Miles	25
25,001 – 40,000 FlySmiLes Miles	50
40,001 – 60,000 FlySmiLes Miles	75
60,001 – 80,000 FlySmiLes Miles	100
80,001 – 100,000 FlySmiLes Miles	125

\*Transferred Miles or purchased miles will not count towards tier level qualification.

## Renewal of expired miles

Member can relax and plan to use their frequent flyer benefits with the opportunity of extending their expired FlySmiLes miles for up to one year.

- USD 0.012 per mile will be charged to reinstate expired miles
- Up to 50,000 miles can be extended per person
- Validity of reinstated miles would be 12 months from reinstatement
- Expired Miles can only be extended once
- Transactions are non-refundable
- Requests to reinstate miles need to be made within 3 months of mileage expiry

## Accrual and Redemption at a glance

	Marketing - UL	Marketing - UL	Marketing - oneworld	Marketing - UL	Marketing - Partner (non oneworld)	Marketing - UL	Marketing - Code Share (non oneworld)
	Operating - UL	Operating - oneworld	Operating - UL	Operating - Partner (non oneworld)	Operating - UL	Operating - Code Share (non oneworld)	Operating - UL
Accrual	✓	✓	✓	✓	✓	X	X*
Redemption	✓	✓	X	✓	X	X	X

\* If the flight number is a 3-digit SriLankan Airlines flight number, FlySmiLes member will accrue miles

## Definitions

**UL Flights** - Flight number is a 3-digit SriLankan Airlines flight number with a Document starting with a 603 Ticket number

**oneworld Flights** – Flight number is a 3-digit oneworld Airline flight number on a oneworld document.



**Partner Flight** – A non-oneworld partner airline Frequent Flyer program that has an accrual and redemption agreement with UL FFP

**Code Share Flight** - SriLankan Airlines and OAL agreement on mutual code-share services however not binding accrual and redemption

## FlySmiles Service Fees

FlySmiles service fee applies as per below chart

DESCRIPTION	CHARGE (USD)									
	Platinum	Platinum Nominee	Gold	Classic	Silver	Baggage Premier	Baggage Premier Nominee	Baggage Plus	Blue	Young Smiles
<b>Rush Reward Fee</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>Refund Fee</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
<b>Late Change Fee</b>										
Late change fee - Economy/	25	25	25	25	25	25	25	25	25	25

Business reward tickets										
<b>Card issuance</b>										
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
<b>Companion/Nominee Fee</b>										
Reward tickets / upgrades / partner voucher nominations	30		30	30	30	30		30	30	30
<b>Reward upgrades</b>										
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

\*Date Change policy is applicable for change of date and of flight.

\*\*Service fee at counter/ call center - service fee of LKR500 will be charged for services available online extended at counter/ call center.

## Terms and Conditions of FlySmiles

### A. Membership of FlySmiles

1. Application for Membership of FlySmiles is open to any person who is eighteen years of age and above.
2. This programme is not valid for enrolment or redemption wherever any similar programmes are prohibited by Law
3. Membership is not transferable.
4. Membership commences when SriLankan Airlines accepts the application for Membership and a membership account is created by SriLankan Airlines.
5. SriLankan Airlines reserves the right to reject any application for Membership acting on its own discretion. If SriLankan does so, then any privileges that any applicant may have earned or accrued by a temporary card shall be null and void.
6. There is no fee for Membership as at present. SriLankan Airlines reserves the right to charge a fee in future.
7. Members will receive a FlySmiles Membership Card only on being eligible for FlySmiles tiers of Platinum, Gold and Classic.
8. All member can download the digital membership card using the SriLankan mobile app. Any member upon enrolment will be eligible to download the digital card which will be accepted at Airport and partners.
9. If a FlySmiles Membership Card is lost the replacement card will be subject to a fee.
10. If a Member wishes to change personal details given to FlySmiles, then the Member must immediately inform such requested change to FlySmiles. SriLankan Airlines, acting in its discretion, may allow such change. A request for a name change requires proof of name change satisfactory to SriLankan Airlines.
11. Accounts with incomplete or missing data will be considered as pending and SriLankan Airlines may delete such accounts.
12. SriLankan Airlines reserves its right to exclude any Member from further participation in FlySmiles and/or any Membership in FlySmiles (if such is available), or any associated programme of FlySmiles to be launched in the future and revoke any or all accruals including Miles by the Member at any time without giving any notice or reason. In such an event, all accruals including Miles shall be forfeited without entitlement to compensation. The Member may also be held liable for all damages, costs legal fees incurred by SriLankan Airlines, as the case may be.
13. Any Member may cancel the Membership at any time by submitting the appropriate written notification, at which time any outstanding Miles, benefits and privileges will stand as cancelled.
14. A FlySmiles Membership Card is valid for a period of 13 months from the date of the Tier change.

15. All taxes, duties and other liabilities arising from the earning of Miles or any other accruals or their redemption and will always be the sole responsibility of Member and must be paid by the Member in advance of any redemption. Such payment will not be in miles.
16. Membership is automatically terminated on the death or bankruptcy of a Member. Miles earned prior to termination in these circumstances will be immediately cancelled. However, FlySmiLes may, at its own discretion, reinstate Miles in favor of the heirs of the deceased Member upon the application of his or her personal representative subject to producing valid documents to establish the entitlement of heirs to receive Miles.
17. A FlySmiLes Silver member has the ability of retaining Silver Tier and FlySmiLes club membership (Platinum/Gold/Classic Tiers) simultaneously however benefits cannot be combined.

## B. FlySmiLes Miles

1. Members are eligible to accrue miles for travel in defined booking classes in flights that are operated by SriLankan Airlines and **oneworld** member Airlines and affiliates. In addition to the applicability of terms and conditions of FlySmiLes, the terms and conditions of the frequent flyer programmes of **oneworld** Airlines and affiliates shall apply to the accrual of miles for travel in **oneworld** member Airlines and affiliates  
 In addition to above Members are eligible to accrue Miles on FlySmiLes Partner airline and non-air partners using the qualifying services of Service Partners, on or after the Member's enrolment date.
2. Miles will be earned for airline tickets as follows:
  - a) Miles are awarded by FlySmiLes for airline tickets purchased in Business and Economy Class in SriLankan Airlines, **oneworld** Member Airlines and affiliate and upon utilization of such tickets by a Member. If only a part of the Ticket is utilized, then the Member is awarded Miles only in respect of the part utilized.
  - b) No Miles will be earned for industry discount, agency discount, free or Reward tickets, infant fares and other special discount tickets as specified by SriLankan Airlines, **oneworld** Member Airlines and affiliate or Airline Service Partners from time to time.
  - c) SriLankan Airlines may at its discretion not permit earning of Miles for tickets booked in certain booking classes of SriLankan Airlines. If an itinerary has any sectors that are booked in one of such classes, those flight sectors will be deemed ineligible for accrual of Miles.
  - d) No Miles will be earned for tickets booked on charter flights of SriLankan Airlines or Airline Partners may also exclude mileage accrual on certain flights and classes.
  - e) Regardless of the number of seats purchased by a Member, Miles can only be earned only once per flight for each Member who utilizes the flight.
  - f) FlySmiLes Club Members can earn miles on SriLankan Airlines, **oneworld** airlines, affiliates and FlySmiLes partner airlines. Miles can also be earned whenever you spend with any of FlySmiLes non-airline affiliates, such as dining, shopping, banking, and communications partners or by converting loyalty/reward points at select FlySmiLes partners in Sri Lanka.

- g) Miles you earn /redeem will depend on the booking class and distance of your travel. Use our mileage calculator on <https://www.srilankan.com/flysmiles/using-your-miles/mileage-calculator> to check how many miles you will earn when taking a flight on SriLankan or any airline partner.
  - h) For travel in Economy Class and Business Class on SriLankan Airlines, FlySmiLes partner airlines and flights of **oneworld** Airlines, Miles are awarded based on the booked class based accrual chart of the distance travelled respectively.
3. Miles for non-flight transactions are earned as follows:
    - a) Miles awarded for non-flight transactions will be as specified within the Service Partner category and as per agreement between FlySmiLes and Partner.
    - b) Members will earn Miles on participating credit and charge cards based on the value of valid, eligible purchases made on the card. The type of credit/charge card held by the Member may have bearing on the Member's status within FlySmiLes
  4. All Miles are earned to a personal account (for which the Membership Number is given) for each respective Member.
  5. Miles do not have a real cash value and FlySmiLes will not exchange Miles for cash under any circumstances.
  6. Member must state their FlySmiLes Membership number at the time of reservation and present their digital or physical FlySmiLes Membership Card when they use the services of SriLankan Airlines, partner airlines, **oneworld** airlines or its affiliates, selected FlySmiLes Service Partners, in order to ensure that the Miles they earn are credited to their account. If the Miles credited are incorrectly, Members should inform FlySmiLes within six (06) months of travel.
  7. Only certain specified transactions (as listed in the FlySmiLes Members' Guide) will be deemed eligible for mileage accrual. These are listed in the FlySmiLes website under Individual Service Partners' Terms and Conditions. Programme specific rules may also apply in addition to the above.
  8. Regardless of who pays for the ticket or the transaction, Miles can only be earned for flight and non-flight transactions carried out by an individual FlySmiLes Member. Members must travel or use the products and services offered by the Service Partners to receive Miles. For unused tickets, unconsumed products or returned products and services, no Miles will be received by the Member.
  9. If any Service Partner disallows certain categories of their members from transferring Points (or Miles as the case may be) earned in their programme to the Member's Account, then no such transfer is possible.
  10. Miles are awarded at the discretion of SriLankan Airlines, **oneworld** Airlines or affiliates. SriLankan Airlines reserves the right not to award Miles on flights where any SriLankan Airlines' flight coupon utilization in the ticket does not comply with the General Conditions of Carriage for Passengers and Baggage of SriLankan Airlines, or where the Member (or Nominee as the case may be) has violated the Law. The accrual of Miles by the Members for travelling in **oneworld** Airlines and affiliates shall be subject to terms and conditions of the frequent flyer programmes of the respective **oneworld** Airlines and affiliates.

11. First Flight Bonus - Members, who complete a flight activity within **six months** of enrolment to FlySmiLes, will qualify for First Flight Bonus miles.  
Members who complete their first flight on Business Class will be eligible for an additional 3000 FlySmiLes miles and members who complete their first flight on Economy Class will be eligible for an additional 1000 Bonus Miles. Members who have undertaken a travel activity up to two months prior to enrolment will also qualify for the First Flight Bonus.
12. Members may use Miles, as soon as those Miles have been credited to Members' Membership Accounts.
13. Miles may be pooled provided there is a minimum of 2000 Miles in each Membership Account. Miles can be transferred to any Member at a cost. Please refer service charges and penalties.
14. SriLankan Airlines reserves the right to cancel Membership Account and all Miles in the Membership Account, if it is found to be used by Other than the Member in violation of the terms and conditions of FlySmiLes.
15. Unless otherwise specified, Members are only eligible for Miles with one frequent flyer programme for each flight or transaction. If a Member attempts to earn Miles (or whatever credits) with more than one programme for the same flight or transaction, the Miles, (or whatever credits) awarded for the flight or transaction on FlySmiLes will be forfeited.
16. In the event Miles do not appear in a Member's Account, the Member may request that the Miles be retroactively credited to his/her Account up to six months following the flight or transaction concerned. This is done by forwarding a request letter or email giving travel details/ transaction details, along with a copy of the invoice. Member may with the updated statement through <https://www.srilankan.com/flysmiles>
17. Members should check with the respective Service Partner's office, with regard to enquiries for Miles transferred from a Service Partner's programme to FlySmiLes, where the original transfer request was made. Miles can be transferred from a Service Partner programme to Member's Membership Account; however, this action cannot be reversed.
18. Requests for Miles, which are claimed by the Member and not been credited, in respect of Service Partners, must be forwarded to the respective Service Partners. In any event such claims will only be entertained if Members have identified themselves as Members when making a reservation and the Membership Card was presented at the time of making use of the products and services offered by Service Partners.
19. Members should allow one to three weeks for Miles earned on SriLankan Airlines and FlySmiLes partner airline flights, and six to eight weeks for Miles earned with other Service Partners, to appear in their account before raising a claim for Miles which do not appear in a Member's Account.
20. All retroactive mileage claims that are made prior to enrolment in FlySmiLes, which are more than two months old as calculated from the date of utilization of the ticket, are not valid.
21. Details of the Membership Account summary statement and transactions could be viewed on-line by

logging onto <https://www.srilankan.com/flysmiles>

22. Claims for retroactive Miles submitted online may be resolved immediately and retroactive miles so credited will appear in the next statement cycle, provided all required information submitted are correct and match those on record and in system.
23. Miles in a Member's Account shall remain valid for period of three years.
24. Unless otherwise expressly provided, all Bonus Miles including First Flight Bonus, Promotional Miles, Goodwill Miles offered by SriLankan Airlines will expire one year from date of accrual, if unutilized.
25. A Member who has received Denied Boarding Compensation (DBC) or has used the Preferences scheme of SriLankan Airlines cannot earn Miles on such flights.
26. A Member will be credited Miles (based on original routing only) for cancelled flights when re-accommodated on a non-Service Partner airline provided that the Member already had a ticket for the cancelled flight and the flight is cancelled on the day of departure. However, such crediting will not occur if the cancellation is due to circumstances beyond the control of the relevant airline, including but not limited to weather, earthquake, fire, labour stoppages or strikes, civil unrest or closed airports.
27. Subject to limitations imposed, Miles can be purchased at any time but must be made at least 48 hours prior to making a booking/redemption. Refunds in respect of Mile purchases are not allowed. FlySmiLes reserves the right to change the price of Miles, impose additional restrictions on purchasing Miles and/or conditions of obtaining Miles. If FlySmiLes allows a Member to purchase Miles online on <https://www.srilankan.com/flysmiles> , then the terms and conditions relating to issuance of such Miles shall be deemed to be incorporated herein.

### **C. Membership Categories**

1. A Member will be granted tier status based on the number of qualifying flights flown and/or Miles earned in a calendar year. Such a member status is required to take the number of qualifying flights or earn qualifying number of Miles within a calendar year to sustain his/her Membership as indicated in this FlySmiLes Member's Guide.
2. The number of Miles required for each Membership Category and the benefits and privileges provided to a Member in each Membership Category may be changed by FlySmiLes at any time without notice.
3. FlySmiLes reserves its right to establish, upgrade or downgrade a Member's Membership Category at its sole discretion. Only Miles accumulated within a twelve month period from the date of enrolment will be considered in granting a particular Membership Category.
4. If pre-assigned seating is made available to Members on the basis of Membership Category, then it is mandatory that the Member books the seat at least 48 hours in advance.
5. If a Member ceases to take the number of qualifying flights or earn qualifying number of Miles within the stipulated twelve month period as applicable to each Membership Category, the Membership will be downgraded to the next tier.

## D. Rewards

1. The Rewards offered by FlySmiLes consist of free tickets, free upgrades and other redemption options as defined by FlySmiLes from time to time. No Reward has a cash value and is not exchangeable for cash at any time.
2. Only the FlySmiLes Service Centres and SriLankan Airlines' offices worldwide are authorized to issue Reward tickets for FlySmiles members. A Member shall request for Rewards through a FlySmiLes Service Centre or a SriLankan Airlines' office, in accordance with procedures that may be enforced from time to time for issuing Rewards. Round-trip and one-way Rewards upgrades on SriLankan Airlines can also be redeemed through [www.srilankan.com](http://www.srilankan.com) as and when such facility is available. Travel agents cannot issue Reward tickets or any of the Rewards.
3. Miles must be valid when a Reward ticket is issued. For this reason, Members should ensure that ticketing takes place before expiry of Miles, if applicable. Members must ensure that they have sufficient Miles in their accounts before a Reward ticket is issued.
4. A child nominee requires the same number of Miles for redemption for a Reward.
5. An infant nominee requires ten per cent (10%) of Miles for redemption for a Reward.
6. 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.
7. 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.
8. **oneworld** airlines its affiliates and FlySmiLes Service Partners may impose blackout periods when Reward redemption is not permitted by such airlines and Service Partners.
9. When a member selects services and/goods from a Service Partner the contract for such services and/or goods is between the Member and Service Partner. Accordingly, the terms and conditions of the Service Partner shall apply to purchase of the goods and/or services selected by the Member. The Member must read the terms and conditions and also check with the Service Partner prior to selecting the goods and/or services. By accepting the Service Partner's offer, the member is agreeing to abide by the terms and conditions of the purchase imposed by the Service Partner, including payment of all amounts when due (if any) and compliance with all rules and restrictions regarding booking, availability, cancellation and refunds in respect of the services and/or goods. In respect of any transaction above, the Member must directly communicate with the Service Partner.
10. Reward tickets are subject to, and the passenger is responsible for, applicable departure taxes; other airport or government handling fees; and any fuel or other surcharges imposed by SriLankan Airlines, or any other Carriers. Payment for such taxes, fees or charges will be in USD or the local currency equivalent and must be payable by the Member (or passenger as the case may be) at the time of ticketing
11. Members can only use Miles to redeem Rewards. Reward redemption cannot be combined with any

other means of payment, except where (a) a top-up is performed by buying Miles; (b) a transfer is made from another Member Account or (c) facility/promotions is made available by SriLankan Airlines for its customers.

12. A Reward ticket may be re-issued, but only for travel by the same person and provided no part of the Reward ticket has been utilized and on the condition that Miles used for the Reward Ticket not have expired if the Reward ticket was not issued. Additional Miles may be charged for such transaction. If the new journey requires fewer Miles, the excess Miles will be refunded. The Reward ticket at the point of reissue must still be valid. There will be a reissue fee for each ticket, if the number of Miles required for such subsequent Reward ticket is not equal to the previous Reward ticket. The reissued ticket must have the same expiry date as the original ticket and it must be for the same airline... However, if the date of the first flight on the reissued ticket is earlier than that of the original ticket, then the expiry date of the reissued ticket will be readjusted to an earlier date accordingly.
13. Passengers travelling on Reward tickets with a confirmed reservation who fail to show up for the flight, it will be considered a 'no-show'. A 'no-show' fee will be charged as applicable if the Reward ticket has to be reissued.
14. Miles of completely unused Reward tickets may be re-deposited for a fee of USD 50/- provided that the ticket is valid at the time of re-depositing and on the condition that Miles used for the Reward Ticket would not have expired at the time of re-depositing if the Reward ticket was not issued.
15. In the event of a flight disruption, passengers travelling on Reward tickets will be re-routed as per the rules applicable for fare-paying passengers.
16. A passenger's use of a Reward ticket is subject to the terms and conditions set by both the issuing airline and the airline providing the carriage, if different carriers are involved.
17. All carriage on and all tickets issued on behalf of an airline are subject to the normal rules outlined in each airline's Conditions of Carriage, copies of which may be obtained directly from the airline. Reward tickets are issued on the basis that all passengers travelling on Reward Tickets must have appropriate visas, travel documents and inoculations (if any) as required for travel by any country of transit or visit.
18. Tickets for all Reward travel will only be issued for a confirmed reservation on all sectors. Open-dated tickets (ticket with no booking at time of issuance) and waitlisted tickets (tickets with no confirmed reservation) are not allowed.
19. All Reward tickets are valid for twelve months from the date of issue. Reward tickets cannot be extended.
20. Upgrade Rewards are subject to the rules of purchased tickets. For upgrade Reward redemption, a copy of the purchased commercial ticket or passenger receipt or e-ticket number is required for verification and reissue. Industry discount, agency discount, free or Reward tickets cannot be used for upgrades.
21. Confirmed bookings must be ticketed within the Ticketing Time Limit. Waitlisted bookings which become confirmed must be ticketed prior to the Ticketing Time Limit or the entire itinerary will be cancelled. SriLankan Airlines will not be held liable for cancellation of a booking that is not ticketed prior to the Ticketing Time Limit. No wait listing is permitted.

22. Reward calculation rules are as follows:
- a) FlySmiLes reserves the right to modify, decrease or increase the amount of Miles required for a Reward Ticket for any sector at any given time without prior notice. Similarly, any Service Partner may modify, decrease or increase the amount of Miles required for a particular redemption.
  - b) Travel must be via a published route. Reservations which are out of sequence, are not permitted except as required by route restrictions.
  - c) Reward tickets on SriLankan Airlines and all other Rewards Partner airlines must be ticketed separately.
  - d) A Member is allowed to make one origin, open ended single open-jaw, on SriLankan Airlines only.
  - e) If a Member wishes to claim a Reward for an itinerary that is not available on the Member's Guide, then the Member may opt to combine two or more redemptions to do so, but such redemption will be at the discretion of FlySmiLes.
23. Members who have insufficient Miles of the total Miles needed to redeem a Reward ticket may purchase and must redeem immediately. Miles can only be purchased and used against the redemption of Reward tickets and Reward upgrade issued on SriLankan Airlines, reward tickets with **oneworld** airlines and affiliates and FlySmiLes partner airlines, excess baggage and duty-free redemptions onboard SriLankan Airlines. Miles can be purchased only by contacting the FlySmiLes Service Centre and SriLankan Airlines Offices.
24. Miles, if purchased shall be of a minimum purchase of 2,000 Miles. The price of Miles shall vary from time to time. The price of Miles can be obtained from [website](#). Purchased Miles are non-refundable. In the case where Miles from a completely unused Reward ticket are re-deposited into a Member's Membership Account, any purchased Miles will not be refunded and will be credited to the Member's Membership Account.
25. Additional Terms and Conditions for Reward upgrades are as follows:
- a) SriLankan Airlines may limit Reward upgrades to certain booking classes. In an itinerary with multiple sectors, only the sectors booked under these classes are eligible for upgrade Reward redemption.
  - b) All tables for Reward upgrades are based on one-way trips. Round-trip Reward upgrades require double the miles of a one-way upgrade.
  - c) Reward upgrades are available only on SriLankan Airlines and for airline Tickets issued on IATA Airline Code 603 only.

## E. Baggage Bonus

1. A FlySmiles Member may be granted a "Baggage Plus or "Baggage Premier" Membership Category upon acceptance of the Baggage Bonus application by FlySmiles and depending on the number of qualifying flights flown and/or Miles earned in a calendar year by such Member. Such a member is required to take the number of qualifying flights or earn qualifying number of Miles within a calendar year to sustain his Membership in each of "Baggage Plus or "Baggage Premier" Membership Category, as stated in the Member Guide.
2. The baggage bonus programme is only valid on SriLankan Airlines.
3. The number of Miles required for each Membership Category and the benefits and privileges provided to a Member at each Membership Category may be changed by FlySmiles at any time without notice. if a member wishes to transfer into Baggage bonus programme, he must return his current FlySmiles membership card
4. FlySmiles reserves its right to establish, upgrade or downgrade a Member's Membership Category at its sole discretion. Only Miles accumulated in each calendar year are considered in granting a particular Membership Category and are not carried forward to the following calendar year.
5. If a member ceases to take the number of qualifying flights or earn qualifying number of Miles applicable to each Membership Category, then the Membership Card issued for the Member in the relevant Membership Category, maybe cancelled or recalled at the discretion of FlySmiles Programme or SriLankan Airlines.
6. A member must return the FlySmiles Silver or Gold membership card and luggage tags to the FlySmiles service center, Colombo, in exchange for the FlySmiles Baggage Bonus card and membership pack.
7. A Member who decides to join the FlySmiles Baggage Bonus Programme shall forthwith relinquish certain benefits as indicated in the Member Guide but shall have the right be a member in FlySmiles
8. Additional Terms and Conditions for redemption of Miles for Excess Baggage, are as follows:
  - a) Redemption of Miles for Excess Baggage shall be permitted by way of issuance of an Electronic Miscellaneous Document (EMD).
  - b) Only FlySmiles service center and all SriLankan Airlines online destinations will issue EMD's. Please refer [www.srilankan.com](http://www.srilankan.com) for a list of online destinations.
  - c) EMDs have to be obtained at least 24 hours prior to a flight.
  - d) EMDs are valid for one year from the date of issue and will have to be redeemed in multiples of 10kgs.
  - e) Excess baggage EMD will be issued on zone basis and can be utilized within the same zone
  - f) 15kg free baggage allowance for Baggage Bonus plus and 25kg free for Premier Members will be applicable over and above the baggage allowance practiced on the Baggage Bonus Network only.
  - g) Rewards may be transferred to nominees by signing the Nomination Form.
  - h) The FlySmiles Baggage Bonus card should be presented at the check in counter in order to claim 15kg/25kg free baggage allowance.

## F. Data Protection and Privacy

SriLankan Airlines Limited (“SriLankan”) respects your privacy and we are committed to protecting your privacy and personal information.

Our privacy policy tells you about your privacy rights and how the law protects you. This includes information on how we collect and then process your personal information. Our privacy policy is located at [http://www.srilankan.com/en\\_uk/corporate/privacy-policy](http://www.srilankan.com/en_uk/corporate/privacy-policy) and we advise you to read the policy so you understand your rights and your personal data use by SriLankan.

### PERSONAL DATA PROTECTION

To maintain FlySmiLes & oneworld membership, member will allow SriLankan Airlines to collate, use and disclose personal data for program related operational purposes as follows,

- a) To provide membership status updates and other account related transactions and services
- b) To inform and communicate to member program changes and updates /monthly newsletter /promotions including those conducted by program partners
- c) To conduct customer experience surveys and market research

In connection with the above, some of the member’s personal data may be disclosed to FlySmiLes partners and service providers in the programme for membership and flight transaction related purposes and customer servicing. The data collected will be used for direct marketing purposes only by FlySmiLes, if the member has given prior consent to FlySmiLes to receive such marketing materials. A member who has given consent may subsequently instruct FlySmiLes not to use personal data for such marketing purposes by submitting a request in writing to update their Communication Preferences to [flysmiles@srilankan.com](mailto:flysmiles@srilankan.com) . Information collected by us will be used in accordance with the SriLankan Airlines Privacy Policy.

## G. Liability and Warranty Provisions

1. SAVE AS MAY NOT BE EXCLUDED BY LAW, NO WARRANTY (WHETHER EXPRESS OR IMPLIED) WHATSOEVER IS GIVEN IN RESPECT OF REWARDS PROVIDED UNDER FLYSMILES. IN PARTICULAR, NO WARRANTY IS GIVEN WITH RESPECT TO THE QUALITY OF REWARDS OR THEIR SUITABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.
2. TO THE EXTENT PERMITTED BY LAW, FLYSMILES ACCEPTS NO LIABILITY WHATSOEVER IN RESPECT OF REWARDS SUPPLIED BY **oneworld** MEMBER AIRLINES AND AFFILIATES, SERVICE PARTNERS OR IN CONNECTION WITH A REFUSAL TO SUPPLY A REWARD TO THE MEMBER BY SUCH PARTY. The rights, if any, which a member may have in connection with a Reward, are solely against **oneworld** Airlines and affiliates, Service Partner supplying that Reward. Subject to this clause, all Rewards supplied to a member will be subject exclusively to the terms and conditions of **oneworld** Airlines and affiliates and Service Partners supplying the Reward, as the case may be.
3. TO THE MAXIMUM EXTENT PERMITTED BY LAW AND SUBJECT TO THESE PROGRAMME RULES, THE LIABILITY OF SRILANKAN AIRLINES **oneworld** AIRLINES OR AFFILIATES OR A SERVICE PARTNER IN RESPECT OF FLIGHTS, GOODS OR SERVICES WHICH ARE THE SUBJECT OF A REWARD IS LIMITED TO ANY ONE OR MORE OF THE FOLLOWING:(a) REPLACEMENT OF THE GOODS OR SUPPLY OF EQUIVALENT GOODS; (b) THE REPAIR OF THE GOODS; (c) THE REPAYMENT OF THE COSTS IN REPLACING THE GOODS OR OF ACQUIRING EQUIVALENT GOODS AND IN THE CASE OF SERVICES OR FLIGHTS, HAVING THE SERVICE OR FLIGHT SUPPLIED AGAIN, AT THE OPTION OF SRILANKAN AIRLINES, **oneworld** AIRLINES OR AFFILIATES OR THE SERVICE PARTNER NOMINATED TO SUPPLY THE FLIGHT, GOODS OR SERVICES AS THE CASE MAY BE.
4. TO THE MAXIMUM EXTENT PERMITTED BY LAW, SRILANKAN AIRLINES, **oneworld** AIRLINES OR AFFILIATES OR SERVICE PARTNER ACCEPTS NO LIABILITY IN RESPECT OF DEATH OR INJURY, OR CONSEQUENTIAL LOSS OR DAMAGES ARISING FROM, OR IN CONNECTION WITH, THE SUPPLY OF A REWARD OR FOR THE LOSS, THEFT OR DESTRUCTION OF A REWARD. A Reward ticket which has been lost, stolen or destroyed may be replaced or reissued if the Member promptly reports the incident to the nearest SriLankan Airlines' office, signs an appropriate indemnity form at an SriLankan Airlines' office, pays the applicable service fee and can establish that the Reward ticket was not used prior to its loss, theft or destruction. In respect of a Reward ticket, neither SriLankan Airlines, **oneworld** airlines and affiliates or a Service Partner (as the case may be) accepts any liability other than as set out in the General Conditions of Carriage and travel documents of the relevant airline (as may be amended and applicable to the relevant airline, and the Conventions).
5. To the maximum extent permitted by law, SriLankan airlines shall not be liable to a member or any other person for any loss or damage, whether direct or indirect, resulting from termination or change of or to FlySmiles or any of the facilities, benefits or arrangements which are made available to a member, including withdrawal of **oneworld** airline or its affiliate or service partner, or the withdrawal of any benefits, facilities or arrangements.
6. FlySmiles reserves its right to, suspend or disqualify or terminate a Member from further participation in the Programme, to cancel all previously accumulated Miles and to seek compensation for Rewards utilized if, in the sole judgment of FlySmiles,
  - a) The Member has engaged or attempted to engage in willful misconduct or breached any of the rules governing FlySmiles or any frequent flyer programme of **oneworld** airlines and affiliates,

- including but not limited to, fraudulent acquisition of Miles or acquisition, sale or abuse of Miles or acquisition, sale or abuse of Reward benefits;
- b) The Member has engaged or attempted to engage in misuse or abuse of privileges of FlySmiles Programme or of any frequent flyer programme of **oneworld** airlines and affiliates; and
  - c) The Member has abused staff of SriLankan Airlines or any **oneworld** airline and affiliates or has been named as a disruptive passenger previously by any Airline;
  - d) In the opinion of SriLankan Airlines, the membership of the Member in the FlySmiles programme could bring SriLankan Airlines to disrepute;
7. From time to time, FlySmiles may make offers relating to goods and services which are by third party suppliers (each a "Supplier"). All Members who take advantage of these goods and services will be entering into a legal relationship with the Supplier and FlySmiles makes no representation as to such goods and services of a Supplier. To the maximum extent permitted by law, FlySmiles excludes all liability to any Member or other person of whatsoever nature in respect of any negligence, willful misconduct, poor service or other breach of obligation arising out of the provision or failure to provide the services by or on behalf of a Supplier arising out of that legal relationship with a Supplier.

## H. General Provisions

1. These Terms and Conditions and Programme Guides may be changed, varied, suspended or terminated at any time without notice where permitted by law, save that reasonable efforts will be used to promptly post details of that change or variation, suspension or termination (as the case may be) to the Web site of FlySmiles at <https://www.srilankan.com/flysmiles> and [www.srilankan.com](http://www.srilankan.com). In the event of any conflict between this version of the Programme Rules and any version of the Programme Terms and Conditions and Programme Guide published on the above Web site, the latter shall prevail.
2. The Member's use of his or her membership card or quoting of his or her membership number after any change or variation to the Programme Terms and Conditions will be deemed to be acceptance by the Member to that change or variation.
3. Any notice to be given to a Member under these Programme Terms and Conditions will be deemed to have been given if posted by pre-paid post to the Member at the address provided by the Member for the purposes of FlySmiles. If only an electronic mail address has been provided, then any notice to be given to a Member these Programme Terms and Conditions will be deemed to have been given, when an electronic mail is sent by FlySmiles to the Member.
4. The Programme Terms and Conditions are governed by the laws of the Democratic Socialist Republic of Sri Lanka and any proceeding with respect to or in connection with FlySmiles must be brought in that jurisdiction.
5. Membership, including eligibility for Membership and any Miles or Rewards, is subject to any applicable laws and regulations, including all applicable resolutions of the International Air Transport Association (if any).
6. FlySmiles will cease to operate in a jurisdiction in which it becomes prohibited by any relevant law or governmental direction.
7. Reasonable care has been taken to ensure that information contained in the Programme Terms and Conditions, Programme Guide and in any publications and advertisements in connection with FlySmiles is accurate, but neither FlySmiles nor SriLankan Airlines accepts any liability with respect to any errors or omissions in any information, whether written or verbal.
8. Any part of these Programme Terms and Conditions which is or becomes unenforceable for any reason shall be considered capable of being cut out so as not to affect the remainder of these Programme Rules in any way. Neither FlySmiles Programme nor SriLankan Airlines shall be required to provide any service or otherwise act in pursuance of these Programme Rules if to do so would be contrary to law.
9. Members may be required to provide documentation at check-in that can establish the Member's identity and membership to FlySmiles. If a Member fails to comply with this requirement, FlySmiles reserves the right to refuse carriage and benefits on the program.

10. All queries or notices regarding the FlySmiles Programme shall be directed to:

**Manager**

**FlySmiles Service Centre**

**Airline Centre**

**Bandaranaike International Airport**

**Katunayake**

**Sri Lanka**

**Email: [flysmiles@srilankan.com](mailto:flysmiles@srilankan.com)**

## I. Definitions

1. In these Programme Terms and Conditions the following words shall have the meaning set forth against them:

Member	Means a person who has applied for membership of FlySmiLes and has been issued a membership number in this respect;
Membership	Means the status of a Member in FlySmiLes;
Membership Account	Means the account to which the Miles of a Member will be earned or deducted;
Membership Category	Means a membership level in FlySmiLes;
Miles	Means units of measurement, earned by a Member under FlySmiLes based on the consumption of qualifying goods and services;
<b>oneworld Alliance</b>	Means <b>oneworld Alliance</b> .
<b>oneworld Airlines and Affiliates</b>	Means of the members of <b>oneworld Alliance</b> at any given time and affiliates of those airlines.
Reward	Means specified goods or services to be provided by FlySmiLes, partner airlines or <b>oneworld</b> airlines or a Service Partner to a Member in exchange for Miles;
Service Partner	Means a provider of goods or services which is participating in FlySmiLes from time to time, and may include airlines, hotels and resorts, financial, leisure & lifestyle service providers and car hire companies;
FlySmiLes / FlySmiLes Programme	Means, as the context requires, the frequent flyer /loyalty programme owned and operated by SriLankan Airlines and shall include SriLankan Airlines where the context so requires. FlySmiLes is a trademark or registered trademark of SriLankan Airlines;
FlySmiLes Service Centre	Means the service centres for Members established by SriLankan Airlines in Colombo, and other locations from time to time and having the contact details as published by FlySmiLes;
SriLankan Airlines	Means SriLankan Airlines Limited, a company (limited in liability) incorporated and existing under the laws of the Democratic Socialist Republic of Sri Lanka; bearing registration number PB 67
Conventions	Means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as the Warsaw Convention); the Warsaw Convention as amended at The Hague on 28 September 1955; the Warsaw Convention as amended by Additional Protocol No. 1 of Montreal (1975); the Warsaw Convention as amended at The Hague and by Additional Protocol No. 2 of Montreal (1975); the Warsaw Convention as amended at The Hague and by Additional Protocol No. 4 of Montreal (1975); the Guadalajara supplementary Convention (1961);

	the Montreal Convention (1999)
EMD	Means Miscellaneous Charge Order Form

2. In these Programme Terms and Conditions unless a contrary intention appears:
- a) a reference to the singular includes a reference to the plural, and vice versa.
  - b) a reference to a gender includes a reference to the opposite gender.
  - c) a reference to a party includes a reference to its authorized employees.
  - d) Headings are inserted for the purpose of convenient reference only.

For enquiries, please email [flysmiles@srilankan.com](mailto:flysmiles@srilankan.com) or contact the FlySmiles Service Centre or your nearest SriLankan Airlines office.

FlySmiles SriLankan Airlines Ltd Airline Centre Bandaranaike International Airport Katunayake Sri Lanka	
For enquiries, please contact	
<b>In Sri Lanka –</b> <b>Telephone: +94 (0)19 733 3333</b> <b>Open 24 hrs</b>	<b>From the rest of the world call</b> <b>Telephone: +94 (0)19 733 3333</b> <b>Email : <a href="mailto:flysmiles@srilankan.com">flysmiles@srilankan.com</a></b>
<b>FlySmiles Service Centre</b> Iceland Business Centre No 30, Siri Uttarananda Mawatha Colombo 03  Office Hours Mon-Fri 0830-1700 hrs	