



FlySmiLes Member Guide

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About FlySmiLes

Welcome to a world of rewards with FlySmiLes, the SriLankan Airlines frequent flyer programme. As a member of the **oneworld**® airline alliance, FlySmiLes is part of 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 this Frequent Flyer Programme, members 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 and with our non-airlines partners as well.

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.

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

The Blue tier is the entry level for FlySmiLes.

Platinum Members

Platinum is the highest tier in the elite FlySmiLes Club dedicated to our most 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 no matter what your class of travel.

Platinum Membership - Criteria for tier status qualification / renewal

Qualification	60,000 Tier Miles or 60 sectors within a rolling tier period	Minimum of 30, 000 Tier miles/ 30sectors on SriLankan Airlines within a rolling tier period
Renewal	55,000 Tier Miles or 55 sectors within a rolling tier period	Minimum of 28,000 Tier miles/ 28 sectors on SriLankan Airlines within a rolling tier period.

As a member of the **oneworld**® airline alliance FlySmiles Platinum members are matched to the corresponding **oneworld** Emerald tier.

Visit: <https://flysmiles.com/flysmiles/membership>

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 within a rolling tier period	Minimum of 20,000 Tier miles/ 20sectors on SriLankan Airlines within a rolling tier period
Renewal	35,000 Tier Miles or 35 sectors within a rolling tier period	Minimum of 18,000 Tier miles/ 18 sectors on SriLankan Airlines within a rolling tier period

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

Visit: <https://flysmiles.com/flysmiles/membership>

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 **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 within a rolling tier period	Minimum 1 sector on SriLankan Airlines within a rolling tier period
Renewal	15,000 Tier Miles or 15 sectors within a rolling tier period	Minimum 1 sector on SriLankan Airlines within a rolling tier period.

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

Visit: <https://flysmiles.com/flysmiles/membership>

Silver Members



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

The Silver tier members can 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 and only valid for flights operated by Sri Lankan Airlines.

Excess baggage entitlement of silver tier status and other FlySmiles membership tiers can be combined for benefits.

Visit: <https://flysmiles.com/flysmiles/membership>

YoungSmiles

Our young flyers 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 the 18th Birthday YoungSmiles Members will be moved to the main programme. Tier status will be given according to the preceding 12 months tier millage balance.

Earn FlySmiles Miles

YoungSmiles 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.

Enrollment

Download the YoungSmiles application form and provide parent consent by completing and signing the Download YoungSmiles Application Form.

You may forward the duly completed application along with the passport copies of the parent and the YoungSmiles member to youngsmiles@srilankan.com.

Family Programme

This programme allows members to nominate their family members and pool their mileage to enrich their travel benefits and experience.

Nominate up to 08 family members including spouse, children (above 2 years) and parents. Each member of the family must be registered as a FlySmiles member. An initial registration fee of USD 50 will be charged per family to enroll into the family programme.

Earning FlySmiles miles

Earn miles when your family members fly with SriLankan Airlines. Miles earned by family members will be apportioned between family member and the family head on 50/50 basis. Same is applicable for bonus miles.

Visit : <https://www.srilankan.com/flysmiles/about-flysmiles/family-programme>

FlySmiles Top Tier Member Privileges

Tier Level Benefits				Remarks
	Platinum	Gold	Classic	
Redeem FlySmiles miles for				
Free Travel Awards	✓	✓	✓	<i>Applicable for Economy Class and Business Class awards for FlySmiles members and nominees</i>
On-board Shopping	✓	✓	✓	<i>Redeem FlySmiles miles for duty free vouchers for purchases onboard SriLankan Airlines</i>

Excess Baggage Allowances	✓	✓	✓	Redeem a minimum of 5kg extra baggage on SriLankan Airlines flights. Miles required for extra baggage will depend on destination of travel.
At Airport :				
Check-In				
Business Class Counter - SriLanka	✓	✓		Priority check in at SriLankan Airlines Business class counter
Business Class/ oneworld Counter - Network	✓	✓	✓	Priority check in at SriLankan Airlines
FlySmiLes Counter - SriLanka			✓	Priority check in at FlySmiLes / oneworld check in counter in SriLanka
Complimentary Lounge Access** Restrictions Apply	+1	+1		Lounge access will not be applicable for SriLankan Airlines FlySmiLes Platinum and Gold members travelling in Economy class on SriLankan Airlines services out of Maldives, GAN Islands, Trivandrum, Tiruchirappalli , Chennai, Madurai, Bangalore, Cochin, Coimbatore and Hyderabad to Colombo and vice versa only on SriLankan Airlines operated flights. This restriction will also apply to passengers booked on an international itinerary arriving on a flight of less than 5 hours duration (standard flight time) and connecting via CMB to and from any of the above mentioned sectors. This exception does not apply to other oneworld Emerald and Sapphire members.
Priority Airport Standby	✓	✓	✓	Priority on waitlist will be extended to member on fully booked flights as per

				the SriLankan Airlines passenger acceptance policy.
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 a oneworld member airline of affiliate.
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				
* Priority Baggage Handling	✓	✓		
* Personalized Baggage Tags	✓	✓	✓	
Complimentary Excess Luggage Allowance				
Weight Policy (kg)	20	15	05	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 affiliate. 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 affiliate. FlySmiles Silver and Classic members will be entitled to complimentary excess

				<i>luggage allowances specified, ONLY on flights operated by SriLankan Airlines</i>
Piece Policy	✓	✓		<i>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. 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. *Applicable ONLY for travel to / from Area 1. (South and North America)</i>
At Reservations:				
Preferred Seating	✓			<i>Platinum Members can pre-reserve your preferred Window or Aisle seat. Advance seat Reservation should be done 48hrs prior to the flight departure. *The fee for extra leg room seats will remain same</i>
Priority on Waitlist	✓	✓	✓	<i>Your FlySmiles membership gives you priority on the waitlist of fully booked flights.</i>
Overdraft Facility (miles)	5000	3000		<i>Platinum, Gold and Silver members redeeming miles for upgrades who shortfall of the required miles will be permitted an</i>

				overdraft facility of 5000 and 3000 miles respectively. Miles earned subsequently by the member will be set off the overdraw amount.
Tier Bonus	25%	15%		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.
Dedicated Contact Center	✓	✓	✓	To facilitate your enquiries from around the globe please contact our FlySmiles Service Center on + 94 (0) 19733 3333 or email flysmiles@srilankan.com

1 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. *(Terms and conditions apply)*

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

Reward Upgrades will be only allowed on flights operated by SriLankan Airlines.

2 On board duty free

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

How to redeem your duty-free awards:

Visit <https://flysmiles.com/flysmiles/duty-free>

3 Excess baggage Allowance

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

Visit <https://flysmiles.com/flysmiles/redeem-miles-for-excess-baggage>

At Airport

Check-in

4 Business class counter - Sri Lanka

Priority check-in for Platinum and Gold members at SriLankan Airlines Business class counter at the BIA airport in Colombo.

5 Business class counter- Network

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

6 FlySmiLes/oneworld Counter – Sri Lanka

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

7 Complimentary lounge Access

FlySmiLes Platinum and Gold members will receive complimentary Business class lounge access along with 1 guest regardless of class of travel when travelling on a flight both marketed and operated by **oneworld** member airlines or affiliates.

FlySmiLes Silver members will be entitled to use the Palm Strip Lounge as per their entitlement when travelling on a SriLankan Airlines operated flight with a pre-issued lounge voucher (Terms and conditions apply).

Visit below link for more information:

<https://flysmiles.com/flysmiles/lounge-entitlement>

9 Priority Airport standby

Priority on waitlist will be extended to Platinum, Gold and Classic members on fully booked flights as per the SriLankan Airlines passenger acceptance policy.

10 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.

11 Transfer Support

Transfer assistance will be provided for Platinum, Gold and Classic members for flights into Category A airports on all flights in excess of 05 hours when travelling on flights marketed and operated by a **oneworld** member airline of affiliate.

Baggage handling

12 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 **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 **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. (Terms and conditions apply)

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

13 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 01 (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 01 (South and North America).

	Platinum/ Emerald	Gold/ Sapphire
Complimentary baggage allowance (piece concept)	01 additional piece (irrespective of ticketed allowance)	01 piece (when ticketed allowance is 01 piece only)

15 Priority on wait listing

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

16 Over draft facility

Platinum, Gold and Silver members redeeming miles for upgrades and 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 months)

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

17 Tier Bonus

FlySmiles Gold members earn an additional 15% FlySmiles Miles as a tier bonus, and FlySmiles Platinum Members earn an additional 25% as bonus on flights marketed and operated by all oneworld member airlines.

18 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

19 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.

20 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

21 Top tier recognition

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

Earning Miles

FlySmiLes Miles

FlySmiLes Miles are the 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, 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 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	50%

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

Mileage Calculator - <https://flysmiles.com/flysmiles/mileage-calculator>

To ensure you receive your miles please ensure your passport details are updated onto your profile and your reservation is made as per your passport name. Your FlySmiLes profile name should match with your passport name for seamless mileage accrual.

First Flight Bonus – Members will be awarded a first flight bonus of 1,000 and 3,000 for Economy and Business class travel respectively for travel undertaken within 06 months of enrolment.

Birthday Bonus – A member taking a flight within one month of celebrating their Birthday will be eligible for a Birthday Bonus of 1,000 miles.

Type of Ticket	Accrual of FlySmiLes Miles	
	YES	NO
Redemption Tickets (RBD -X / M / U)		√
Cash plus Miles Tickets		√
Reduced reward discounted Tickets		√
Tickets upgraded through airport surcharge	√ <u>Only for the originally issued economy class RBD</u>	
Tickets upgraded through PlusGrade upgrades	√ As per Business class Saver fare family	
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 through flight activity on SriLankan Airlines & **oneworld** member airlines.

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

Special Tier Bonus for Platinum and Gold Membership Categories.

. The higher your membership Tier with FlySmiLes, the more FlySmiLes Miles you earn. When travelling on SriLankan Airlines marketed and operated flights, in addition to standard Miles for flown sectors, Platinum members will be awarded 25% more miles, while Gold members will be awarded an additional 15% miles as a Tier bonus.

Tier category	Bonus Miles
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, but 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!

Access your digital membership card by logging into your FlySmiles profile on the app.



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 <https://flysmiles.com/flysmiles/user-login> All you need is your membership number and password.

Claiming Missing Miles

Please allow a minimum of 48 hours for your miles to be automatically updated on your statement for flights on SriLankan Airlines, and a minimum of 14 days for flights on oneworld and partner airlines.

If miles have not been auto credited within the given period, please contact the FlySmiles call center on +(94) 19733 3333 or email flysmiles@srilankan.com to update missing miles.

. A minimum of 6-8 weeks is required for miles earned on other airlines to be updated to your account.

If you are missing miles of a flight activity on SriLankan or a partner Airline, please provide a scanned copy of the boarding pass, booking reference and ticket number to earn retroactive credit. Retroactive miles may be claimed up to 6 months of your air travel. On new enrolments, members can claim miles up to 02 months of retro active credit..

You may send your request through our web site or mobile app.

<https://flysmiles.com/flysmiles/claiming-missing-miles>

Moving Up the Membership Tier

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

FlySmiles Tier	oneworld Tier	Qualification	Renewal
Platinum	Emerald	60,000 Tier Miles or 60 sectors	55,000 Tier Miles or 55 sectors
		(Min 30000 miles/ 30 sectors on SRILANKAN AIRLINES)	(Min 28K miles/ 28 sectors on SRILANKAN AIRLINES)
Gold	Sapphire	40,000 Tier Miles or 40 sectors	35,000 Tier Miles or 35 sectors
		(Min 20000miles/ 20 sectors on SRILANKAN AIRLINES)	(Min 18000Mmiles/ 18 sectors on SRILANKAN AIRLINES)
Classic	Ruby	20,000 Tier Miles or 20 sectors	15,000 Tier Miles or 15 sectors
		(Minimum 1 sector on SRILANKAN AIRLINES)	(Minimum 1 sector on SRILANKAN AIRLINES)
Silver	N/A	SriLankan Airlines co-branded credit card holders	
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.. If the member has fulfilled the retention criteria he 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,.

If the member earns the required tier miles for the next tier level, the status will be upgraded automatically for another 13 months within 03 hours of earning the required mileage.

Redeeming Miles

Flight Redemptions

Redemption tickets booked online, will receive a 10% of miles.

For tickets purchased on economy classes of O, Q and N will require up to 50% additional miles for upgrades. For more information: <https://flysmiles.com/assets/pdf/one-way-upgrade-chart.pdf>

You can also make your payment with a combination of FlySmiLes miles and cash, suited to your miles balance when booking a ticket with the "Cash + Miles" slider option

For more information: <https://flysmiles.com/flysmiles/cash-plus-miles>

Excess Baggage Rewards

enjoy the benefit of extra baggage on your next flight with SriLankan Airlines.

For more information: <https://flysmiles.com/flysmiles/redeem-miles-for-excess-baggage>

Duty Free purchases

FlySmiLes Miles can be redeemed for exclusive duty-free products on board SriLankan Airlines.

Members can

log on to our FlySmiLes Duty Free Pre order Pre-t Service to choose your merchandise between 3 and 14 days prior to your flight, and pick up your selected items on board.

For more information: <https://flysmiles.com/flysmiles/duty-free>

Ancillary services

Members can redeem their miles to pre-book extra legroom seats and advance seat reservations. For more information: <https://flysmiles.com/flysmiles/seat-pre-booking>

Members can also redeem their miles to pay for Nominee and Date change fees of redemption tickets.

For more information :

<https://flysmiles.com/flysmiles/redeem>

Miles upgrades at Airport

Our valued Platinum members can now upgrade their ticket using their miles at the check-in counters of the Colombo airport.

For more information: www.srilankan.com/flysmiles/our-partners/oneway_upgrade_at_the_airport

Non-airline partners

Redeem FlySmiles miles with our non -airline partners to avail additional benefits and rewards, on your FlySmiles membership

For more information :

<https://www.srilankan.com/flysmiles/our-partners/non-airline-partners>

For selected* non air partners extension of vouchers will be accommodated at a fee of LKR 500 per month.

*Colombo Jewelry Stores & Flemingo

Purchasing Miles

Members can purchase miles if they are short of miles to obtain the reward they require.

These Miles are non-refundable and must be purchased at least 48 hours before your redemption. A minimum of 2,500 miles need to be purchased. Tier miles cannot be purchased.

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

Transferring Miles

Members can transfer miles from another member's account for a specific redemption requirement. 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 are non-refundable and will not count towards tier level qualification.
- Member can only request to transfer exact mileage towards nominee for a redemption and not in excess.
- A minimum of 1,000 miles can be transferred and the member who is transferring miles will have to retain a balance of 2000 miles in account
- Miles once transferred must be utilized by nominee and cannot be transferred to another account

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 0.010 per mile will be charged to reinstate expired miles.
- Up to 50,000 miles can be extended per member.
- 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.

Flight Accruals and Redemptions 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 other airline agreement on mutual code-share services excluding an accrual and redemption activities.

For more information : <https://flysmiles.com/flysmiles/our-partners>

FlySmiles Service Fees

FlySmiles service fee applies as per below chart

DESCRIPTION	CHARGE (USD)						
	Platinum	Platinum Nominee	Gold	Classic	Silver	Blue	YoungSmiles
<u>Rush Reward Fee</u>							
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	NO RUSH REWARD FEE						
<u>Change Fee</u>							
Date / Flight/sector change of a ticket	30	30	30	30	30	30	30
<u>Refund Fee</u>							
Re crediting miles - unutilized tickets	50	50	50	50	50	50	50
One sector is cancelled by the airline and member wishes to re-credit miles for remaining sectors of the ticket.	25	25	25	25	25	25	25
<u>Late Change Fee</u>							
Late change fee - Economy/ Business reward tickets	25	25	25	25	25	25	25
<u>Card issuance</u>							
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
<u>Nominee Fee</u>							

Reward tickets / upgrades / partner voucher nominations	30		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.

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. All members can download the digital membership card using the SriLankan Airlines mobile app. Any member upon enrolment will be eligible to download the digital card which will be accepted at Airports and partners.
8. If a FlySmiles Membership Card is lost the replacement card will be subject to a fee.
9. 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 changes. A request for a name change requires proof of name change satisfactory to SriLankan Airlines.
10. Accounts with incomplete or missing data will be considered as pending and SriLankan Airlines may delete such accounts.
11. 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.
12. 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.
13. A FlySmiles Membership Card is valid for a period of 13 months from the date of the Tier change.
14. 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.

15. 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.
16. A FlySmiles Silver member has the ability of retaining Silver Tier and FlySmiles Club membership (Platinum/Gold/Classic Tiers) simultaneously.

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 affiliates, and upon utilization of such tickets by a Member.
 - b) No Miles will be earned for industry discount, agency discount, free or Reward tickets, infant fares and other special discounted tickets as specified by SriLankan Airlines, **oneworld** Member Airlines and affiliates or Airline Service Partners.
 - c) SriLankan Airlines may at its discretion not permit earning of Miles for tickets booked in certain booking classes of the Airline. 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 and 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 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://flysmiles.com/flysmiles/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 and 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. Members should inform FlySmiles within six (06) months of travel if any discrepancies in earned miles.
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 3000 bonus miles and members who complete their first flight on Economy Class will be eligible for 1000 Bonus Miles. Members who have undertaken a travel activity prior to two months of 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 transferred 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 anyone 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 view this on their updated statement through <https://flysmiles.com/flysmiles/user-login>
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 48 hours for Miles earned on SriLankan Airlines and six to eight weeks for Miles earned with FlySmiles Partner Airlines and 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. Log in into your account through <https://flysmiles.com/flysmiles/user-login>
22. Claims for retroactive Miles submitted online will be resolved 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 change conditions of obtaining Miles. If FlySmiLes allows a Member to purchase Miles online on <https://flysmiles.com/flysmiles/purchase-miles> , 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 Tier Miles earned in a rolling tier period. Such a member status is required to take the number of qualifying flights or earn qualifying number of Tier Miles within a rolling tier period to sustain his/her Membership as indicated in this FlySmiLes Member 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 the past 12 months 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. The FlySmiLes Contact Centre and SriLankan Airlines' offices worldwide are authorized to issue Reward tickets for FlySmiLes members. A Member shall request for Rewards through the FlySmiLes Contact 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 Reward tickets on flights operated by

SriLankan Airlines can also be redeemed through www.srilankan.com. Travel agents cannot issue Reward tickets or any other programme 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 a reward ticket or upgrade.
5. An infant nominee requires ten per cent (10%) of Miles for a reward ticket or upgrade.
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 the 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 Cash plus miles ticket is been issued (b) Special facility/promotion 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. 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, 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 that Miles used for the Reward Ticket would not have expired at the time of re-depositing.
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 an 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 Redemption chart and, 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 by contacting the FlySmiLes Service Centre and, through SriLankan Airlines Offices and on www.srilankan.com/flysmiles.
24. Miles, if purchased should be of a minimum purchase of 2,500 Miles. The price of Miles shall vary from time to time. The price of Miles can be obtained from the [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.
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 redemptions.
 - 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 flights operated by SriLankan Airlines and for airline Tickets issued on IATA Airline Code 603 only.

E. 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 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 . Information collected by us will be used in accordance with the SriLankan Airlines Privacy Policy.

F. 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.

G. 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. 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

H. 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;
oneworld Alliance	Means oneworld Alliance .
oneworld Airlines and Affiliates	Means of the members of oneworld Alliance at any given time and affiliates of those airlines.
Reward	Means specified goods or services to be provided by FlySmiLes , partner airlines or oneworld 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, 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 Contact Centre	Means the Global Contact Centre for Members 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 Electronic Miscellaneous Document.
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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 or contact the FlySmiles Contact Centre or your nearest SriLankan Airlines office.

FlySmiles SriLankan Airlines Ltd, No 30, Iceland Business Centre Sri Utharananda Mawatha Colombo 03 Sri Lanka.	
For enquiries, please contact	
In Sri Lanka – Telephone: +94 (0)19 733 3333 Open 24 hrs	From the rest of the world call Telephone: +94 (0)19 733 3333 Email : flysmiles@srilankan.com
FlySmiles Service Centre SriLankan Airlines Ltd, Level 3, East Tower, World Trade Centre, Echelon Square, Colombo 01 Operating Hours : Monday to Saturday (08:30 to 17:00) including all Mercantile holidays & Poya days	