

Q. What if I don't have the mobile app?

A. Download the app from links or scan the QR code given at the bottom of this page.

Q. What mobile platforms will support the application?

A1. Android 6.0 (Marshmallow) & above.

A2. Apple IOS 8 & Above.

Q. What if my mobile device is not compatible with the app requirements?

A. Call 24/7 call center 72 hours prior and 24 hour before departure and obtain voucher.

Q. What if the app is not loading?

A1. Check your network connectivity if Data or Wi-Fi is switched on and not in "Flight Mode"

A2. Check if the app is updated.

A3. If check-list I and II fail please contact the FlySmiLes 24/7 call center on +94197333333 for assistance.

Q. What if my vouchers are not loading?

A. Contact the FlySmiLes 24/7 call center on +94197333333 for assistance.

Q. How do I show my voucher?

A. Through the mobile app or Print the PDF voucher emailed and present.

Q. What if there is a name mismatch between my booking and FlySmiLes profile name?

A. Please ensure the name on your reservation and FlySmiLes profile match to avail yourself of the benefits when travelling on SriLankan Airlines.

Q. Can I use my voucher for a guest?

A. Yes however you and your guest/s have to be on the same booking reference traveling on SriLankan Airlines.

Q. How many guests can I invite to the lounge?

A. This would depend on your entitlement and usage balance .However restrictions may apply depending on lounge capacity.

Q. Is the lounge invitation issued for the supplementary card holder?

A. Benefits are only extended to the primary cardholder.

Q. Can I cancel my voucher once issued?

A. Vouchers once issued cannot be cancelled nor re-credited even if unutilized, once issued it is deemed utilized.

Q. What If I have issued the voucher and require a date change?

A. Voucher has to be extended manually please contact the FlySmiLes 24/7 call center on +94197333333 for assistance.

