**FAQ**

**Booking Online**

**How do I book my flights?**

You can make a new booking by any of the following methods:

* Buy a seat online at www.mihinlanka.com
* Call Mihin Lanka's Call Centre  
  Within Sri Lanka : 011 200 2255  
  Outside Sri Lanka: (+94) 112 002 255
* Go to any Mihin Lanka's sales offices to purchase over the counter
* Or, you can book a seat at any of our Selected Travel Agents

**Can I make a booking using my credit card for someone else?**

Yes, you may make a booking for a third party provided the necessary approval is granted by respective authorities of Mihin Lanka Head Office, Colombo, Sri Lanka.   
Please contact [callcentre@mihinlanka.com](mailto:callcentre@mihinlanka.com) / 0094 112 00 22 55

**What are the credit cards that are accepted through your website?**

We currently accept Master, Visa and Amex Credit Cards only.

**Can I pay for this booking using a supplementary card?**

The use of supplementary cards for online purchases is up to the discretion of the credit card company; please check with your credit card company regarding the possibility.

**I have a Corporate Credit Card, can I use it to purchase online?** Yes, you may use the Corporate Credit Card to purchase tickets for any number of passengers. However, the same procedure needs to be adopted as for normal credit card. Please contact [callcentre@mihinlanka.com](mailto:callcentre@mihinlanka.com) or further details.

**How do I collect the ticket for my travel?**

A valid ticket for your travel will be e-mailed to you, all you need to do is print this ticket and come to the airport in order to check in for your flight.

**I made a booking and have still not received my ticket, what do I do?**

Contact [callcentre@mihinlanka.com /](mailto:callcentre@mihinlanka.com/) 0094 112 00 22 55

**I have made a booking but not been successful, how do I find out whether I have been charged for this?**

Please check with your credit card company, whether you have been charged or inform same to [callcentre@mihinlanka.com /](mailto:callcentre@mihinlanka.com/) 0094 112 00 22 55

**What is the allocated Free Baggage Allowance for me when I book my ticket online?**  
**Please click here to**[**check free baggage allowance**](http://www.mihinlanka.com/baggage-allowance.htm)

For all miscellaneous queries related to Online bookings could be forwarded to [callcentre@mihinlanka.com](mailto:callcentre@mihinlanka.com) /   
0094 112 00 22 55 and If call centre is unable to give a prompt reply they will direct your query to respective authorities of Mihin Lanka.

**How do I pay for my booking?**

There are five ways to pay for your Mihin Lanka Booking

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| --- | --- |
|  | * a) Online Booking via the internet -Via MasterCards and Visa \* * b) By MasterCards or Visa\* for flights booked through Mihin Lanka Call Centre * c) For seats purchased at Mihin Lanka sales offices, we accept   + - * \*Cash       * \*MasterCards and Visa\* * d) For seats purchased through one of Mihin Lanka’s preferred travel agents Kindly refer to the individual agent for details * e) Call Centre Bookings   + You could pay at the closest BOC branch (open Mon-Fri 0900 am – 0300 pm/ Sat 0900 am – 1200 noon) and advice the Call Centre |

**Before you fly**

**If credit card holder who paid for my ticket is not travelling with me, will I face any problems at the Air port?**

If Credit card holder is not in the travelling party please obtain prior approval from respective authorities of Mihin Lanka Head Office, Colombo, Sri Lanka by contacting [callcentre@mihinlanka.com/](mailto:callcentre@mihinlanka.com/) 0094 112 00 22 55

**What are the documents I need to produce at the airport?**

You will be asked to show a printout of the e-Ticket of your travel as well as your passport and credit card in order to check in for your flight. In case of 3rd party booking, if the necessary approval have been obtained by our by Mihin Lanka Head office, the credit card is not mandatory.

**At the Airport**

**When do I check-in?**

Mihin Lanka check-in counters open 3 hours prior to scheduled flight departures. Kindly proceed to the check-in counters assigned to Mihin Lanka.Check-in counters close 45 minutes before the scheduled departure. Should you arrive after the counter is closed, you will not be accepted for travel

**How do I check-in with an e-ticket?**

The check-in procedure is the same as with a conventional paper ticket. Simply bring your Itinerary Receipt and your valid passport and visa (as applicable) to the check-in counter

**Can I reserve seats when I check-in?**

Mihin Lanka operates a “free seating” policy on board our aircraft and therefore seat reservation is not possible. We advise all passengers to be at boarding gate early prior to commencement of boarding.

**What are the documents I need to produce at the airport?**

You will be asked to show a printout of the e-Ticket of your travel as well as your passport and credit card in order to check in for your flight. In case of 3rd party booking, if the necessary approval have been obtained by our by Mihin Lanka Head office, the credit card is not mandatory.

**On Board**

**Does Mihin Lanka provide any food or drinks on board?**

Mihin Lanka will provide refreshments depending on the duration of flight.

**Can I bring and consume my own food/alcohol on board?**

Passengers are not allowed to consume their own food/alcohol. However they may purchase Alcoholic/Nonalcoholic Beverages on board at reasonable Price.

**Is smoking permitted on board?**

Smoking is not permitted on any Mihin Lanka flight.

**Other Concerns**

**What should I do if my baggage has been lost during my flight with Mihin Lanka? Am I entitled to compensation?**

n the event of loss or damage to baggage the airline’s responsibility is limited USD 20 (or local currency equivalent) per kilo for checked-in baggage, provided, loss of baggage has been reported to the airline, prior to leaving the customs area and if not traced within 14 days.

**Am I entitled for a refund if I cancel my flight?**

1. Once the booking is paid for no refund will be made.
2. However if a passenger should decide to cancel a flight at least 4 hrs prior to the schedule departure time, Mihin Lanka will retain the fare paid less a cancellation fee of USD 15 (or equivalent) per sector/ per passenger as credit towards a future flight to be used by the passenger within 6 months from date of payment.
3. Failure to adhere to 4hrs deadline when changes / cancellations are made will be considered as Noshow.

**What should I do if I need special assistance?**

Should you require any special services while you travel with Mihin Lanka please contact our Sales offices and inform our staff of your requirements and they will do their best to accommodate your needs.

**What is Mihin Lanka's policy regarding unaccompanied young passengers?**

Young Passengers below 12 years of age will be accepted for travel upon an applicable fare and service fee. Please contact Mihin Lanka Ticket office/Call Centers for more information.

**What are regulations for expectant mothers traveling on Mihin Lanka?**

Expectant mothers may travel up to and including the 27th week of their pregnancy, and will be accepted between 28 to 35 weeks if they are in possession of a Doctor’s certificate confirming the stage of their pregnancy and stating that they are fit to travel. Passenger will be required to sign a form of Indemnity.

Expectant mothers above their 36 weeks will not be accepted for travel

**What if I need wheel chair?**

Should you require a wheel chair please contact our Sales offices and inform our staff. Passenger needs to obtain medical clearance from a doctor for fitness to travel and upon completion of the medical clearance form and necessary  pay the applicable handling fee at the point of departure and point of destination