

SriLankan Airlines leads with two category wins in South Asia at PAX Awards



SriLankan Airlines led the Airline Award category for South Asia with two wins, securing both Best Overall Passenger Experience and Most Improved Airline at the PAX International Readership Awards 2026, held in Hamburg, Germany. The awards celebrate the industry's best and brightest, with winners determined by votes from PAX's global readership.

The Best Overall Passenger Experience – South Asia award recognizes an airline that delivers an exceptional onboard experience across multiple service areas, including meal service, in-flight entertainment, and seating. At SriLankan Airlines, this entails meticulous planning at every stage of the passenger journey, supported by collaboration among multiple teams and by continuous monitoring and refinement.

Maria Sathasivam, Manager Product Development of SriLankan Airlines, commented on the achievement, stating, “We are incredibly honored to receive yet another independent endorsement of the service we deliver. Every interaction matters to us, and we are committed to consistently meeting and exceeding passenger expectations. It is truly rewarding to see these efforts recognized.” SriLankan Airlines continues to enhance the end-to-end travel experience, from booking through arrival. Ongoing digital upgrades, including improvements to the airline’s website and app, are designed to deliver a more intuitive and seamless customer experience, supported by AI-driven features and expanded ancillary offerings.

At its hub, the Bandaranaike International Airport in Colombo, the airline has also expanded self-check-in and bag drop facilities for added convenience. Onboard, passengers are welcomed with the signature warmth and hospitality of Sri Lanka, brought to life by the airline’s cabin crew. Complementing this is SriLankan’s acclaimed inflight dining, which combines international flavors with regionally inspired cuisine, including a signature Sri Lankan meal option that showcases the island’s rich culinary heritage.

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The experience is further enhanced by SriLankan Airlines’ diverse in-flight entertainment offering. Available on seatback screens and wireless screening on select aircraft, passengers can access a wide range of on-demand content, from Hollywood blockbusters to regional favorites, along with an extensive selection of music. SriLankan Airlines connects passengers to 120 destinations across 61 countries, including through codeshare partnerships. Its direct services span cities in Europe, Australia, the Middle East, the Indian Subcontinent, Southeast Asia, and the Far East. The airline operates an all-Airbus fleet, comprising state-of-the-art

A330-200/300 and A320/321 aircraft.