

Standard Tours (Terms and Conditions)

Inclusions

- Accommodation
- Airport pick-up and drop-off (as specified in the itinerary)
- Transportation & Tour Guide – transportation throughout the tour in an Air-Conditioned vehicle with an experienced Tour Guide/Chauffeur
- Entrance Tickets to sites
- Government Taxes and Service Charges applicable at the time of booking

Exclusions

- Personal expenses (laundry, alcoholic beverages/minibar, phone calls, tips, etc.)
- Travel Insurance and Air-Fare
- Optional activities and excursions not mentioned in the itinerary
- Early check-in or late check-out at hotels (subject to availability)
- Extra Meals, Snacks, and Beverages ordered from hotels or outside hotels

Payment Policy

- A **deposit (typically 30–50%)** is required to confirm the booking
- The **balance payment** must be settled before tour commencement or on arrival (as agreed)
- Payments can be made via bank transfer, online payment gateway, or cash (USD/LKR)
- Any bank charges or transfer fees must be borne by the client
- Prices are quoted based on current exchange rates and are subject to change until confirmed

Cancellation & Refund Policy

- Cancellations must be made in writing

- Cancellation charges depend on how close the cancellation is to the start date of the tour
- Hotel and service provider cancellation policies apply
- No refunds for unused services or early departures
- Refunds (if applicable) will be processed after deducting bank and service charges

Important Notes for All Guests

- Tour rates are based on the number of travelers and hotel category selected
- Changes to the itinerary may affect the total cost
- Guests are advised to always carry **valid passports and travel documents**
- Sri Lanka hotel **check-in time** is usually after **2:00 PM** and **check-out** before **12:00 PM**
- Travel insurance is strongly recommended
- Special requirements (dietary, mobility, room preferences) must be informed in advance