

Terms and Conditions

Before making a reservation with **Lankawayfinder Pvt Limited**, we encourage you to read these Terms and Conditions carefully, as they constitute a contract agreement between

Lankawayfinder Pvt Limited and the Client from the time the booking is made.

The person who makes the booking accepts these conditions on behalf of all the people in the group and is responsible for all payments due.

The purchase of any travel services offered by **Lankawayfinder Pvt Limited** constitutes a contractual arrangement between the Client and **Lankawayfinder Pvt Limited** and represents the Client's acceptance of the **Lankawayfinder Pvt Limited** Terms & Conditions set out herein.

1. ABOUT US

- **Lankawayfinder Pvt Limited** is a duly Registered Company in Sri Lanka, based in Katunayake City in Western Province.

2. BOOKING CONDITIONS

- All travel arrangements should be booked as follows
 1. Multi-day tours should be booked at least within **Five business days in advance** .
 2. One-Day tour programs/Excursions should be booked at least **Two business days in advance** from the day of clients' arrival .For Tour packages we strongly recommend that Clients need to book with two-weeks' notice.

For **Group Tours** we recommend that Clients need to book with one months' notice.

- Airport Transfer bookings must be made at least 24 **hrs in advance** from the clients' arrival time and date .

For Tour Packages :

- Once Clients have confirmed and submitted his/her booking and personal travel details to **Lankawayfinder Pvt Limited** he/she will receive a confirmation and pro-forma invoice. of his/her booking via e-mail. Please note that all bookings require a Non-refundable Down Payment of 20% of the total package price at the time of the booking.
- If a Tour booking occurs less than 5 days before your arrival date FULL payment is required.

- If you prefer to pay for your booking with a bank transfer, please contact **Lankawayfinder Pvt Limited** through email reservation@lankawayfinder.com or you could make payments using our payment links.
- send us all the information regarding the booking, name of the guests, details of the tour, type of transportation, preferred accommodation, arrival date and deposit slip/confirmation. The travel voucher will be emailed to the Client once the FULL payment has been received.
- Client will receive the travel documents: e-tickets, vouchers and itinerary via email. Please print out these documents, as the Client will need to show them for all services during his/her visit to preferred destination.
- If by any chance our travel consultant is unable to obtain confirmation (if car rental/or accommodation is not available) an alternative will be offered.
- **Lankawayfinder Pvt Limited** reserves the right to cancel bookings when services are not available (e.g. when a car rental is not available, when accommodation is unavailable, etc.).
- Booking services with **Lankawayfinder Pvt Limited** is available only to persons aged 18 years and older and that the Client has the right, authority and capacity to transact business and agree to abide by this Agreement.
- If the client is using the Services on behalf of another organization or entity, then he/she agrees to be bound by this Agreement on behalf of that Organization and he/she represents and warrants that he/she has the authority to bind the Organization to this Agreement.
- By submitting a booking, Client warrants and confirms to **Lankawayfinder Pvt Limited** that he/she complies with these arrangements. This Agreement is published in compliance with, and is governed by the provisions of Sri Lankan law.

For Airport Transfers :

- Airport Transfer bookings must be made at least 24 **hrs** in advance from the clients' arrival time and date .
- After the transfer booking has been made , it is required to pay 20% of the total transfer price at the time of the booking. Please consider this advance payment as a non-refundable payment.
- Clients can reserve airport transfers by paying 20% of the total ride amount using our online payment gateway. Afterwards a payment receipt will be generated regarding the transfer booking and the advance payment along with the due payment amount.
- Remaining payment can be done either by Cash or using credit cards , QR payment options upon airport arrival.

3. TERMS OF PAYMENT

- Please note that all bookings require a Non-refundable Down Payment of 20% of the total package price at the time of the booking.
- If the booking occurs less than 7 days before the Client's arrival date FULL payment is required. We accept payment through Bank Deposit.
- Credit card payment is only accepted when online booking is made through our website www.lankawayfinder.com, subject to the terms and conditions of our affiliate companies.
- If you prefer to pay for your booking with a bank transfer, please contact us and send us all the information regarding the booking, name of the guests, details of tour, type of preferred transportation, accommodation, arrival date and scanned deposit slip.
- All Prices quoted on **Lankawayfinder Pvt Limited** are in LKR or USD and per person, unless otherwise specified. All payments are due in LKR or USD.
- **Lankawayfinder Pvt Limited** is not responsible for any changes in currency exchange rates that might occur from the time of booking until a refund is made.

3.1 For Bank-Wire Transfers

BANK ACCOUNT DETAILS:

ACCOUNT NAME	LANKAWAYFINDER PRIVATE LIMITED
BANK NAME	COMMERCIAL BANK OF CEYLON PLC
BRANCH	NEGOMBO
BANK CODE	7056
BRANCH CODE	013
ACCOUNT NUMBER	1000960813
SWIFT CODE	CCEYLKLX

3.2 For Remittance from other Banks from other Countries

- International bank transfer can be instantaneous, or it can take 5-7 business days. In some cases, transfers will take even longer than this, however around a week is a fairly standard time frame for many overseas transfers.

- Please take note that currency rates vary from one bank to another and vary each day. Each bank has its own tariff and the pricing is subject to change.
- Please check with your bank for the corresponding fees and remittance charges from the Sending and the Receiving Banks.
- Please take note that **Lankawayfinder Pvt Limited** will base the Client's payment from the ACTUAL (LKR or USD Currency deposit) to the Bank of **Lankawayfinder Pvt Limited**. Remittance Fees from the Sending and Receiving Bank would be borne by the Client.
- It is only upon receipt of payment from **Lankawayfinder Pvt Limited** bank that booking is confirmed. For more info about remittance processing, please check this site: (<https://www.highradius.com/resources/Blog/what-is-remittance-advice-how-do-you-use-them/>)

4. VALIDITY OF PRICES

- All rates quoted or shown in our tariffs are based on current prices. **Lankawayfinder Pvt Limited** reserves the right to alter or change already published prices on the website without notice in the event of currency fluctuation, government taxes, or any such cost increases that are outside **Lankawayfinder Pvt Limited** control.
- **Lankawayfinder Pvt Limited** reserves the right to alter routes, itineraries or departure times without prior notice should this be necessary due to weather or other reasons that are beyond **Lankawayfinder Pvt Limited** control.
- Please notice that in the case of changes of flights, the passenger is responsible for any additional costs that become payable as a result of such changes.
- Any increase due to changes in government laws, i.e. tax changes will be added to the invoice.

5. TRAVELLING WITH CHILDREN

- If the Client is travelling with young children (from 2 years old to 11 years old), it is important to note that child seats are not provided for transfers and the legislation varies from one country to another.
- Please see the Travel Voucher issued for details. Free accommodation stays for children are generally based on sharing existing beds in the room.
- If the Client requires a separate bed, he/she must advise us at the time of booking, as there is a corresponding charge added to his/her booking.

6. SPECIAL REQUESTS

- For any special requests, please inform us in writing when booking is made.
- We are happy to pass your special requests on to the hotel, airline or other supplier but we cannot guarantee that it will be accommodated, however we will do our best given sufficient time of notice.
- Unless and until specifically confirmed all special requests are subject to availability.

7. PASSENGERS WITH DISABILITIES

- **Lankawayfinder Pvt Limited** makes every reasonable effort to accommodate all clients' needs; however, our vehicles are not equipped with disability access, wheelchairs, and other disability aids.
- We assume no responsibility for injury or any inconvenience in this regard. We cannot guarantee hotel rooms for our customers with disabilities either when booking an overnight trip with hotel accommodation included.
- However, we will do our very best to try to reserve the appropriate room, if available. Clients with disabilities and/or any other health issues must advise and inform **Lankawayfinder Pvt Limited** by email at the time of making the reservation.
- We reserve the right to decline a booking should it be determined that we are unable to properly accommodate or meet our obligations towards that client(s) and/or for safety considerations.

8. LOCAL PURCHASE

- We cannot accept responsibility for any items that the Client may purchase locally i.e.: jewelry, food, souvenir items etc. and the quality and value of such cannot be guaranteed.
- We recommend that the Client check whether or not any extra charges will be payable for import duty or freight and we are unable to assist with any costs that the Client may incur in this respect.

9. CANCELLATION TERMS/REFUNDS

- Once booking is confirmed and finalized, the Tour Package and All Land Arrangement bookings and the 20% down payment are Non-Refundable.
- There is No Refund for any unused tours, transport, hotels. However, in the event of natural calamities and force majeure, or mandated government cancellations, Clients may be entitled to a refund, subject to the Supplier's (ex. Hotel) Terms and Conditions.
- If the Client's Travel Package includes international or domestic air tickets, cancellation of airline ticket will be based on its cancellation policy, based on their fare rules.
- **Lankawayfinder Pvt Limited** only acts as an agent for the airlines and is not responsible if the said Airline cancels, reschedules, or delays a flight for any reason.
- In any case, **Lankawayfinder Pvt Limited** will extend necessary assistance to address concerns of guests and to safeguard their welfare, but the Airline Company will be responsible for the final decision on such requests.

- Additional and incidental expenses incurred due to delay, suspension, accidents and local conditions must be borne by the guest other than in case of failure of **Lankawayfinder Pvt Limited**.

10. FORCE MAJEURE

- World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your holiday due to bad or unusual weather conditions.
- Please take note that **Lankawayfinder Pvt Limited** is not responsible for changes which arise as a result of events outside of our control, such as technical or maintenance problems with transportation, changes imposed by re-scheduling or cancellation of flights by an airline, or main charter company, war or threat of war, riot, civil strife, industrial disputes, natural disasters, bad weather or terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, epidemics and pandemics.
- **Lankawayfinder Pvt Limited** assumes no responsibility for and shall not be liable for the acts or omissions on the part of any other party not under our control or any acts of God, unsafe conditions, terrorism, health hazards including pandemics, illness, weather hazards, or the suitability for a disabled person of any portion of any trip.
Lankawayfinder Pvt Limited has no special knowledge of dangers during travel or at destinations.
- The client hereby expressly assumes all of these risks and dangers, and expressly agree to forever release, discharge and hold us, and our agents, employees, officers, directors, associates, affiliated companies, guides, group leaders, and subcontractors harmless against any and all liability, actions, causes of actions, suits, claims, and demands of any and every kind and nature whatsoever which the client