



SRILANKAN HOLIDAY MAKERS.CO.UK

**GANIRU TOURS**

*Your Holiday Is Our Responsibility*

E-mail: [info@srilankanholidaymakers.co.uk](mailto:info@srilankanholidaymakers.co.uk)

Web : [www.srilankanholidaymakers.co.uk](http://www.srilankanholidaymakers.co.uk)

## **BOOKING CONDITIONS**

Your fully understanding on the tour package is very important for us and that would be easy for both parties to make the booking. Therefore it is kindly requested to take few minutes to read our booking conditions which will clear your doubts and if you have any doubts please don't hesitate to contact us.

## **PAYMENT SCHEMES AND BOOKING OPTIONS**

All our holiday packages are open to customise to meet your expectations and interests. You can use one of the following payment schemes and booking options to make your holiday and let us know what we need to do on your behalf by filling and submitting of inquiry form in the Book Tour page.

On arrival at Bandaranaike International Airport in Sri Lanka, you will be picked up by one of our representatives and your Chauffeur Guide and take you on the respective tour package that you have booked with us and finally drop you off at the airport for your departure.

### **OPTION- 1**

**This option does include only vehicle with fuel and Chauffeur Guide.**

10% of the total package needs to be paid as a deposit 21 days prior to the arrival date or at the time of booking.

The balance 90% of the total cost of the package can be paid either before commencement of the tour or on arrival at Bandaranaike International Airport, Sri Lanka to our representative.

This package doesn't include Hotel accommodation and Air line ticket.

Those have to be booked by the client as per their interests and requirements.

### **OPTION 2**

**This option does include only hotels as per your request, vehicle with fuel and Chauffeur Guide.**

50 % of the total cost of the package needs to be paid as a deposit 21 days prior to the arrival date or at the time of booking.

The balance 50 % of the total cost of the package can be paid either before commencement of the tour or on arrival at Bandaranaike International Airport, Sri Lanka to our representative.

This package doesn't include Air line ticket.

Those have to be booked by the client as per their interests and requirements.



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### **OPTION 3**

**This option does include Airline tickets, hotels accommodation as per your request, vehicle with fuel and Chauffeur Guide.**

75 % of the total cost of the package needs to be paid as a deposit 21 days prior to the departure date or at the time of booking.

The balance 25% of the total cost of the package can be paid either before commencement of the tour or on arrival at Bandaranaike International Airport, Sri Lanka to our representative.

Once your booking is made that will be informed through email with full details.

Payments for your holiday can be made by direct bank transfer (online) or personal cheque address to our company or cash. Payment details are available in the invoice.

Immediate booking could be made with the 50% of the total cost of the package prior to a week of arrival.

In the event of non-payment of the balance we reserve the right to cancel your booking and cancellation charges will be applied.

**Please note that your tour package does not include.**

- Entrance fees to the site visits and key attractions mentioned in the itinerary
- Camera and Video Permits
- Costs of lunch & Dinner. Our guide will recommend restaurants at each of the locations
- Any expense of personal nature
- Early Check in & Late Checkout Fees
- Costs of any water sports and adventure events
- National Guide fee
- Tips and portorage

### **CANCELLING PROCEDURE**

If you wish to cancel your booking you need to tell us in writing and the following cancellation charges will be applied. They are calculated from the day your cancellation is received.

If cancelled 30 days or more prior to arrival – no charge – any payments made prior to this date will be reimbursed (less any bank charges)

If cancelled between 15 to 30 days prior to arrival – 50% of the deposit will be charged.

If cancelled between 8 to 15 days prior to arrival – 75% of the deposit will be charged.

If cancelled less than 8 days prior to arrival – 100% of the deposit will be charged.



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\*\* Rates are inclusive of all government taxes and charges. Any changes will be notified at our earliest.

**NOTE:**

\*\* Rates are subject to change. Any changes will be notified and the new rates will apply.

\*\* Rooms are subject to availability at the time of confirming the booking.

\*\* Payment need to be paid 21 Days prior to arrival or at the time of booking.

**BOOKING TRANSFERS**

Under certain circumstances you are able to transfer your booking to another person subject to suppliers concern. (E.g. The airline) If the transfer is accepted, then you need to make an administration charge of £50 per person plus any charges levied by suppliers.

**IF WE CANCEL YOUR TOUR**

We will not cancel your tour unless we have been informed by writing or any other circumstances beyond our control such as flight cancellations, war, civil or political unrest or 'force majeure'. If we cancel the tour, we will offer you an alternative tour if possible. If this is not possible or not acceptable to you, we will refund all payments made to us in respect of the tour cost, less any administration charges, but we are not liable for any incidental expenses you may have incurred.

Cost for the rebooking of flights which is cancelled due to natural reasons doesn't include in the alternative tour package.

**COMPLAINTS**

If you have a complain about your tour please let our representative know or send us a complaint through our website inquiry form or our email at any moment and we will take appropriate action to rectify it. If you are not satisfied with our response and you feel that your enjoyment of the tour has been significantly affected, you are requested to contact our office in Katunaike , Sri Lanka or our Office in Hounslow in England to discuss how we can best resolve the problem. On return from your tour if you remain unsatisfied, please notify us in writing within 30 days.

**WARNING**

We reserve the right to terminate your travel with us immediately after you commit any illegal act or unruly behaviour causing any harm or damage to our employees or service providers.

You are advised to obey the law and order in Sri Lanka during your stay.

Read our **Travel Tips** for more information.