

Luxury Airport Transfers

Booking & Cancellation Policy

This policy applies to private Luxury Airport Transfer services arranged by Colombo Transport and explains booking, payment, flight-delay, waiting-time, cancellation, no-show and operational conditions.

1. BOOKING & CONFIRMATION POLICY

All reservations are subject to vehicle availability. A booking is confirmed only after the required payment has been received, where applicable, and an official booking confirmation or transfer voucher has been issued. Guests should provide passenger name, mobile/WhatsApp number, flight number, arrival or departure date and time, pickup location, destination, passenger count, luggage requirements and preferred vehicle category.

2. PAYMENT POLICY

100% payment is required to confirm individual private Luxury Airport Transfers unless alternative terms have been approved. Fast Track Immigration, airport assistance, VIP services, special meet-and-greet arrangements and other optional services may require advance payment. Contracted hotels, companies, travel agents and approved B2B partners may operate under separately agreed terms.

3. CANCELLATION POLICY

Cancellation Period	Cancellation Charge
72+ hours before transfer	No cancellation charge*
48-72 hours before transfer	25%
24-48 hours before transfer	50%
Less than 24 hours	100%
No-show	100%

* Non-refundable third-party costs, bank charges, payment processing fees or special arrangements already committed may still be deducted. VIP/VVIP movements, coaches, special events and multi-vehicle transfers may carry separate cancellation terms.

4. FLIGHT MONITORING - ARRIVAL TRANSFERS

Guests must provide the correct flight number. For airport arrivals, our operations team will monitor the provided flight information and make reasonable adjustments to the scheduled pickup time when the flight is delayed. A normal flight delay does not automatically constitute a passenger no-show when accurate flight details were supplied.

5. FLIGHT DELAYS

Where an arriving flight is delayed, the chauffeur schedule will be adjusted where operationally possible. Substantial delays that create additional parking, airport access, chauffeur waiting, overnight or operational expenses may result in reasonable additional charges.

6. FLIGHT CANCELLATION

If the airline officially cancels the passenger flight, the guest should notify Colombo Transport immediately. Where sufficient notice is provided, reasonable efforts will be made to reschedule the transfer, subject to availability. Non-refundable airport services, Fast Track arrangements and other committed third-party costs may remain chargeable.

7. AIRPORT ARRIVAL WAITING TIME

Unless otherwise stated in the booking confirmation, up to **60 minutes complimentary waiting time after the flight actual arrival time** is allowed for standard international arrivals. Additional waiting beyond the complimentary period may be charged according to the vehicle category and circumstances.

8. MEET & GREET

Where Meet & Greet is included, the chauffeur or representative will wait at the designated airport meeting location with the agreed guest identification. Guests unable to locate the representative should contact Colombo Transport before leaving the airport or arranging alternative transportation.

9. DEPARTURE TRANSFERS

Guests are responsible for being ready at the confirmed pickup location at the agreed time. Pickup should allow sufficient time for road conditions, airport check-in, immigration and airline requirements. Colombo Transport cannot be held responsible for a missed flight caused by a passenger-requested late pickup time, except where caused by our own failure to provide the confirmed service with reasonable care.

10. HOTEL / RESIDENCE WAITING TIME

Unless otherwise agreed, up to **15 minutes complimentary waiting time** is allowed for non-airport pickup locations. Additional waiting may be charged and significant delays may affect subsequent reservations.

11. GUEST NO-SHOW

A reservation may be treated as a no-show where the guest fails to arrive at the confirmed pickup point, cannot be contacted using supplied details, leaves the airport without contacting our team while the confirmed vehicle is waiting, or fails to travel without the required cancellation notice. A confirmed no-show is subject to a 100% charge.

12. CHANGES TO BOOKING

Changes to date, pickup time, flight, destination, vehicle category, passenger count or luggage requirements should be communicated as early as possible. Changes are subject to availability and may result in a revised rate. A substantial last-minute change may be treated as a cancellation and new reservation where necessary.

13. VEHICLE & CHAUFFEUR ARRANGEMENTS

The confirmed vehicle category will be reserved subject to availability. If a specific vehicle becomes unavailable due to mechanical, accident or unforeseen operational circumstances, a comparable or higher-category replacement may be provided wherever reasonably possible. A specific model is guaranteed only when explicitly stated in the booking confirmation.

14. PASSENGER & LUGGAGE CAPACITY

Guests must provide accurate passenger and luggage information. If undeclared excess luggage or additional passengers cannot be safely accommodated, a larger or additional vehicle may be required at extra cost and subject to availability.

15. ADDITIONAL STOPS & ROUTE CHANGES

Transfer rates normally cover travel between the confirmed pickup point and destination. Unscheduled stops, significant route changes, additional pickups/drop-offs or extended waiting requested by passengers may result in additional charges.

16. FORCE MAJEURE

Colombo Transport cannot be held responsible for delays or service interruptions caused by severe weather, flooding, road closures, government restrictions, airport closures, civil disturbances, strikes or other circumstances beyond reasonable control. Reasonable alternative arrangements will be considered where possible.

17. REFUND PROCESSING

Where a refund is approved, applicable cancellation charges, non-refundable third-party expenses, payment processing fees, banking charges and committed costs will first be deducted. Approved refunds will normally be processed within 14-21 working days, subject to the original payment method and banking procedures.

18. SPECIAL VIP AIRPORT SERVICES

Fast Track Immigration Clearance, gate or aircraft assistance, VIP airport access, concierge assistance and other premium airport services are subject to separate availability and supplier conditions. Once confirmed, some services may be non-refundable or subject to stricter cancellation charges.

IMPORTANT NOTICE

By confirming a Luxury Airport Transfer reservation, the guest or booking agent acknowledges that they have read, understood and accepted this Booking & Cancellation Policy.