

Luxury Day Tours

Booking & Cancellation Policy

This policy applies to private Luxury Day Tours arranged by Colombo Transport and explains confirmation, payment, cancellation, amendments, operational conditions and refund terms.

1. BOOKING & CONFIRMATION POLICY

All reservations are subject to availability. A booking is confirmed only after the required payment has been received and an official booking confirmation or tour voucher has been issued. Guests should provide the tour date, pickup location and time, passenger count, preferred vehicle category, destination and any special requirements.

2. PAYMENT POLICY

100% payment is required to confirm private Luxury Day Tours. Attraction tickets, safari jeeps, boat trips, guides, meals, special experiences and other third-party arrangements may require advance payment and may be non-refundable. Bank, payment gateway and currency conversion charges, where applicable, are payable by the client. Approved B2B partners may operate under separately agreed terms.

3. CANCELLATION POLICY

Cancellation Period	Cancellation Charge
15+ days before tour	10% of total booking value
8-14 days before tour	25% of total booking value
4-7 days before tour	50% of total booking value
48-72 hours before tour	75% of total booking value
Less than 48 hours	100% of total booking value
No-show	100% of total booking value

Where third-party suppliers impose stricter cancellation conditions, their applicable charges will also apply.

4. DATE & ITINERARY CHANGES

Requests to change the tour date, pickup time, destination, itinerary, vehicle category or other confirmed arrangements are subject to availability. Reasonable efforts will be made to accommodate changes; additional transport, entrance, supplier or operational costs are payable by the guest.

5. LATE CANCELLATION

Cancellations received less than 48 hours before the scheduled pickup time are subject to a 100% cancellation charge because the vehicle, chauffeur and operational resources have already been allocated.

6. NO-SHOW POLICY

Guests must be available at the confirmed pickup location at the agreed time. Failure to arrive without prior notification may be treated as a no-show and charged at 100% of the booking value.

7. WAITING TIME & GUEST DELAYS

A reasonable waiting period will be provided. Significant guest delays may require the itinerary to be shortened. Additional waiting or extended vehicle usage may result in supplementary charges.

8. TOUR DURATION & ADDITIONAL HOURS

Tours operate according to the duration stated in the confirmed itinerary or quotation. Additional sightseeing, waiting, route changes or extended usage may incur hourly, mileage, chauffeur or operational charges, subject to availability.

9. ATTRACTION & ACTIVITY AVAILABILITY

Attractions, national parks, heritage sites, boat tours, safari experiences, tea estates and other activities remain subject to opening hours, ticket availability, weather and local regulations. Independent third-party availability cannot be guaranteed unless specifically confirmed.

10. WEATHER CONDITIONS

Rain or ordinary weather changes do not automatically qualify for cancellation or refund. If severe weather or official restrictions make a destination inaccessible or unsafe, an alternative itinerary, rescheduling or another reasonable arrangement may be offered where possible.

11. VEHICLE & CHAUFFEUR ARRANGEMENTS

The confirmed vehicle category will be reserved subject to availability. If the confirmed vehicle becomes unavailable due to mechanical, accident or operational circumstances, a comparable or higher-category replacement may be provided wherever reasonably possible.

12. ITINERARY CHANGES

Itineraries may be adjusted because of traffic, road closures, weather, attraction closures, government restrictions, security considerations or other circumstances beyond reasonable control. Where necessary, a suitable alternative will be offered where possible.

13. UNUSED SERVICES & EARLY TERMINATION

No refund will normally be provided for transport, attractions, activities, guides, meals or other confirmed services voluntarily declined or unused after the tour has commenced. Early return for personal reasons generally does not qualify for a refund.

14. FORCE MAJEURE

Colombo Transport cannot be held responsible for delays, itinerary changes or cancellations caused by severe weather, natural disasters, road closures, government restrictions, civil disturbances, strikes or other circumstances beyond reasonable control. Reasonable alternative arrangements will be considered where possible.

15. REFUND PROCESSING

Where a refund is approved, applicable cancellation charges, non-refundable supplier payments, 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.

16. TRAVEL INSURANCE

Guests are encouraged to obtain appropriate travel insurance covering trip cancellation, medical emergencies, delays, personal belongings and other unforeseen circumstances during their visit to Sri Lanka.

IMPORTANT NOTICE

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