

Luxury Round Tour Booking & Cancellation Policy

This policy outlines the booking terms, payment conditions, cancellation charges and other important information applicable to all Luxury Round Tours arranged by Colombo Transport. By confirming your booking, you agree to the terms stated below.

1. BOOKING & CONFIRMATION POLICY

All luxury round tour reservations are subject to availability at the time of confirmation.

A booking will be considered confirmed only after the required advance payment has been received and an official booking confirmation has been issued.

For customized or tailor-made tours, the final itinerary, vehicle category, accommodation arrangements and included services will be confirmed according to the agreed quotation.

2. PAYMENT POLICY

- 30% advance payment at the time of booking to secure the reservation.
- 70% balance payment no later than **14 days** before the tour commencement date.
- For bookings made within **14 days** of arrival, 100% payment is required at the time of confirmation.
- Payments for hotels, domestic flights, special experiences, entrance tickets, event arrangements or other third-party services may require different or non-refundable payment conditions.
- Bank charges**, payment gateway charges and currency conversion fees, where applicable, are payable by the client.

3. CANCELLATION POLICY

CANCELLATION PERIOD	CANCELLATION CHARGE
31+ days before arrival	10% of total booking value
21 – 30 days before arrival	25% of total booking value
15 – 20 days before arrival	50% of total booking value
8 – 14 days before arrival	75% of total booking value
7 days or less before arrival	100% of total booking value
No-show / cancellation after commencement	100% of total booking value

Please Note: Where hotels, activities, entrance tickets, domestic flights, special events or other third-party services have stricter cancellation conditions, the supplier's applicable cancellation charges will be added or applied instead where relevant.

4 AMENDMENTS & DATE CHANGES

Requests to change travel dates, itinerary, vehicle category, accommodation or other confirmed arrangements are subject to availability and may result in additional charges.

Any additional charges imposed by hotels, transport suppliers, activity providers or other third parties will be payable by the client.

5 EARLY DEPARTURE & UNUSED SERVICES

No refund will normally be provided for unused transportation, accommodation, activities, sightseeing, meals or other services when a guest voluntarily shortens, interrupts or changes the confirmed tour after commencement.

Any exceptional refund will depend on whether the relevant service provider agrees to refund the unused service.

6 NO-SHOW POLICY

Failure to arrive or commence the tour on the confirmed date without prior notification will be treated as a **no-show**, and **100% of the booking value** may be charged.

7 AIRPORT ARRIVAL & FLIGHT DELAYS

Guests should provide accurate flight information when confirming the reservation.

Significant itinerary changes caused by flight cancellations, missed connections or other circumstances outside our control may result in additional transportation, accommodation or operational charges.

8 VEHICLE & CHAUFFEUR ARRANGEMENTS

The confirmed vehicle category will be reserved according to availability. In the unlikely event that a specific vehicle becomes unavailable, we reserve the right to provide a comparable or higher-category replacement vehicle wherever reasonably possible.

9 FORCE MAJEURE

We cannot be held responsible for delays, alterations or cancellations caused by circumstances beyond our reasonable control, including severe weather, natural disasters, road closures, government restrictions, civil disturbances, strikes, flight disruptions or other force majeure events.

10 REFUND PROCESSING

Where a refund is approved, it will be calculated after deducting applicable cancellation charges, non-refundable supplier payments, bank charges and other committed costs.

Approved refunds will normally be processed within 14 – 21 working days, depending on the original payment method and banking procedures.

11 TRAVEL INSURANCE

We strongly recommend that all guests obtain comprehensive travel insurance covering trip cancellation, medical emergencies, flight disruptions, baggage loss and other unforeseen circumstances before travelling to Sri Lanka.



IMPORTANT

By confirming your booking, you acknowledge that you have read, understood and agree to the above Booking & Cancellation Policy for Luxury Round Tours.