

Luxury Shore Excursions

Booking & Cancellation Policy

This policy outlines the booking terms, payment conditions, cancellation charges and important conditions applicable to Luxury Shore Excursions arranged by Colombo Transport. By confirming a reservation, the guest or booking agent agrees to the terms below.

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 voucher has been issued. Guests should provide the cruise ship name, port of call, scheduled arrival and departure times, passenger details and preferred excursion. The itinerary will be planned around the vessel's port schedule with an appropriate return-to-port safety margin.

2. PAYMENT POLICY

100% payment is required to confirm private Luxury Shore Excursions. Entrance tickets, safari jeeps, boat trips, guides, meals, special experiences and other third-party services may carry separate advance or non-refundable conditions. Bank charges, payment gateway fees and currency conversion costs, where applicable, are payable by the client. Separately contracted B2B terms may apply to approved travel partners.

3. CANCELLATION POLICY

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

Please Note: Where a third-party supplier applies stricter cancellation terms, those supplier charges will apply in addition to or instead of the standard schedule where relevant.

4. CRUISE SHIP UNABLE TO CALL AT PORT

If the cruise ship officially cancels its scheduled call at the confirmed Sri Lankan port because of weather, operational reasons, port restrictions or circumstances beyond the passenger's control, we will endeavor to refund recoverable services. Non-refundable third-party costs already incurred may be deducted.

5. CHANGE OF PORT OR CRUISE SCHEDULE

Guests should notify us immediately of any change to the ship's arrival time, departure time or port of call. Where operationally possible, pickup times and itineraries will be adjusted. Major changes may require a shorter excursion, an alternative itinerary or additional charges, subject to availability.

6. LATE SHIP ARRIVAL

If the vessel arrives late, we will make reasonable efforts to adjust the excursion while prioritizing a safe and timely return to port. The itinerary may be shortened or attractions omitted. Refunds are not normally provided for unused portions where vehicles, chauffeurs, guides or other services have already been committed.

7. GUEST LATE ARRIVAL / NO-SHOW

Guests must meet the chauffeur or representative at the confirmed meeting point and time. Failure to arrive within a reasonable waiting period, without contact, may be treated as a no-show and charged at 100% of the booking value.

8. RETURN-TO-PORT PLANNING

Every itinerary is planned around the cruise ship's scheduled departure and final boarding time. Guests should not request extensions that could compromise timely return to the vessel. Operational decisions may be made to preserve the agreed return-to-port safety margin.

9. ITINERARY CHANGES

The itinerary may be modified because of traffic, weather, road closures, attraction closures, government or port restrictions, security requirements, cruise schedule changes or other circumstances outside our reasonable control. Where possible, a suitable alternative will be offered.

10. VEHICLE & CHAUFFEUR ARRANGEMENTS

The confirmed vehicle category will be reserved subject to availability. If a specific vehicle becomes unavailable for mechanical or operational reasons, a comparable or higher-category replacement may be provided whenever reasonably possible.

11. UNUSED SERVICES & EARLY TERMINATION

No refund will normally be provided for transportation, attractions, activities, meals, guides or other confirmed services voluntarily declined or unused after the excursion has commenced.

12. FORCE MAJEURE

Colombo Transport cannot be held responsible for delays, cancellations or itinerary changes caused by circumstances beyond reasonable control, including severe weather, natural disasters, port or road closures, civil disturbances, government restrictions or cruise schedule changes.

13. REFUND PROCESSING

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

14. TRAVEL INSURANCE

Guests are strongly encouraged to obtain comprehensive cruise and travel insurance covering trip cancellation, missed port calls, medical emergencies, cruise itinerary changes, delays, baggage loss and other unforeseen circumstances.

IMPORTANT

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