

TERMS AND CONDITIONS

■ DEPOSIT AND PAYMENT

- A deposit of HK\$1,000 per person (HK\$3,000 during peak season) and all the taxes and visa fees have to be paid upon reservation. The balance payment must be settled in three days upon confirmation of the flight and hotel booking.
For late bookings up to 10 working days or bookings of the following hotels, full payment must be paid upon reservation and is not refundable:
Maldives - bookings for all hotels in Maldives.
Remarks : Full payment may be required for certain hotels on special occasions and customers will be advised of upon reservation.
- Failure to comply with final payment requirement would result in automatic cancellation of reservation and no refund of the deposit will be made. Alteration of customer's name, tour or departure date will not be accepted.
- All payment paid within ten days prior to departure must be paid in cash or cashier order. No cheque will be accepted.
- SriLankan Holidays reserves the right to adjust the package price prior to departure should there be any change in the exchange rate, inflation and increase of airfare and hotel room rate. Failure to pay the additional price would result in automatic cancellation of reservation and no refund will be made. Customers who have completed the payment would not be affected by the adjustment of tour price.
- The package price is subject to adjustment during peak season (e.g. New Year, Christmas, Easter, summer time and long holidays). Please check with our staff upon reservation.

■ AMENDMENT, CANCELLATION AND REFUND

AMENDMENT

- SriLankan Holidays will levy an administrative fee of minimum HK\$300 per person for any change to any travel package booked in addition to any extra charges levied by airlines, hotels and travel operators. All changes can only be made until they are confirmed by airlines, hotels and travel operators.
- No changes of date and traveller's name or withdrawal is accepted for any additional flights, chartered flights or hotel as listed above in "Deposit and Payment" (1) during peak season.

CANCELLATION AND REFUND

- During the peak season (such as New Year, Christmas, Easter, summer time or long holidays), no cancellation will be accepted and no refund will be made. All deposits or package fees will not be refunded.

Cancellation(excluding the departure date)	Cancellation Charge (per person)	Minimum Cancellation Charge (per person)
Notification of cancellation within 22 working days prior to departure	No refund of deposits *	
Notification of cancellation within 21 to 15 working days prior to departure	50% of the package price*	Minimum HK\$1,000 per person
Notification of cancellation within 14 to 11 working days prior to departure	75% of the package price*	Minimum HK\$1,000 per person
Notification of cancellation within 10 working days prior to departure, or amendment / cancellation after commencement of journey	No refund of payment will be made	

*In the event that the deposit or cancellation charge is inadequate to cover the charges of the airlines and hotels, the customer is required to pay the balance.

SriLankan Holidays reserves the right to recover any outstanding balance should the customer fails to settle it.

- No alteration of date, name or withdrawal will be accepted for bookings of non-schedule flights, chartered flights or selected hotels such as the hotels aforementioned in "Deposit and Payment" (1) during peak periods and all payment will not be refunded.
- SriLankan Holidays can cancel any of the package due to any special conditions. All the payment except the visa fees will be refunded.
- Change of package tour or cancellation of bookings must be made in writing or in person. All refund would be made by crossed cheque and must be collected within three months from the issue date.

■ PACKAGE PRICE EXCLUDES :

- Charges of travel documents and entry visa fees.
- Service fee to the tour leaders, local tour guides and drivers.
- Taxes levied by all countries (including Hong Kong), excess baggage fee or surcharges for additional baggage, duty on dutiable goods, fuel surcharges and airport insurance charge.
- Wine, beverages, laundry, telegram, telephone/fax or other expenses of personal nature.
- Sightseeing tours and optional activities not specified in the itinerary.
- Additional costs incurred as a result of personal reason, traffic delay, strike, typhoon or other circumstances beyond the control of SriLankan Holidays.
- Insurance for personal safety and baggage. (To ensure optimum travel protection, guests are recommended to purchase comprehensive travel insurance. Please check with our staff if interested)
- Transfer between hotel and ferry pier or airport for customers who extend their stay.

■ NOTES ON VISA APPLICATION

- SriLankan Holidays only acts as an agent to apply the required visa and will not be responsible for the approval of visas by individual consulates.
- In the event that the customer is unable to depart on schedule or has to change to other destinations and the documentation for visa application has been sent to individual consulates for proceeding, the visa fee paid will not be refunded.
- Customers are required to ensure that their travel documents possess a validity of more than 6 months (from departure date). SriLankan Holidays will not be responsible for any denial of entry with documentation or visas not checked by SriLankan Holidays and all payments made would not be refunded.

■ OTHER SPECIAL CIRCUMSTANCES

- SriLankan Holidays has the right to cancel the package tour before departure due to all possible circumstances such as non-approval of visa, under which all payment except visa fee will be refunded and SriLankan Holidays shall bear no responsibility thereafter.
- Under special circumstances, SriLankan Holidays has the right to, before or after departure, cancel or change any part of the package tour and shorten or extend the package tour, under which the tour price will be adjusted accordingly.
- Request of extension of stay has to be made upon booking. SriLankan Holidays will try to book the customer on a later flight with the airline. However, the customer is not allowed to withdraw from the tour regardless of confirmation of the extended booking.
- SriLankan Holidays cannot be held liable for in the event that the customer requests for extended stay subsequently fails to return as a result of a full flight. The customer is not allowed to object or withdraw from the tour for such reason. (Such service may be suspended anytime without prior notice during peak season.)
- SriLankan Holidays shall not be held liable in the event that a customer holding valid visa and travel documents is denied entry to a country by the local immigration or customs. The customer shall bear the additional expenses incurred for meals, accommodation and transportation and shall not be compensated for the remaining course of the tour. No refund or alteration of package tour will be allowed.
- The airline shall only be held responsible for all operation rules and regulations as specified in the air ticket and shall not be held liable for any event whatsoever before the customer enter the cabin of the air plane.
- Customers who have purchased travel insurance with Blue Cross can call its Worldwide Emergency Aid hotline (852) 2862 0162 for any emergency happened overseas.
- For details of the Package Tour Accident Contingency Fund Scheme set up by the Government, please contact the Travel Industry Compensation Fund Management Board at 2969 8188.

■ Liabilities

SriLankan Holidays acts only as agents for the airlines, hotels, restaurants and all operators providing the sightseeing service or means of transportation, who will be responsible to the customers for the safety of the customers and their baggage subject to individual terms and conditions under which such services are offered or provided. Hence SriLankan Holidays shall not be held liable for any loss of baggage, injury or death due to accidents or loss of property and the settlement will be based on the individual terms and conditions on safety stipulated by the organizations concerned. SriLankan Holidays shall not be liable for any negligence or faults of duty of staff not employed by SriLankan Holidays. Issues regarding hotel accommodation, meals and sightseeing tour will be settled according to SriLankan Holidays' terms and conditions on touring. In the event of any change or cancellation to certain part of the itinerary under extraordinary circumstances beyond SriLankan Holidays' control such as non-approval of visas, loss of travel documentation, strike, severe weather condition, typhoon, overbooking of hotels or cancellation of flight or changes in schedule or overbooking of flight, SriLankan Holidays shall handle accordingly and will not be responsible for any additional expenses or loss incurred. According to SriLankan Holidays' terms and conditions, customers are not allowed to object or withdraw from the tour for this reason. Customer who frequently deliberately act against the discipline or insult other customers or related personnel physically or verbally, the staff of SriLankan Holidays shall, in the interests of other customers, cancel the customer's right to join the tour without refund of the tour price and SriLankan Holidays shall not be held liable for any actions or behaviour of that customer afterwards.