



SRILUXE  
ESCAPES

## Terms and Conditions

Effective Date: Aug 1<sup>st</sup>, 2025

Last Updated: Aug 1<sup>st</sup>, 2026

By booking a travel experience with Sri Luxe Escapes (Pvt) Ltd, you agree to the following terms and conditions. Please read them carefully before making any payments or travel commitments.

### 1. Booking and Payment Policy

- A 50% advance payment is required at the time of booking to confirm your travel package.
- The remaining 50% must be paid no later than 7 days before your scheduled travel date.
- If the booking is made within 7 days of the travel date, full payment is required at the time of booking.
- In case of short-notice bookings (within one week), the availability of your requested hotel cannot be guaranteed. We will, however, arrange a similar standard alternative and inform you as soon as possible.

### 2. Refund and Cancellation Policy

- 10% of the total tour price (part of the booking confirmation fee) is non-refundable under any circumstance.
- If a cancellation is made more than 7 days prior to the travel date, we will refund the remaining amount of your booking confirmation fee, after deducting any non-refundable charges by third-party service providers (e.g., hotels, activities).
- Cancellations made within 7 days of the travel date are not eligible for a refund, unless otherwise stated by our third-party providers.

### 3. Changes and Substitutions

- We reserve the right to substitute hotels or services of equal or higher quality if the originally booked options become unavailable due to unforeseen circumstances.
- Clients will be notified promptly of any changes and given available options.

### 4. Client Responsibilities



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- It is your responsibility to ensure your passport, visas, travel insurance, and vaccinations are valid and up to date.
- Sri Luxe Escapes will not be responsible for travel interruptions or losses resulting from failure to comply with travel regulations or entry requirements.

#### 5. Liability

- While we take all necessary steps to ensure your trip is enjoyable and safe, Sri Luxe Escapes (Pvt) Ltd will not be held liable for any personal injury, property damage, delay, or inconvenience caused by acts of third parties, natural disasters, or force majeure events.
- All services are provided subject to the terms and conditions of the relevant third-party suppliers.

#### 6. Travel Insurance

- We highly recommend purchasing comprehensive travel insurance that covers trip cancellations, delays, medical expenses, and baggage loss or damage.

#### 7. Governing Law

These Terms and Conditions are governed by the laws of Sri Lanka, and any disputes will be handled in the appropriate jurisdiction within Sri Lanka.

#### 8. Contact Us

If you have questions regarding these terms, please contact:

Sri Luxe Escapes (Pvt) Ltd

Email: [info@sriluxescape.com](mailto:info@sriluxescape.com)

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