

## **Karpaha Sands General Terms & Conditions**

Karpaha Sands is managed by Palmyra Palm Pvt Ltd, a company duly registered under Sri Lanka law, under ROC number PV 70 974

### **Price**

The room rate price includes:

- Accommodation in tented suites
- Breakfast
- All government taxes and service charges

### **Payment**

Lunch and dinner are served on an à la carte basis. Bills for any such à la carte orders will be charged to your room and you will be asked to sign these bills daily.

Final payment can be made in either LKR or USD.

Visa, MasterCard and cash in EUR, USD and LKR are the accepted forms of payment.

### **Children**

Children are welcome at Karpaha Sands. Children 3 years of age and younger will not be charged additional fees provided they share a suite with their parents. Children between 4 years & 12 years will be charged at the child rate for an additional bed. Children above 12 years of age will be charged at the adult rate for an additional bed.

### **Reservation**

At the time of booking, guests are required to pay a minimum of 50% of the booking amount, and will be charged the remainder of the balance upon check out. Please note that if the guest does not pay on the stipulated due date(s), Karpaha Sands reserves the right to cancel the reservation & forfeit the deposit paid.

Please advise your bank not to deduct fees from the money transfer. If the full payment amount is not received, the hotel reserves the right to either cancel the reservation or collect the balance in camp.

### **Alteration, cancellation & refunds**

- (a) If the booking is cancelled by the guest more than 60 days before the intended arrival date, the guest will be charged 50% of the booking amount.
- (b) If the booking is cancelled by the guest within 60 days of the intended arrival date, the guest will be charged the booking amount in full.
- (c) All cancellations by the guest must be made in writing & acknowledged by a duly authorized representative of the hotel in writing. The hotel will have no liability to pay compensation to the guest for any failure to properly fulfill the contract where the failure is attributable to the guest.

Non-exclusive examples would be that any member of the guest party is unable to travel for reasons such as failing to take his/her passport with him/her, or traveling with a passport that does not meet the requirements of entry into Sri Lanka, or failure to obtain the required tourist entry visa.

(d) If a cancellation is made upon request from Karpaha Sands, the hotel will refund all monies already deposited to the guests

(e) Guest cancellation without fees can only be made on a case by case basis and after Karpaha Sands' management approval

### **Liability**

Karpaha Sands assumes no responsibility for any loss or damage to property or for injury, illness or death to a guest or anyone in the guest party, however caused, whether arising directly or indirectly from war, riot strife, industrial dispute, contact with wild animals, terrorist activity, actions of governments or other state bodies, unavoidable technical problems with transport, machinery or equipment, delays, power failure, natural disaster, tsunami, fire, adverse weather conditions or levels of water in rivers, accidents or acts of God from the time of check in until the time of check out at Karpaha Sands.

### **Property Damage**

The guest is liable for all damages to property of the hotel caused by negligence or improper use. All costs incurred shall be borne by the guest.

### **Insurance**

The guest acknowledges that it is his/her responsibility to take out comprehensive travel insurance to cover his/her personal requirements.

### **Law**

These General Terms & Conditions are governed by the law of Sri Lanka.

### **Confirmation of agreement**

By confirming the booking and submitting payment you have agreed to the Karpaha Sands General Terms & Conditions.