

Global Travels and Holidays Terms and Conditions

Global Travels and Holidays -Business Registration number – BB 5665 (The company) acts only in the volume of agent for their travelers in making arrangements for hotel accommodations and transportations and other services that are included to the travel that is been purchased. Please read and understand these by reserving your booking with us, you will acknowledge the below Global Travels and Holidays Term & conditions.

1. Acceptance of booking conditions

You're booking contract with Global Travels and Holidays for the purpose of travel arrangements confirm that you are age 18 or over and that you have read and understand the below terms /conditions and acknowledge your acceptance of these terms & conditions by reserving your booking with us. These booking conditions are devising for the protection of both parties.

2. Booking confirmation

Your booking with us will be confirmed only, once you have signed the Term & conditions with signature and made the full payment. Once signed send it via email to Global Travels and Holidays together with scanned copy of Term & conditions, copies of the biodata page of each client and receipt of payment deposit. Afterwards you will receive the receipt of the payment confirmation/ invoice.

3. Payments Procedure for booking

- Deposit 50% of your total amount to get the booking of your reservation. Then you will receive the receipt of payments you made and once you made the Full payment you will get the confirmation of the reservation with us.
- Need to pay full amount 30 days prior to start the tour and you will get final receipt of payment and confirmation of your tour booking.
- To adding any extra services the extra cost will add and it has to pay 7 days prior to tour start date or immediately.
- Our prices are including all applicable government taxes.
- Customer has to pay all bank chargers (Except Sri Lankan bank charges) & online transfer cost.
- 3% fee will applicable for Credit card/Debit card payments.
- Booking fees are subject to change with Exchange rate and changes of the government taxes.

4. Cancellation Policy

Cancellation for your tour arrangement you must send by written notification & cancellation will effect from the date we receive it.

After receiving the written cancellation notification, following amount may be refund,

- Cancellation received 30 days or more tour start date will be refunded 80% of total tour cost.
- Cancellation received before 30 days tour start date will be refunded 60% of total tour cost.
- Cancellation received before 14 days tour start date will be refunded 30% of total tour cost.
- Cancellation received before 7 days tour start date will be refunded 15% of total tour cost.
- If the cancellation notification not been sent as above periods or no-show situation there is no payment refundable is made.

A cancellation after commencement of tour arrangements or on any services not used for any reason is non – refundable.

5. Accommodation

- Global Travels and Holidays booked any accommodation shall only be use by those person names on the invoice and the client/clients shall be responsible for ensuring that no other person uses such accommodations.
- In general Global Travels and Holidays provide 3 star and 4 star class accommodations for standard packages. Some peak periods accommodation destination can be varying due to seasonal booking but we will try to maintain same star class accommodation in nearest city for your comfort.
- Children under 13 years of age might applicable full or half of accommodation payments vary to the accommodation provider may or may not sharing bed with their parents. Due to the circumstances we will try our best to accommodate best rates for you by the time of reservation.
- Children above age 13 year of age may applicable full rates.

5(A) Extra Arrangements

- If the Client has any special requests, he/she should inform the Company at the time of booking. The Company and its suppliers will try to meet such requests but, as these do not form part of the Contract, the Company does not guarantee to do so. If the Company confirms that a special request has been noted or passed to the supplier or refers to it on the confirmation invoice or elsewhere, this is not a guarantee to meet it. The Client/clients

will not be specifically notified if a special request cannot be met. The Company does not accept bookings which are conditional on the fulfillment of any special request.

- Global Travels and Holidays will their best to accommodate special request including those for clients with special needs but we cannot guarantee that we or third party of service can met these.
- Any additional arrangements will cost you extra and it must have to pay immediately or within certain period of notification after made by the client/clients.

5 (B) Local Laws

- All participants in tours operated by the Company are expected to obey the local laws and regulations of Sri Lankan government. Any failure to do so will relieve the Company of all obligations that it may otherwise have under the Contract.

6. Liabilities

- Under circumstances where liability cannot be excluded, Global Travels and Holidays liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, death, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part In particular, but without limitation to these conditions, we do not accept any responsibility for any injury, damage, illness, death, loss by nature disaster , accident, hostilities , civil war, delay cause by strike, acts of war or forced majeure re-touring and additional expenses or civil disturbances or any type of criminal act or other events resulting from in proper health certificate , necessary documents to entre or departure a country or acts of any government authority .
- Additional expenses incurred due to delay, accident, natural disasters, political actions and unrest shall be borned by the tourist (the client/clients).
- Air line schedule delays may affect to pay extra for hotel accommodations and transportations. Should this occurred Global Travels and Holidays will endeavor to substitute a suitable arrangement of similar value bared by the customer.

- Customer(the client/clients)responsible to give correct flight arrival and departure details such as date, time, flight number and the pick- up airport to avoid any unnecessary delays.
- On your stay if any damages in your hotel room, missing of room keys is count as you liability. Therefore please ensure conduct an inspection to identify any missing room keys or damage equipments and notify it to the front desk without any delay.

6(A) Illness or Disability

- Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication or other treatment required during the tour. Failure to make such disclosure will constitute a breach of these Booking Conditions and may result in such persons being excluded from the tour in which case all monies paid will be forfeited and the Company will not be liable to pay any compensation whatsoever.
- For persons with pre-existing conditions including but not limited to: illness, diabetes, pregnancy, asthma, gastric reflux, cancer, heart problems, epilepsy, respiratory or mobility problems you should visit a doctor for a personal medical examination obtaining a medical clearance that certifies you as fully able to participate in the tour as described within the company literature specific to your tour or tailored arrangements prior to booking. You are responsible for assessing whether a Tour is suitable for you. The Tour Operator does not provide medical advice. It is your responsibility to assess the risks and requirements of each aspect of the Tour based on your own unique circumstances, limitations, fitness level and medical requirements.

7. Travelling with children

- If you are travelling with children's it is important to note that child seats are provided for transfers and the legislation varies from country to country. If you specially require a car seat, we advise you to either bring your own with you or contact us in advance if you need us to arrange it during your tour with us and it will cost you additional charge for you.

8. If you have any problem

If the Client has a complaint about any of the tour arrangements, the Client must bring it to the attention of the tour leader or other representative of the Company at the time so that they may use their reasonable endeavors to rectify the situation. If the problem cannot resolve and you wish to compliant in written notice and send to the company via email within 3 days after the incident. Otherwise failure to take either of these steps will delay the company the opportunity to resolve the problem immediately/ investigation properly.

9. Travel Insurance

Travel insurance is not included in your Global Travels and Holidays tour package price. We are highly advice that you must purchase a travel insurance policy to cover all your aspects of your tour including the loss of the deposits of your tour cancellation, loss of baggage's, injuries, illnesses or death.

I hereby acknowledge of my clear understand of company's terms and conditions and by signing this and reserving my booking with the company will acknowledge my clear understand of their terms and conditions and acceptance.

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