

### **Booking Conditions**

- Your Booking does not automatically guarantee services until we share the Booking/Tour Confirmation
- You are advised to make the required initial payment to guarantee the booking.
- Your Booking will be confirmed via email or WhatsApp within one to two business days.
- The cancellation fee policy will take effect once you submit your reservation.
- We recommend to read and review the cancellation policy prior to purchasing.

### **Our Cancellation Policy**

- The Cancellation Policies listed below apply to all reservations unless the tour booked has specific rates or fees listed under "Special Notes."
- Please carefully review the "Special Notes" of your tour prior to booking.
- Please know that Seasons Holidays will always adhere to individual tour policies when applicable.
- No refund will be given for any portions of the tour unused by the traveler after tour departure regardless of circumstances unless specify or confirmed by Seasons Holidays.

### **Cancellation Made Within**

7 days prior to Tour Commencement | **Cancellation Charge - 100% of Total Tour Cost**  
8-15 Days Prior to Tour Commencement | **Cancellation charge - 75% of Total Tour Cost**  
16-29 Days Prior to Tour Commencement | **Cancellation charge - 50% of Total Tour Cost**  
30 or more Days Prior to Tour Commencement | **Cancellation charge - Free of Charge**

### **Refund Policy**

**Non-refundable** - 7 days or less prior to Tour Commencement  
**25% of total Package amount refunded** - 8-15 Days Prior to Tour Commencement  
**50% of total Package amount refunded** - 16-21 Days Prior to Tour Commencement  
**75% of total Package amount refunded** - 22-29 Days Prior to Tour Commencement  
**100% of total Package amount refunded** - 30 or more Days Prior to Tour Commencement

- All refund payments are subject to Government Taxes and Bank Charges where applicable.
- Refund amount will be calculated as per the currency exchange rate on the date of payment.
- Please note that Refund fees are calculated based on the date we receive your official Cancellation Request (Email or WhatsApp) and travel service start date.
- The notification day and departure day are NOT counted. (Eg. If the tour departure day is April 4th, we receive the official cancellation request on April 1st, it will be counted as 2 days prior to the departure date.)
- All cancellations must be made directly with Seasons Holidays.
- Prepaid Admission tickets/Train Tickets/Passes are excluded from refund.
- Please check special notes as some tours are non-refundable.

• **By Email** : [accounts@seasonsholidays.lk](mailto:accounts@seasonsholidays.lk)

• **By WhatsApp** : +94 77 011 4673

### **Amendment Fees:**

- Any changes made to a reservation after successfully submitting for multi day tours will be subject to availability.
- Amendments will be confirmed within one to two business days. Any Additional payment or refund subject to relevant hotel/Service policy.
- The following considered as an amendment to a tour:
  - ❖ Changing departure date
  - ❖ Changing pick up time or location
  - ❖ Changing tour Package
  - ❖ Changing guest name
  - ❖ Changing itinerary
  - ❖ Removing / replacing a guest
  - ❖ Adding / replacing a guest
- If you request multiple changes and/or request the adjustments at the last minute/on tour 100% payment is required to make the amendment.

- Unless the amendment payments are made, Seasons Holidays does not guarantee the amendment.

### **Payments**

- You are required to pay in full to confirm the booking
- All Bank/Transaction/Tax, charges must bear by the customer
  - 7 - 14 days prior to departure - **100% of Total Tour Cost**
  - 15 - 21 Days Prior to Departure Date - **75% of Total Tour Cost**
  - 22 - 29 Days Prior to Departure Date - **50% of Total Tour Cost**
  - 30 or more Days Prior to Departure Date - **25% of Total Tour Cost**