



Terms & Conditions - Sooriya Resort & Spa - Tangalle – Sri Lanka

5- 8 minutes reading time

Contents

1. User Agreement	2
2. Terms, conditions and our policies	2
2.1 Booking Policy	2
2.2 Check-in.....	2
2.3 Check-out	2
2.4 'No show'	3
2.5 Cancellation & Refunds.....	3
2.6 Room Occupancy	3
2.7 Child Policy	3
2.8 Payments.....	4
2.9 'Offers' and 'Promotions'	4
2.10 Food Policy	4
2.11 Corkage Policy	5
2.12 Smoking Policy	5
3. SUPPLEMENTARY CHARGES.....	5
CHRISTMAS EVE	5
NEW YEAR EVE	5
4. DAMAGES.....	5
5. PARKING.....	5
6. PETS.....	5
7. DOCTOR ON-CALL	5
8. TRAVEL INSURANCE	6
9. RESPONSIBILITY.....	6
EXCLUSION OF LIABILITY	6
COPYRIGHT.....	6
GOVERNING LAW & JURISDICTION.....	6
VALIDITY.....	6



1. User Agreement

Please read the following closely when making bookings with the hotel.

Accessing or using this website (www.sooriya.com) is conditional upon your acceptance of these terms and conditions.

If there is anything in these terms and conditions that you don't agree with, or you need further clarifications, please contact us via email or phone.

Any use of the www.sooriya.com website, or written communication with *Sooriya Resort & Spa*, for the purposes of travel arrangements, confirms that you are aged 18 or over and that you have read and fully accept these terms and conditions.

2. Terms, conditions and our policies

2.1 Booking Policy

Bookings made through the *Sooriya Resort & Spa* website will require full payment at the time of booking.

When you have successfully booked and completed making payment, an e-mail will be sent to you, with details of your booking and payment.

Our reservations staff will then contact you to go through and confirm your booking.

If you do not receive your booking confirmation(s) within twenty-four (24) hours from the time of booking, please contact us at info@sooriya.com or +94 472 030 600.

When you first arrive at *Sooriya Resort & Spa*, you must produce your booking confirmation(s), together with a valid photo identification document (national identity card, passport, driver's license or other valid identification card/document).

2.2 Check-in

Check-in time is at 14.00 on the day of your arrival.

Earlier check-in is subject to availability and may be chargeable.

For very early **check-in**, we recommend you book the previous night, in advance, to ensure room availability and your convenience.

2.3 Check-out

Check-out time is at 12.00 on the day of your departure.

Any late check-out is subject to availability and may be chargeable.

Please ensure this is discussed and agreed before check-in or at the time of check-in.

If your check-out after 12.00 noon without prior arrangement, *Sooriya Resort & Spa* reserves the right to charge an additional one night's stay and/or we may move your belongings to the luggage storage facility to prepare the room for our next guests.



2.4 ‘No show’

Booked rooms will be held for check-in until 9.00 am on the following day. At this time, the booking will be deemed a **no show**.

When there is a **no show**, *Sooriya Resort & Spa* shall be entitled to release allocated room(s) for the remaining ‘stay-dates’, to other guests.

All ‘**no shows**’ will incur a charge of 100% of booked value.

No refunds will be provided for no-show bookings.

2.5 Cancellation & Refunds

When you request to cancel a reservation that has already been paid for, your refund entitlement will depend on how much notice you have given us and our ability to re-offer these for sale.

Our cancellation policy and its application are explained below.

Dates you have booked to stay with us	When you notified us of the cancellation	What we will refund you
PEAK SEASON		
20th December – 10 th January	45 days before your first date of stay	100%
	30 days before your first date of stay	50%
	Within last 30 days of the first date of stay	No refund
LOWER PEAK SEASON		
11 th January – 28/29 th February	30 days before your first date of stay	100%
	21 days before your first date of stay	50%
	Within last 21 days of the first date of stay	No refund
REGULAR SEASON		
1 st March – 30 th April 1 st July – 31 st August 1 st November – 19 th December	14 days before your first date of stay	100%
	7 days before your first date of stay	50%
	Within last 7 days of the first date of stay	No refund
LOW SEASON		
1 st May – 30 th June 1 st September – 31 st October	7 days before your first date of stay	100%
	4 days before your first date of stay	50%
	Within last 4 days of the first date of stay	No refund

2.6 Room Occupancy

Number of persons occupying a room is limited to the following criteria.

Triple Room - 3 Adults or 2 Adults + 2 children

Double Room - 2 Adults + 2 infants or 2 Adults + 1 Child

2.7 Child Policy

We are a child-friendly hotel.

We allow up to two infants (under 5 years) to stay with parents, without charge. Additional charge will be made for an extra bed, if requested.

Children between 5 to 12 years will be charged 50%; Children above the age of 12 are considered as Adults for booking purposes.



The limitations, room charges, cost of meals and additional supplements are explained below.

CHILD POLICY - SHARING WITH 02 ADULTS				
Age	Number of Children	Cost of Room	Cost of Meals	Cost of Extra Bed/Per Night if requested
00- 05	02 Max	Free of Charge on basis booked	Free of Charge	\$ 20.00 will be charged at the time of booking (This rate is current as at 01.01.2022)
05-12	1	50% cost of an adult for the room type selected	Rate based on meal selection at the time of booking	
05-12	2	Triple Room Rate – if 2 adults Double Room Rate – if 1 Adult		

NB - The charges shown here are correct and current. Any changes will be shown on the website and communicated at the time the booking details are confirmed.

A complimentary baby cot will be provided for infants, if available – When requested at the time of the booking.

A babysitting service is not available at *Sooriya Resort & Spa*. However, with prior information this can be arranged.

2.8 Payments

DETAILS

We accept Visa and MasterCard credit/debit cards.

Payments are denominated in United States Dollars (US\$).

All Payments are inclusive of all Taxes & Service Charges.

An email will be sent when payment is successfully completed.

PROCESS

Payments made through www.sooriya.com are processed via a secured payment gateway.

Your card details are not received nor stored by *Sooriya Resort & Spa* in any form.

When you enter your details, the checkout process you will automatically enter the HNB (Hatton National Bank) Secure Payment Gateway for payment processing. www.sooriya.com will only receive the approval of the payment details from the bank.

Your credit card details are securely handled by HNB using Cybersource (www.cybersource.com) for transaction validation and fraud detection.

Sooriya Resort & Spa will require you to settle all outstanding bills accrued during your stay, before you check-out from the resort.

2.9 ‘Offers’ and ‘Promotions’

Offers and Promotions on www.sooriya.com may be subject to additional terms and conditions mentioned within them.

2.10 Food Policy

Guests are not allowed to bring any food from outside for consumption within the hotel.



2.11 Corkage Policy

Guests are not allowed to bring any alcoholic or non-alcohol beverages from the outside for consumption within public areas of the hotel.

A corkage charge will be made for Champagne, Sparkling Wines, Fortified Wines, Spirits, Wine, Beer and non-alcoholic beverages consumed within these areas.

Front office/Restaurant Manager or Bar staff are happy to make you aware of these charges in advance.

The General Manager will be able to assist you, in case you have any queries about these charges.

2.12 Smoking Policy

Sooriya Resort & Spa practices a strict No Smoking Policy inside all rooms.

Guests are welcome to smoke on the room balconies, courtyards or designated public areas in the hotel without inconveniencing other guests.

3. SUPPLEMENTARY CHARGES

CHRISTMAS EVE - A supplementary charge is applicable for 24th December night, bookings. Applicable charges will be conveyed to you at the time of the booking and will be added to your final bill.

NEW YEAR EVE - A supplementary charge is applicable for 31st December night, room bookings. Applicable charges will be conveyed to you at the time of the booking and will be added to your final bill.

4. DAMAGES

Sooriya Resort & Spa reserves the right to seek compensation for any damage caused to the allocated room(s) or hotel premises by you or any persons in your party during your stay.

5. PARKING

Sooriya Resort & Spa provides a limited amount of car parking facilities to our guests. Cars are parked at guest's own risk, and the hotel cannot guarantee the security of your car or its contents. Therefore, guests are advised to ensure cars are locked securely and possessions left out of sight. The hotel reserves the right to move vehicles when necessary to improve the efficiency of arrangement in the parking facilities.

6. PETS

No pets allowed except for patrons who require guide dogs.

Guide dogs may enter the hotel with prior approval from the management.

7. DOCTOR ON-CALL

Sooriya Resort & Spa has a doctor on call twenty-four (24) hours of the day. Any charges for medicine or for the consultation by the Doctor required must be borne by the guest concerned. Any serious injuries which cannot be treated by the hotel doctor will be directed to the closest hospital for further treatment.



8. TRAVEL INSURANCE

You are strongly recommended to take out personal travel insurance, at the time of booking, for all members of your party. It is your responsibility to ensure that the insurance you purchase is adequate. Booking acceptance shall be deemed to include your confirmation that you have taken out such insurance.

9. RESPONSIBILITY

Sooriya Resort & Spa cannot be held responsible for the failure of any component of the holiday for which we do not have direct responsibility.

Sooriya Resort & Spa reserves the right to cancel a confirmed booking due any emergencies, natural disasters and other unavoidable circumstances. In which case *Sooriya Resort & Spa* will refund the full amount paid by the customer or relocate to an alternative hotel with similar standards.

We assume no responsibility for any loss, damage to baggage, property or for injury illness or death or for any damages or claims however so caused arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failures, strikes, war, force majeure, Acts of God etc. or any other loss arising from or pursuant to Your Travel Arrangements.

There may be instances where alternative accommodation or services may need to be provided, in such instances we will ensure this is of a similar or superior standard.

EXCLUSION OF LIABILITY

Sooriya Resort & Spa does not guarantee that all information available is free from errors or omissions. We will use all reasonable endeavors to correct any errors or omissions once notified of them. Our opinions are our own. Whilst we rigorously strive for accuracy, these opinions are necessarily subjective to some degree.

You agree as the user - that the use of, or reliance upon, any of the content of the *Sooriya Resort & Spa* website, is done entirely at your risk.

The information we provide on our website and in other communications with you, are up to date to the best of our knowledge.

We cannot be held liable for any discrepancies or differences that might arise between the content of our website (text, images etc.), and any other 3rd party websites.

COPYRIGHT

The copyright and all other Intellectual Property rights in all the material on this website are owned by *Sooriya Resort & Spa*. Copying of any part for commercial or business use is strictly prohibited.

GOVERNING LAW & JURISDICTION

These terms and conditions are subject to the Laws and the Jurisdiction of Sri Lanka.

VALIDITY

The above terms and condition have been updated on 20th November 2021.