



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

5- 8 minutes reading time

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## 1. User Agreement

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

Accessing or using this website ([www.sooriya.com](http://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](http://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](mailto:info@sooriya.com) or [+94 472 030 600](tel:+94472030600).

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
<b>PEAK SEASON</b>		
20th December – 10 <sup>th</sup> 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
<b>LOWER PEAK SEASON</b>		
11 <sup>th</sup> January – 28/29 <sup>th</sup> 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
<b>REGULAR SEASON</b>		
1 <sup>st</sup> March – 30 <sup>th</sup> April 1 <sup>st</sup> July – 31 <sup>st</sup> August 1 <sup>st</sup> November – 19 <sup>th</sup> 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
<b>LOW SEASON</b>		
1 <sup>st</sup> May – 30 <sup>th</sup> June 1 <sup>st</sup> September – 31 <sup>st</sup> 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 3 years) to stay with parents, without charge. Additional charge will be made for an extra bed, if requested.

Children between 3 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.

<b>CHILD POLICY - SHARING WITH 02 ADULTS</b>				
<b>Age</b>	<b>Number of Children</b>	<b>Cost of Room</b>	<b>Cost of Meals</b>	<b>Cost of Extra Bed/Per Night if requested</b>
00- 03	02 Max	Free of Charge on basis booked	Free of Charge	Deluxe - 10US\$ Luxury & Super Luxury -20 US\$ Suite - 30 US\$
04-12	1	Free of charge if shared with the Parents	B/B - 20US\$ / Half Board - 30 US\$ / Full Board - 35 US\$	Deluxe - 10US\$ Luxury & Super Luxury -20 US\$ Suite - 30 US\$
04-12	2	Triple Rate if sharing the room	Triple Rate on the basis of Booking	N/A

**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](http://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, as part of the checkout process you are automatically taken to the HNB (Hatton National Bank) Secure Payment Gateway for Mastercard and Visa card payments.

Your credit card information details will be securely transmitted to HNB for transaction authorisation using SSL 256-bit encryption.

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

## 2.9 ‘Offers’ and ‘Promotions’

Offers and Promotions on [www.sooriya.com](http://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 from 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 24<sup>th</sup> 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 31<sup>st</sup> 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 20<sup>th</sup> June 2019.