

ERAELIYA VILLAS & GARDENS

TERMS AND CONDITIONS

REGULAR BOOKINGS

1. PAYMENT:

50% non-refundable deposit on the booking to guarantee, balance 30 days prior to arrival.
During Peak Season 50% non-refundable deposit to guarantee, balance 60 days prior to arrival.

2. CANCELLATION POLICY:

Eraeliya Villas & Gardens has a strict cancellation policy due to the exclusive nature of the hotel and its limited room availability.

All cancellations must be in writing and will be confirmed by our Sales/Reservation Manager.

Cancellation charges are as follows:

- a. For cancellations more than 30 days before the arrival date a charge of 50% of the total booking amount will be levied.
- b. For cancellations 1-29 days before the arrival date and for no-shows, no refund will be made.
- c. During Peak and High Seasons, 30 days will be added to all cancellation periods.
- d. Any amendments that reduce the total booking amount will be treated as partial cancellation and may be subject to the cancellation fees stated above.

3. CHECK-IN / OUT TIMES:

Check-in – 14:00 / Check-out – 12 Noon.

Early Check-in and late Check-out are not guaranteed.

4. CHILDREN POLICY:

Due to the nature of the property we do not accept kids under 12.

Extra child supplement charge (over 12 years old) is US\$ 70 per night inclusive Bed & Breakfast.

5. EXTRA BED

One extra adult supplement charge is US\$ 70 per night inclusive Bed & Breakfast. Extra bed can be a sofa bed or a portable bed, according to the design of the villa or room. Eraeliya Villas & Gardens has very limited number of extra beds, availability needs to be confirmed prior to booking.

No extra bed is possible for Villa Muhudu Bella. Twin bedded rooms are not available at the property.

6. SMOKING POLICY:

Smoking in rooms is strictly prohibited! Smoking room deep cleaning fee is 100\$ per each day of stay.

7. NUMBER OF GUESTS:

We reserve the right to refuse entry to the property or to ask you and your party to vacate the property if the number of guests exceeds that for which your booking has been made for.

No refunds will be payable under these circumstances.

8. DISCLAIMER:

We are not liable for loss of, or damage to, your personal property. We are not liable for any injuries you may incur. Our therapies and other activities, including use of the swimming pool, yoga deck or fitness corner are undertaken at your own risk. We are not liable for any medical or psychiatric conditions which may develop during or subsequent to the retreat or any other activities.

9. DISPUTE RESOLUTION:

Laws of Sri Lanka shall apply and all disputes between the parties shall be settled by Arbitration under the Arbitration Act No: 11 of 1995.

All booking inquiries: info@eraeliya.com