



EXOTIC PERLA

MEMORIES BEYOND THE HORIZON

TERMS AND CONDITIONS

General Small Groups

Sri Lanka, often called the “Pearl of the Indian Ocean,” is a paradise island blessed with breathtaking beaches, lush rainforests, and misty mountain ranges. Rich in history and culture spanning over 2,500 years, Sri Lanka offers a captivating blend of ancient heritage and natural beauty. Recognized by Lonely Planet as the top travel destination for 2019, this island nation is home to stunning UNESCO World Heritage Sites, diverse wildlife, and some of the world’s most pristine beaches. From vibrant cities to tranquil landscapes, Sri Lanka is a haven for travelers seeking unique and unforgettable experiences.



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By making a booking with Exotic Perla, you confirm that you have read, understood, and accepted these Terms & Conditions on behalf of all guests listed in the booking. Any variation to these terms must be agreed upon in writing by Exotic Perla.

BOOKING AND CONFIRMATION

- ✔ All bookings are subject to availability and are confirmed only upon receipt of the required deposit or full payment.
- ✔ A deposit of 100USD or 20% of the tour price is required to secure your booking.
- ✔ The remaining balance must be paid 28Days prior to the start of the tour. Failure to pay may result in cancellation of your booking.

PAYMENT

- ✔ Payments can be made via secure online gateways with Visa/Master cards, bank to bank transfers, or other approved methods.
- ✔ All prices are quoted in Base currency of USD and include applicable taxes unless stated otherwise.

INCLUSIONS AND EXCLUSIONS

- ✔ **Inclusions:** Accommodations, transportation, activities, and meals as specified in the itinerary.
- ✔ **Exclusions:** International flights, travel insurance, excluded activities, personal expenses, tips, and any services not explicitly mentioned. Excursions, upgrades, or additional services can be arranged at an extra cost upon request.
- ✔ **Wildlife Park Visits:** Participation is at the client's own risk.
- ✔ **Safari Jeeps:** Basic vehicles are used for wildlife safaris and may not have comprehensive insurance coverage like other tour vehicles

CHANGES TO BOOKING

- ✔ Changes to confirmed bookings (e.g., dates, itinerary) must be requested in writing and are subject to availability and applicable fees.
- ✔ Exotic Perla reserves the right to modify itineraries due to unforeseen circumstances, such as weather or government regulations and it will inform in priority to the client.





TRAVEL INSURANCE

- ✔ Travel insurance is **strongly recommended** to protect against unexpected events such as:
 - Cancellations or delays due to unforeseen circumstances (e.g., weather, strikes, or natural disasters).
 - Medical emergencies or personal accidents during the tour.
 - Loss or theft of baggage and personal belongings.
- ✔ Exotic Perla and its partners will not be held liable for losses arising from such events, and claims must be handled directly with the insurance provider.

HEALTH AND SAFETY

- ✔ Clients are responsible for ensuring they are medically fit for travel and have disclosed any relevant medical conditions.
- ✔ Exotic Perla will not be liable for illnesses or accidents during the tour.

CHILD POLICY

- ✔ Children under 5.99 years : Consider as **Infant**
- ✔ Children 6-11.99 years : Consider as a **Kid** under the guardian of a adult over 18 years
- ✔ Age over 12 years: Consider as an **Adult**

FORCE MAJEURE

- ✔ Exotic Perla is not liable for cancellations or disruptions caused by events beyond its control, including but not limited to natural disasters, pandemics, or political unrest.
- ✔ But try to overcome the following by considering the situation,
 - Notify you of any changes as soon as possible.
 - Offer alternative arrangements or reschedule the affected activity.
 - Provide a refund or substitute service at the company's discretion, depending on availability after a proper inquiry.

REFUND PROCESSING

- ✔ Refunds will be processed within 14 business days after receiving the cancellation request.
- ✔ Refunds will be credited to the original payment method.

AMENDMENTS AND RESCHEDULING

- ✔ Rescheduling tours is allowed up to 21Days before departure and is subject to availability and additional fees.





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VALID IDENTIFICATION

Please ensure that all members of your party have a valid ID on them on the day of arrival. This is particularly important for guests who have qualified for a reduction based on age or student status. Students should bring a valid photo ID on every tour.

GENERAL CONDITIONS

- ✔ Optional excursions and additional services can be provided, for which the guests will be charged accordingly.
- ✔ Visits to wildlife parks will be at the clients' own risk. Jeeps used for safaris are fitted with basic facilities and they have a basic insurance cover.
- ✔ The company strongly recommends guests arrange travel insurance to cover cancellations and delays due to unforeseen circumstances, or those beyond all control (e.g. inclement weather, strikes, seismic events...). Guests are also advised to arrange medical and personal insurance to cover any medical expenses, loss of baggage, loss of personal belongings, or other such travel mishaps. Guests agree both the company and any local partner operators are not liable for any of such unforeseen circumstances and hold both parties harmless. All claims to reimbursements for insurance must go directly through the insurance provider.

CONTACT INFORMATION

For inquiries or further clarification, please contact:

- ✔ **Email:** info@exoticperla.com
- ✔ **Phone:** +94 77 3456 405

