



Our Commitment to Safe Travel

Cinnamon Hotels & Resorts is currently taking measures to make travel safe again. We are implementing comprehensive protocols to ensure the wellbeing of our guests and ambassadors, that are aligned to the strictest standards of hygiene and cleanliness. As we look forward to seeing you again soon, please refer the following information regarding our current operations:

Update of 5th May 2020

Sri Lanka

Accommodation: We have temporarily halted the acceptance of bookings for Cinnamon Hotels & Resorts in Sri Lanka until May 31, 2020. We will review the situation mid-May and decide on the plans for the ensuing months.

Cancellation: Flexible booking options are offered with possible modifications and changes at no extra cost for all reservations made. All existing reservations and new reservations, until May 31, 2020, for any future arrival date, can be changed, or cancelled with full refund at no charge up to 24 hours prior to your scheduled arrival.

*The cancellation policy may vary as the situation escalates.

Restaurants: Acceptance of bookings has been temporarily halted for our restaurants at the city hotels, however, this will be reviewed based on the relaxation of the current restrictions. We will make information on restaurant operations available on our website when there is more clarity on the situation.

Events and banquets: Banquet reservations will be taken for bookings after 1 May 2020. However, the decision on dates and availability may be subject to review given the developments in the country.

Update of 20th April 2020

Sri Lanka

The government of Sri Lanka has announced extended curfew regulations.

<http://www.pmdnews.lk/updated-curfew-announcement/>.

Update of 19th April 2020

Sri Lanka

The government of Sri Lanka has announced relaxation of current curfew regulations.

<http://www.pmdnews.lk/curfew-regulations-relaxed-to-restore-normalcy-in-civilian-life/>

Sri Lanka's transport ministry has announced that 5000 buses and 400 trains will be deployed for public transport services from Monday 20th April 2020.

Update of 15th April 2020

Sri Lanka

All International Airports in Sri Lanka, will continue to be closed for the operation of inbound international commercial passenger flights (i.e. arrivals) until further notice. Sri Lankan Airlines announced that the airline is compelled to temporarily suspend all its flights until 21st April 2020 due to the travel restrictions imposed.

https://www.srilankan.com/en_uk/corporate/emergency-news-detail/513

The curfew in the Colombo, Gampaha, Kalutara, Puttalam, and Kandy districts, will continue to be in effect until further notice. Curfew which was imposed for 19 districts was extended to 06 AM on the 16th of April, where it will be relaxed and re-imposed at 04 PM the same day. The isolation period for Atalugama in Badargama has ended, residents are thanked for their cooperation.

Temporary suspension of all Sri Lankan Airline scheduled flights due to the travel restrictions imposed by countries globally. The airline is compelled to suspend its

scheduled passenger flights till April 30, 2020. For further details and clarifications, please call +94117771979

To find transport to the airport, contact you're nearest Police Station or the Sri Lanka Tourism 24-hour hotline on 1912. A Tourism Co-ordination Centre has been established through a private-public partnership between SLAITO and Sri Lanka Tourism Development Authority. Tourists can visit this Centre for support at SLTDA, 80, Galle road, Colombo 03

For further updates refer <https://srilanka.travel/covid19/>

Maldives

The Government of Maldives has temporarily suspended visas on-arrival for all nationalities, effective from 27 March, in response to coronavirus (COVID-19) ('Coronavirus' and 'Entry Requirements' pages) <https://www.gov.uk/foreign-travel-advice/maldives>

For the latest updates, visit <https://visitmaldives.com/en/corona-update>

Update of 31st March 2020

Sri Lanka

Arrangements are in place for international tourists to get to their home countries. Sri Lankan Airlines will allow charter flights to fly out remaining tourists on request.

<https://srilanka.travel/covid19/>.

To find transport to the airport, contact you're nearest Police Station or the Sri Lanka Tourism 24-hour hotline on 1912. A Tourism Co-ordination Centre has been established through a private-public partnership between SLAITO and Sri Lanka Tourism Development Authority. Tourists can visit this Centre for support at SLTDA, 80, Galle road, Colombo 03.

Curfew remains in place indefinitely in the districts of Colombo, Kalutara, Gampaha, Puttalam, Kandy, Jaffna. Curfew in other districts to be lifted April 1st (Wednesday) 6.00am.

Sri Lanka's ban on aircraft arrivals to the Bandaranaike International Airport extended to the 07th of April: Civil Aviation Authority.

<https://www.businessnews.lk/blog/2020/03/30/civil-aviation-authority-caa-says-no->

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Update of 26th March 2020

Sri Lanka

1. Curfew remains in place indefinitely in the districts of Colombo, Kalutara and Gampaha.
2. Curfew in other districts to be lifted March 26 (Friday) at 6.00am and re-imposed at 12 noon.
3. Curfew in Puttalam and Northern Province Districts to be lifted on March 27 (Saturday) 6.00am and re-imposed at 12 noon.
4. Traveling between districts is totally banned across the island.
5. Transportation of tourists is banned unless going to the airport with curfew pass.
6. The public has been requested to call 119/ +94 112444480/ +94 112444481 - if they have come in contact with someone with Covid-19 or if they display symptoms of the virus.

For further updates refer <https://srilanka.travel/covid19/>

Maldives

As of 25th March 2020, The Government of Maldives has suspended visas on-arrival for all nationalities, effective from 27 March, in response to COVID-19.

The WHO has released a detailed update on https://www.who.int/docs/default-source/maldives/novel-corona-virus-update-mav-19th-march-20.pdf?sfvrsn=1b880d6f_2.

For the latest updates, visit <https://visitmaldives.com/en/corona-update>

Update of 20th March 2020

Sri Lanka - Islandwide curfew imposed from 6.00 pm on 20th March to 6.00 am on Monday (23). For further updates refer <https://srilanka.travel/covid19/>

Maldives – For the latest updates, visit <https://visitmaldives.com/en/corona-update>

Update of 17th March 2020

Please note the following developments in relation to travel to Sri Lanka and the Maldives.

Sri Lanka

The Government of Sri Lanka has suspended all passenger arrivals to the Bandaranaike International Airport for two weeks with effect from midnight on 18th March 2020.

It has been declared a three-day public holiday on the 17, 18, 19 March, excluding health, food supply, transport, essential services, banks, government agent and district secretariat offices.

All tourist sites are closed; including the game parks. Movie theatres are not screening movies and public events have been banned until further notice. Tourism-related services such as guide services are also suspended until further notice.

For more information visit <https://srilanka.travel/covid19/>

Maldives

The Government of Maldives has declared a Public Health Emergency for 30 days from 12 March 2020 - 10 April 2020. Travel between resorts and Inhabited Islands is restricted. Tourist hotels in densely populated Male City area are closed. For more information visit <https://visitmaldives.com/en/corona-update>

15th March 2020

Travel Safety

All our hotels and resorts are in operation. Deep cleaning of all rooms and public spaces is done on a frequent basis and all housekeeping teams are trained and updated on the latest guidelines.

Our head office in Colombo has a coordination and communication task force, which will continue to feed information to all hotels and resorts' teams in Sri Lanka and Maldives on the latest news and protocols.

The hotel team is trained to follow the official protocols instituted by medical and government authorities to limit the spread of the virus and are equipped to handle any emergencies regarding such cases.

We are monitoring the situation and will provide regular updates on this channel as and when they are available.

Travel Flexibility

We are committed to offering you flexible booking options. All existing reservations and new reservations, until May 31, 2020, for any future arrival date, can be changed or cancelled at no charge up to 24 hours before your scheduled arrival.

Any questions at all, please contact us at:

Email: info@cinnamonhotels.com

Hotline: +94 11 216 1161