

TERMS & CONDITIONS | SRI LANKA

- The quote is based on services for Accommodation / Transport/ Covid Safety pack for Client and Chauffeur and mentioned entrance fees.
- Should there be any added cost that would be mandatory to be applied in the future as implicated by authorities owing to COVID 19, this would be advised in advance as no such cost is included above.
- If in case hotels quoted above, do not meet the safe and secure certification required by the authorities in Sri Lanka or do not have a valid certification for any particular reason (NOT certified as a level one hotel) an alternate hotel will be included that has been certified, any additional to cost will be notified if required in advance. This change could take place in due time.

SPECIAL ROOM REQUESTS:

Where Special Requests E.g.: Room locations, Interconnecting /Adjacent rooms, Double/Twin beds, Smoking rooms & nonsmoking rooms etc. are an important factor in the choice of holiday, please advise us when the booking is made. We will pass on your request to the hotel but cannot guarantee that it will be accommodated.

IMPORTANT NOTE:

Unforeseen escalation in fuel prices, new taxes/levies on hotels and transportation services or any hikes in entrance fees. Any large tax hikes and new levies shall be payable extra and shall be billed accordingly with reasonable prior notice

HOTEL RULES AND REGULATIONS:

- The official check-in time at all hotels will be 1200hrs - 1400 hrs. (Depending on the hotel).
- The official check-out time at all hotels will be 1100hrs.
- Hotel Check in/Check out times are fixed and there is no guarantee for early/late check in /out unless paid for.
- Please be informed that the availability of the above quoted hotels are subject to change at the time of reporting the booking.
- We shall be glad if you could give us the confirmation as early as possible, because rooms will be sold on first come first serve basis.

CHILD POLICY

- Maximum number of children below 12 years - 2 per room
- 2 children below 12 years are accommodated with parents, only 01 extra roll away bed is provided.
- if in case there are 2 children below 12 years, they are considered as 01 adult and it will be 01 Triple room.
- Maximum adults in one room - 3
- Children who are 12 years and above will be considered as adults.

CANCELLATION POLICY

- 21 days prior to arrival date: NIL
- Less than 21 before days to arrival date: 100% of the entire stay

INFORMATION | GUIDELINES | SRI LANKA

COUNTRY HEALTH GUIDELINES:

- A Negative PCR report in English language issued by an accredited laboratory within 72 hours prior to the landing in Sri Lanka.
- Every arriving passenger should submit a completed Health Declaration Form (HDF) of Sri Lanka to health counters at the airport; The PHI's will scrutinize HDFs and passengers for COVID-19 symptoms and tourists with high risk conditions will be referred to the Airport Health Officer for further action.
- If passengers develop COVID 19 or similar symptoms while in Sri Lanka, all medical & miscellaneous costs will have to be borne through client's insurance or by clients personally. The decisions & measures taken by the medical officer will be final.

COVID-19 INSURANCE (AS AT 07TH OCTOBER 2021):

- Fully vaccinated travelers are **EXEMPTED** from obtaining the mandatory COVID-19 Local Insurance cover. However, travelers should ensure that they have a comprehensive travel insurance that will cover health and other expenses related to COVID-19 should there be a need as Government of Sri Lanka will not bear any costs resulting.
- Fully vaccinated travelers if accompanied by not-vaccinated/not-fully vaccinated children, (all age groups) ensure that the comprehensive travel insurance is extended to cover the children adequately as the Government of Sri Lanka will not bear any costs resulting.

AT THE TIME OF REQUEST:

- Above program can change at the time of request based on updated guidelines at the time.
- We will be using attractions and accommodations that are certified "Safe & Secure" by the Sri Lanka Tourism Board.
- Concerning compulsory travel documents prior to arrival please refer the checklist attached separately. (E.g.: PCR tests, Health Declaration Form etc.).
- No minimum nights required, however if clients stay in Sri Lanka during the first 14 days, it must be in level one hotels. Thereafter, they are free to book other hotels and mingle with local community.
- **Above packages only valid for Fully Vaccinated clients.**
- Original vaccination certificate / card (together with a certified copy of English language translation if the certificate / card is not in English or if relevant data are not indicated in English).
- Clients have to submit the Fully Vaccinated document before the arrival, and they have to carry the same throughout the tour.
- No on-arrival PCR test for "**Fully Vaccinated**" Travelers.
- Not-vaccinated Children: -
 - No on-arrival PCR test for Not-vaccinated children up to 12 years and they will be allowed to travel with their parents.
 - Not-vaccinated children of 12 -18 years need to undergo on-arrival PCR testing at the Ministry of Health approved laboratory at BIA or at any other MOH approved laboratory and inform the result to the area MOH. If the Day 1 PCR report is negative, they will be allowed to travel with their parents.
 - Fully vaccinated travelers if accompanied by not-vaccinated/not-fully vaccinated children of 12-18 years, pay for on-arrival PCR test at USD 40 per test. Travelers can pay for PCR test at the Ministry of Health approved laboratory established at Bandaranaike International Airport (BIA) or any other MOH approved laboratory. Also, travelers can visit www.visitsrilanka.gov.lk to pay in advance.

BOOKING CONFIRMATION:

- Walkers Tours will recheck the status of accommodation and attractions provided at the time of request and will inform of any changes.
- Payment to be made to Walkers Tours after booking confirmation or 30 days prior to arrival (whichever comes first) as it is mandatory to prepay the hotel accommodation and have proof of payment for visa purposes.

PRE-TOUR:

- We will send a reminder 3 weeks prior to arrival or at the time of booking (whichever comes first) in order to begin preparation of compulsory documents as per the checklist. (Especially for Visa purpose)
- We will recheck the accommodation/attractions and programs 10 days prior to arrival or at the time of booking (whichever comes first) in order to reconfirm that they continue to possess the "Safe and Secure" certification or amended guidelines. Walkers Tours has the right to change the hotels/program or any arrangements on tour if we do not feel it is safe and secure or if travel guidelines are changed.
- 03 days prior to departure, Walkers Tours will require copies of mandatory documents (Negative PCR certificate in English, Travel insurance copy, passport copy, flight ticket copy, client's emergency contact)
- Clients should carry copies of all mandatory & important documents when they travel.
- It is recommended that clients carry sufficient cash / credit cards with them in case of any emergencies.

MANDATORY DOCUMENTS REQUIRED FOR PROCESSING ONLINE TOURIST VISA (MORE INFORMATION TO FOLLOW)

- All tourists entering Sri Lanka are required to obtain online tourist visas before arrival | This can be applied for on www.eta.gov.lk
- An online tourist visa fee of USD 35.00 per person (subject to change)
- Travel itinerary and details of confirmed reservations (with payment confirmation) made at Walkers Tours and 'Safe & Secure' certified accommodation.

TERMS & CONDITIONS | MALDIVES

- The quote is based on services for Accommodation only.
- Should there be any added cost that would be mandatory to be applied in the future as implicated by authorities owing to COVID 19, this would be advised in advance as no such cost is included above.

SPECIAL ROOM REQUESTS:

Where Special Requests E.g.: Room locations, Interconnecting /Adjacent rooms, Double/Twin beds, Smoking rooms & nonsmoking rooms etc. are an important factor in the choice of holiday, please advise us when the booking is made. We will pass on your request to the hotel but cannot guarantee that it will be accommodated.

IMPORTANT NOTE:

Unforeseen escalation in fuel prices, new taxes/levies on hotels and transportation services or any hikes in entrance fees. Any large tax hikes and new levies shall be payable extra and shall be billed accordingly with reasonable prior notice

Check- in time:

Check-in time at the resort is 1400hrs and depending on occupancy levels in the hotel, a charge may apply for guests requiring early check in.

Checkout time:

Checkout time at the resort is 12.00 noon – depending on occupancy levels in the hotel a charge may apply for guests requiring a room after this time.

CANCELLATION POLICY

Cancellation 21 days prior to arrival	No cancellation charge
Between 21 – 14 days prior to arrival	50% of the stay
Less than 14 days prior to arrival	100% of the stay
No Show	100% of the stay
Early departures	100% of the stay

- **Transfers:** All Transfers are from Velana International Airport to Resort to Velana International Airport. Kindly reconfirm the transfers arrangements as per international flight connection. To avoid the trouble try to select the international flight which reaches Maldives in morning and departs from Maldives in late afternoon. Any transfers between 2300hrs to 0700hrs will not be provided or charged extra as per hotel policy.
- **Transfers by Speedboat:** Every hotel does not provide 24hrs transfers to the resorts. (Due to current situation Set departures are not available and there can be a delay, from the lounge)
- **Transfers by Seaplane:** Seaplane works in daylight hours only, mostly from 0600hrs to 1600hrs. Make sure international flights arriving to Maldives should reach before 1500hrs and departs from Maldives should leave from Maldives after 0900hrs. (Due to current situation Set departures are not available and there can be a delay, from the lounge)
- **Transfers by Domestic Flight:** Normally Domestic Flights work from 0600hrs to 2200hrs but there is no guarantee that every resort can be reached during that time. Kindly reconfirm the international flight if they arrive in Maldives after 1800hrs or depart from Maldives before 0900hrs. (Due to current situation Set departures are not available and there can be a delay, from the lounge)

- We required Flight details at-least 5 Days prior to the travel date to arrange the transfers. We don't guarantee the transfers if flight details are not provided by the agent before 5 days of departure.
- *Walkers Tours is not responsible for any cancellation or delay of flight operation and WTL role is to arrange the transportation booking on behalf of the customer.*
- *All transfers are subject to tides, weather conditions and Seaplane, Domestic Flights & Speedboat company's terms & conditions.*
- **NOTE: Kindly note that no rooms are on hold and availability is subject to change at any moment of time**

IMPORTANT NOTICE: All Travellers must submit an online health declaration form via [Imuga - Maldives Immigration](#) 24 hours prior to flying to Maldives, and 24 hours before departure from the country.

For the safety of all visitors to the Maldives, the Health Protection Agency (HPA) has made it mandatory, for all tourists and short term visitors to present a Negative PCR certificate on arrival in the Maldives. This rule comes to effect from 10 September 2020. All negative tests must be completed with a maximum of 72 hours before departure to the Maldives.

Click [Ministry of Tourism](#) to view the official communication regarding the matter by the Ministry of Tourism, Maldives.

For Honeymooner - A copy of the valid, legal, wedding certificate of not more than 6 months old must be presented at check-in in order to enjoy the honeymoon benefits.

Please ensure that your photo and negative PCR certificate are attached to the online form to avoid delays during the immigration process.

Please ensure this is conveyed to the guests to avoid any inconvenience upon arrival at the Male Airport. We recommend checking with airlines for the latest requirements.

All travelers to Maldives must download the TraceEkee app

Link - <https://trace.hpa.gov.mv/>