



# SASORA TRAVEL

*Inbound Destination Management Company & Experiential Tour Operator*

## CORPORATE POLICY GUIDE, OPERATIONAL STANDARDS & COMPLIANCE MANUAL

**Official Web Portal:** <https://sasoratravel.com>

**Compliance & Quality Desk:** [support@sasoratravel.com](mailto:support@sasoratravel.com)

**24/7 Operations Hotline & WhatsApp:** +94 71 455 2279 / +94 76 989 0409

**Registered Headquarters:** Hikkaduwa, Galle District, Southern Province, Sri Lanka

## 01. CORPORATE GOVERNANCE & STATUTORY FRAMEWORK

This Corporate Policy Guide sets forth the contractual terms, service benchmarks, safety standards, and ethical codes mandated by **sasora travel** across all destination management operations, agency partnerships, and customized traveler itineraries in Sri Lanka.

### QUALITY COMMITMENT STATEMENT

*"sasora travel is dedicated to delivering flawless, safe, and culturally immersive travel experiences that exceed international standards, guided by transparency, rigorous compliance, and sustainable destination stewardship."*

#### 1.1 Corporate Entity & Statutory Registration Details

|                              |                                                                                                                                                   |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Registration Status | Duly registered under the Business Names Statute of the Provincial Council / Divisional Secretariat of Sri Lanka.                                 |
| SLTDA Licensing Status       | Sri Lanka Tourism Development Authority (SLTDA) Inbound Tour Operator Registration — <b>Application in Progress</b> (Tourism Act No. 38 of 2005). |
| Tax Identification Status    | Taxpayer Identification Number (TIN / VAT Registration) — <b>Pending</b> .                                                                        |
| Registered Jurisdiction      | Democratic Socialist Republic of Sri Lanka (Southern Provincial Council & Galle District Secretariat).                                            |

#### 1.2 Executive Divisions & Operational Oversight

Policy enforcement, quality audits, and logistics coordination are structured across five specialized executive divisions:

| EXECUTIVE DIVISION               | OPERATIONAL GOVERNANCE & SCOPE                                                                                 |
|----------------------------------|----------------------------------------------------------------------------------------------------------------|
| Executive Management & Strategy  | Strategic leadership, statutory compliance, quality assurance, and global B2B agency alliances.                |
| Operations & Ground Logistics    | Full safety protocol adherence, islandwide fleet deployment, chauffeur management, and on-tour field dispatch. |
| Finance & Accounts Compliance    | Tariff governance, partner billing, statutory tax compliance, and refund audit execution.                      |
| Information Technology & Systems | Digital dispatch platforms, data privacy compliance, secure payment gateways, and communications.              |
| Marketing & Trade Relations      | Trade contracting, wholesale tariff governance, itinerary engineering, and client relationship management.     |

#### 1.3 Supplier & Partner Quality Standards

- **Certified Supplier Network:** All contracted accommodations, boutique villas, wildlife safari jeep operators, lagoon boatmen, and adventure service providers must be thoroughly experienced and operate with government-approved licenses, certified teams, and qualified staff members.
- **Zero-Exploitation Policy:** Strict zero-tolerance prohibition against unauthorized commercial shopping commissions, unapproved guest diversions, and unfair tourist pricing practices.

## 02. BOOKING TERMS, PAYMENTS & CANCELLATION POLICY

### 2.1 Standard Booking Terms & Rate Parity

- **Rate Basis & Government Taxes:** Quotations and rates are based on the hotels specified in the itinerary and are subject to adjustment if statutory government taxes or park entrance tariffs are officially revised.
- **Room Confirmation Commitment:** Most of the time, once full payment is made by the guest, hotel rooms will be booked, fully confirmed, and ready to stay. Room availability is guaranteed upon payment receipt as per agreed booking terms.
- **Itinerary Flexibility:** The rates are applicable only to the mentioned itinerary. Destinations can be added or omitted upon request, and tailor-made programs can be arranged for your convenience.

#### JOURNEY FLEXIBILITY CLAUSE

*"Let the journey flow naturally — On rare occasions, the rhythm of nature or local conditions may gently guide us to reorder certain stops. We'll always keep your experience seamless and unforgettable."*

### 2.2 Payment Schedules & Accepted Methods

- **Advance Deposit:** A minimum advance payment of **50% of the total booking value** is required upon formal itinerary confirmation to secure hotel blocks and private transport.
- **Balance Settlement:** The remaining balance must be settled at least 14 days prior to guest arrival in Sri Lanka (or upon check-in when authorized under formal written agreement).
- **Accepted Payment Modes:** Secure Online Payment Gateway (Credit/Debit Card — Visa, MasterCard) and Local Bank Transfer / Bank Deposit in USD, EUR, GBP, or LKR.
- **Banking Fees & Currency Terms:** Merchant card processing surcharges and bank remittance charges are to be borne by the payer. Quotations are pegged to CBSL exchange rates at the date of issuance; parity shifts exceeding 3% prior to settlement may require tariff adjustments.

### 2.3 Structured Cancellation Scale

Cancellation notifications must be formally submitted in writing via email to [support@sasoratravel.com](mailto:support@sasoratravel.com). Applicable cancellation fees are applied as follows:

| CANCELLATION TIMELINE BEFORE ARRIVAL      | APPLICABLE CANCELLATION TERMS                                      |
|-------------------------------------------|--------------------------------------------------------------------|
| 30+ days before arrival                   | No charge (any payments made will be refunded, less bank charges). |
| 14 – 29 days before arrival               | 30% of the total booking value will be charged.                    |
| 7 – 13 days before arrival                | 75% of the total booking value will be charged.                    |
| Less than 7 days before arrival / No-show | 100% of the total booking value will be charged.                   |

### 2.4 Refund Execution Timeline & Force Majeure

Approved refunds (calculated strictly in accordance with the Cancellation Policy, less applicable bank transmission fees) will be processed and credited via the original payment channel **within 21 to 45 business days** from formal written confirmation. In the event of unavoidable natural disasters or acts of state, full credit rollovers or maximum refunds are facilitated, subject only to third-party hotel non-refundable deposits.

## 03. TOUR INCLUSIONS, CHILD POLICY & FLEET SAFETY

### 3.1 Standard Tour Inclusions & Exclusions Framework

| Standard Inclusions                                                                                                                                                                                                                                                                                                                                                                                                                                               | Standard Exclusions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Accommodation at partner hotels &amp; resorts (e.g. Cinnamon Hotels &amp; Resorts / designated partner properties).</li><li>• All inter-hotel, destination, and sightseeing road transit throughout the tour.</li><li>• English-speaking chauffeur / national tourist guide throughout the itinerary.</li><li>• Entry fees for heritage sites &amp; optional activities (as per guest / itinerary requirement).</li></ul> | <ul style="list-style-type: none"><li>• Sri Lanka visa fees (ETA entry permit fees, if applicable).</li><li>• <b>Travel &amp; Medical Insurance</b> (mandatory for all guests to obtain independently).</li><li>• <b>Additional Hotel Incidentals:</b> Other than the booked hotel meal/ stay package, any additional items requested by the guest (such as alcoholic beverages/liquor, room service, a la carte orders, mini-bar, etc.) must be directly and fully paid by the guest.</li><li>• Personal expenses, laundry, telephone calls, tips &amp; gratuities.</li><li>• Camera / video entry permits at monuments.</li><li>• Optional activities and site entry fees not pre-arranged in customized inclusions.</li><li>• Any item not specifically mentioned in inclusions.</li></ul> |

### 3.2 Child & Age Classification Policy

- **Infants (Under 2 years):** FOC (Free of Charge) when sharing parents' existing bedding. Baby car seats provided upon advance request (subject to availability).
- **Children (2 – 5 years):** 50% discount on package sharing parents' room without extra bed (can vary according to specific hotel policy).
- **Children (6 – 11.99 years):** Discounted child rate (can vary according to hotel policy, typically child-with-bed or child-no-bed rates).
- **Adult Tariff (12+ years):** Standard adult package rate and individual bed allocation apply.

### 3.3 Hotel Substitution & Category Parity

Most of the time, once full payment is made by the guest, the hotel will be booked and ready to stay. In the rare occasion that hotel rooms become unavailable (e.g. overbooking or property maintenance), sasora travel will book an equivalent star-category hotel or room for no extra charge within the same destination area.

### 3.4 Guest Belongings, Baggage & Valuables Policy

**PERSONAL BELONGINGS & CUSTODY POLICY**

*Guests must protect and supervise their own personal belongings, luggage, cash, electronic devices, travel documents, and valuables at all times across all hotels, vehicles, excursion spots, and sightseeing locations. sasora travel is not responsible or legally liable for any lost, stolen, displaced, or damaged personal belongings. sasora travel guarantees and assumes responsibility strictly for the professional honesty, integrity, and ethical conduct of our assigned tour guides, chauffeur-guides, and officially allocated company team members only.*

### 3.5 Transport Safety & Chauffeur Code of Conduct

- **Safety Protocols & Transport Regulations:** All transport operations fully adhere to comprehensive safety protocols and national passenger transport regulations enacted by the relevant transport and tourism authorities in Sri Lanka.
- **Licensing & Verification:** All tour transfers are conducted exclusively by SLTDA-trained, licensed national tourist guides and chauffeur-guides holding clean commercial driving permits.
- **Zero Tolerance Sobriety:** Strict zero-tolerance policy regarding alcohol or substance use during service hours, paired with mandatory defensive driving standards.
- **Driver Fatigue Safeguards:** Drivers are limited to a maximum of 9 driving hours per 24-hour cycle, ensuring at least 8 continuous rest hours overnight.

## 04. HEALTH, RISK, LIABILITY LIMITATION & LEGAL FRAMEWORK

### 4.1 Guest Insurance Notice & Risk Policy

#### IMPORTANT INSURANCE ADVISORY

*sasora travel does NOT provide travel or medical insurance coverage for guests. It is mandatory for all international travelers and clients to obtain comprehensive international travel, medical, and emergency evacuation insurance independently prior to embarking on their journey in Sri Lanka.*

### 4.2 Health, Fitness & Dietary Declarations

Guests participating in excursions, wildlife safaris, water activities, or hill-country trekking must declare pre-existing medical conditions (such as cardiovascular issues, asthma, mobility restrictions, or severe food allergies) prior to tour commencement to enable proper operational precautions.

### 4.3 24/7 Incident & Emergency Response Protocol

| CRISIS LEVEL              | INCIDENT CATEGORY                                      | IMMEDIATE OPERATIONAL PROTOCOL                                                                                                                                                                                                                   |
|---------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 1: Routine Transit  | Flight delays, vehicle mechanical issues, lost baggage | Immediate backup vehicle dispatch; 24/7 flight rescheduling synchronization.                                                                                                                                                                     |
| Level 2: Medical / Health | Guest illness, acute injury, food allergies            | Direct transit to nearest accredited hospital (e.g. Asiri Hospital Galle / Karapitiya National Hospital). <i>Note: All medical fees and insurance coordination are the sole responsibility of the guest / guest's personal insurance policy.</i> |
| Level 3: Major Event      | Severe weather, roadblocks, consular aid               | Executive crisis team activation; itinerary re-routing; direct embassy liaison.                                                                                                                                                                  |

### 4.4 Limitation of Liability & Third-Party Disclaimer

sasora travel acts solely as an inbound destination management facilitator and shall not be held liable for personal injury, illness, flight delays, missed connections, lost or damaged baggage, natural disasters, or defaults of independent third-party operators (such as airlines, independent activity providers, or state rail/park services).

### 4.5 Supplier Operational Failure & Responsibility Scope

sasora travel cannot take responsibility for airline and visa issues. However, sasora travel takes full operational responsibility for managing contracted hotel reservations and all company-allocated local destination services.

### 4.6 Visa & Immigration Disclaimer

Guests are solely responsible for obtaining valid Electronic Travel Authorization (ETA / Visa) and ensuring their passports have at least 6 months validity. sasora travel does not guarantee visa approvals and accepts no liability for entry refusals or immigration delays by the Department of Immigration & Emigration of Sri Lanka.

### 4.7 Governing Law & Legal Jurisdiction

This Policy Guide, booking agreements, and all destination management contracts shall be governed by, construed, and enforced in accordance with the **Laws of the Democratic Socialist Republic of Sri Lanka**. Any legal dispute shall be subject to the exclusive jurisdiction of the competent courts of Sri Lanka.

## 05. DATA PRIVACY, SUSTAINABILITY & CORPORATE GATEWAY

### 5.1 Data Privacy Compliance (PDPA 2022 & GDPR Aligned)

Personal traveler data (passport details, flight schedules, dietary preferences) is collected and processed in strict accordance with the **Sri Lanka Personal Data Protection Act No. 9 of 2022** and the **EU GDPR** framework. Data is used exclusively for tour logistics (hotel check-ins, safari permits, ticketing) and is never shared or sold to unauthorized third parties.

### 5.2 Marketing Photography & Media Consent

sasora travel reserves the right to capture photographs and video footage during tours for promotional and marketing purposes. Guests who prefer not to have their image published may formally opt out at any time by notifying their chauffeur-guide or emailing [support@sasoratravel.com](mailto:support@sasoratravel.com) prior to tour commencement.

### 5.3 Comprehensive Sustainability, Community Tourism & CSR

- **Community-First Procurement:** Prioritizing locally-owned boutique villas, indigenous village boatmen, rural artisan workshops, and regional organic cuisine suppliers to ensure tourism revenues directly enrich local Sri Lankan communities.
- **Single-Use Plastic Reduction:** Systematic elimination of single-use disposable plastic water bottles across tour vehicles, replaced with filtered water dispensers and reusable eco-amenities.
- **Wildlife & Child Protection:** Strict enforcement of Department of Wildlife Conservation (DWC) zero off-road safari driving rules, turtle conservation guidelines, and immediate reporting of child protection violations to the National Child Protection Authority (NCPA) and Tourist Police.

### 5.4 Guest Feedback & Complaint Handling Procedure

- **Step 1 (Immediate Resolution):** Report any on-tour service concern directly to your chauffeur-guide or the 24/7 hotline (+94 71 455 2279 / +94 76 989 0409) for on-the-spot rectification.
- **Step 2 (Formal Audit):** Written grievances submitted to [support@sasoratravel.com](mailto:support@sasoratravel.com) within 14 days of tour completion receive an official investigation and response within 48 business hours.
- **Step 3 (Fair Redressal):** Appropriate compensatory adjustments or credit notes are processed promptly where contractual inclusions were not fulfilled.

## 06. OFFICIAL CORPORATE CONTACT GATEWAY

|                                     |                                                                                                      |
|-------------------------------------|------------------------------------------------------------------------------------------------------|
| Corporate Legal Entity              | sasora travel (Inbound Destination Management Company)                                               |
| Official Web Portal                 | <a href="https://sasoratravel.com">https://sasoratravel.com</a>                                      |
| General & Support Email             | <a href="mailto:support@sasoratravel.com">support@sasoratravel.com</a>                               |
| 24/7 Operational Hotline & WhatsApp | +94 71 455 2279 / +94 76 989 0409                                                                    |
| Registered Corporate Office         | Hikkaduwa, Galle District, Southern Province, Sri Lanka                                              |
| Statutory Compliance Status         | Divisional Secretariat Business Registration   SLTDA License: Application in Progress   TIN: Pending |

SASORA TRAVEL — COMMITTED TO INTEGRITY, SAFETY, AND EXCELLENCE IN SRI LANKAN TOURISM.