



SASORA TRAVEL

Inbound Destination Management Company & Experiential Tour Operator

Web: <https://sasoratravel.com> | **Email:** support@sasoratravel.com | **24/7 Hotline & WhatsApp:** +94 71 455 2279 / +94 76 989 0409
Headquarters: Hikkaduwa, Galle District, Southern Province, Sri Lanka

01. CONTRACT FRAMEWORK & AUTHORITY

These Terms & Conditions constitute the binding agreement between **sasora travel** ("the Company") and the traveler, overseas travel agency, or wholesale partner ("the Client"). Confirming a booking, remitting a deposit, or accepting an official tour voucher signifies full acceptance of these terms. The Company operates as an authorized commercial tourism enterprise under the Business Names Statute of the Divisional Secretariat, Southern Province, adhering to the *Tourism Act No. 38 of 2005*.

02. BOOKING, DEPOSIT & PAYMENT POLICY

- **Standard Individual & Group Bookings:** A **30%** non-refundable deposit is required upon itinerary confirmation to secure hotel rooms, vehicle fleets, and licensed guides. The remaining **70%** balance must be settled thirty (30) days prior to arrival.
- **Peak Season (Dec 15 – Jan 15 / Esala Perahera):** A **50%** deposit is required upon confirmation, with 100% pre-payment due forty-five (45) days prior to arrival.
- **Last-Minute Reservations:** Full 100% payment is required immediately for bookings made within thirty (30) days of travel.
- **Payment Methods:** International Telegraphic Bank Transfer (SWIFT), secure online merchant credit card gateway, or direct corporate bank transfer. All intermediary bank charges are payable by the sender.

03. PRICE GUARANTEE & STATUTORY SURCHARGES

Confirmed booking tariffs are fully protected against general exchange rate fluctuations. The Company reserves the right to adjust invoices solely for mandatory government tax changes (VAT, Tourism Development Levy, or national park fee revisions).

04. CANCELLATION & REFUND POLICY

Cancellation requests must be submitted in writing to support@sasoratravel.com and take effect upon written acknowledgment.

CANCELLATION TIMELINE PRIOR TO ARRIVAL	CANCELLATION CHARGE / FORFEITURE
45+ Days prior to arrival	Administrative / actual non-recoverable supplier fees only.
31 to 45 Days prior to arrival	30% of total tour package cost (Initial deposit).
15 to 30 Days prior to arrival	50% of total tour package cost.
08 to 14 Days prior to arrival	75% of total tour package cost.
Less than 07 Days / No-Show	100% of total tour package cost (No refund).

**Note: Sri Lanka Railways observation train tickets and DWC wildlife safari permits/jeeps are strictly non-refundable upon reservation.*

05. DYNAMIC ROUTE MANAGEMENT & ITINERARY FLOW

Our Service Philosophy: "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."

In the event of unexpected highway maintenance, adverse weather, or monument closures, sasora travel reserves the operational right to reorder routes or substitute equal-value attractions with proactive traveler notification.

06. TRANSPORT FLEET & CHAUFFEUR STANDARDS

- **Dedicated Air-Conditioned Fleet:** Modern sedans (Toyota Prius/Premio/Axio), luxury high-roof vans (Toyota KDH), and mini-coaches with unlimited tour mileage and comprehensive passenger liability transit insurance.
- **Certified Chauffeur-Guides:** Exclusively SLTDA-licensed, defensive-driving trained tourist chauffeur-guides adhering to zero-tolerance sobriety policies.
- **Operating Hours:** Standard daily driving duty is between 07:00 AM and 08:00 PM, with flexibility for evening cultural shows and airport transfers.

07. ACCOMMODATION, MEALS & ACTIVITIES

Standard hotel check-in is from 02:00 PM; check-out by 11:00 AM. Meal plans apply strictly as invoiced: Bed & Breakfast (BB), Half Board (HB), or Full Board (FB). Incidental personal expenses (minibar, laundry, alcoholic beverages) are payable directly to the hotel upon checkout.

08. TRAVEL INSURANCE, HEALTH & ENTRY VISAS

All international travelers are required to obtain an Electronic Travel Authorization (ETA) and maintain comprehensive personal travel insurance covering emergency medical care, repatriation, baggage loss, and trip cancellation.

09. LIMITATION OF LIABILITY & FORCE MAJEURE

sasora travel acts as an agent coordinating ground transport, accommodation, and guiding. The Company is not liable for injury, loss, delays, or extra costs resulting from Force Majeure events, natural disasters, civil unrest, flight cancellations, or governmental mandates.

10. SUSTAINABLE TOURISM, WILDLIFE ETHICS & CHILD SAFETY

- **Wildlife Protection:** Strict adherence to Department of Wildlife Conservation (DWC) zero-harassment safari guidelines and ethical marine encounters.
- **Cultural Respect:** Compliance with sacred site dress codes (modest attire covering shoulders and knees; shoes removed).
- **Child Protection:** Strict enforcement of National Child Protection Authority (NCPA) standards across all operations.

11. DISPUTE RESOLUTION & GOVERNING LAW

Any on-tour feedback must be communicated immediately to our 24/7 operations desk (+94 71 455 2279 / +94 76 989 0409) for prompt resolution. These Terms are governed by the laws of the Democratic Socialist Republic of Sri Lanka, subject to the jurisdiction of the courts of Galle or Colombo.

12. CORPORATE CONTACT GATEWAY

Corporate Entity Name	sasora travel (Inbound Destination Management Company)
Official Web Portal	https://sasoratravel.com
Inquiries & Client Support	support@sasoratravel.com
24/7 Hotline & WhatsApp	+94 71 455 2279 / +94 76 989 0409
Registered Corporate Office	Hikkaduwa, Galle District, Southern Province, Sri Lanka
Statutory Registrations	Divisional Secretariat Business Registration SLTDA License: Application in Progress TIN: Pending

SASORA TRAVEL — REDEFINING INBOUND DESTINATION MANAGEMENT IN SRI LANKA.