

Our Promise

- (1) GUARANTEED best rates when you book direct with us. Why pay more?
- (2) SECURE retention of your credit card details and clear payment terms (see **Terms and Conditions** below)
- (3) NO HIDDEN FEES. Accommodation price includes breakfast and all taxes.
- (4) CARING personal service from the time you book to the time you leave.

Contact Us for the best deals:

E: reservations@suitelanka.com. t: +94 91 227 7136. WhatsApp (David, bookings co-ordinator, may be European time zone): +44 7770 543151

Property and Cancellation Policies

How we take payment:

- (i) No payment is taken during the booking process but we store your credit card securely to ensure your booking is a valid one.
- (ii) **Non-refundable bookings:** We normally request payment for non-refundable bookings immediately after booking. Upon completion of the booking process you will receive an email confirming your booking. We then send you a secure online payment link to make payment.
- (iii) **All other bookings:** Upon completion of the booking process you will receive an email confirming your booking. We require a non-refundable 50% deposit 14 days before your arrival to reconfirm your booking, or 30 days before if either the booking is for 7 or more days, or over the peak Christmas/ New Year period. We will send you a secure link to make payment.
- (iv) The accommodation balance will be paid upon checking in to Suite Lanka.
- (v) If you do not provide payment we will seek to take payment manually based on the stated payment terms. We would advise you of the intention to cancel a booking in the event of non-payment.

You can also pay by bank transfer (by prior agreement only):

For Overseas payments in USD:

Please state name and reservation number.
Customer must pay all bank charges.
Name of bank: HNB (Hatton National Bank)
Address of bank: World Trade Centre branch, Colombo, Sri Lanka
Name of account: Island Vibe (Pvt) Ltd
USD Current Account number: 703910000626
Swift Code / BIC: HBLILKLXXX

Bank code: 7083

Branch code: 703

(Note: Sri Lanka banks do not use IBAN numbers)

Please state name and reservation number.

Customer must pay all bank charges.

For Sri Lanka payments in LKR

Name of bank: HNB (Hatton National Bank)

Address of bank: World Trade Centre branch, Colombo.

Name of account: Island Vibe (Pvt) Ltd

Current Account number: 703010010013

Swift Code / BIC: HBLILKLX

Bank code: 7083

Branch code: 703

(Note: Sri Lanka banks do not use IBAN numbers)

Please state name and reservation number.

Customer must pay all bank charges.

Cancellation by You:

No cancellation fee will be charged before your 50% deposit has been paid. If you cancel after paying your deposit, the cancellation charge will be the 50% deposit. If you cancel or No Show on the day the booking is due to begin, the cancellation fee will be 100% *Also see the two clauses below re Cancelled Bookings.*

Cancellation by You Due to Unavoidable and Extraordinary Circumstances

(i) Your personal safety is our prime concern. If, and only if, the appropriate Government body in your country (as identified on your passport or Booking Form) officially advises - after your booking has been made - against all but essential travel to the place of destination stated on your itinerary we will recognise your right to cancel your confirmed holiday before departure without paying a cancellation charge. We do not refund for any event that can be classified as **Force Majeure**. This is defined as any specific event which we, as the supplier of the services, could not reasonably have foreseen, influenced or avoided. These include war, or threat of war, riots, civil strife, terrorism, contamination, epidemics/pandemics, extreme or unusual weather conditions, volcanic eruptions, industrial disputes, changes to sports itineraries, natural and nuclear disasters, fire, flight cancellations or rescheduling by airlines or any similar event beyond our control.

(ii) We will not be liable to pay you any compensation and your refund may be subject to bank charges.

(iii) This guarantee does NOT apply to **Non-Refundable Bookings** (see below).

Non-Refundable Bookings

If you book a Non-Refundable Booking you book at a cheaper rate and by doing so agree that you will bear all risks of cancellation, including all circumstances outlined in Cancellation by You Due to Unavoidable and Extraordinary Circumstances. No refund will be made under any circumstances for Non-Refundable bookings.

Cancellation by Us

We do everything possible to avoid Overbooking or Cancellation. We recognise that your holiday is important to you. In the unlikely event that we cannot honour a booking, we would assist you on a transfer to a similar category hotel in the area at no extra cost. You may also cancel the booking with a full refund. We cannot be held liable for any incidental expenses that you may incur.

Best Rate and No Surcharges Guarantee

We guarantee to beat the rate displayed for an identical booking on any other on-line website at the time of booking. Direct bookings bring more benefit to Suite Lanka, our staff and all who work with us. Please note that our rates show all taxes. We also guarantee that your accommodation booking at Suite Lanka will not be subjected to surcharges, even in the event of rises in Government tax rates. The rate you pay is the rate agreed by you at time of booking and will not be subject to change. We reserve the right to vary or amend our advertised prices at any time, either up or down.

Free Child Places

For the purposes of free child places, we define this as under 6 years old at the time of the arrival day.

Date Changes

Requests to change the date of a reservation should be made to reservations@suitelanka.com. Date changes will be subject to availability. The same dates are charged at the same rate as the time of booking. New rates are charged at the current rate at the time of rebooking.

Behaviour

We expect reasonable behaviour at all times. If, in our considered opinion, your behaviour could cause danger to yourself or others, damage or persistent offence (including racism), you will be informed of the fact, and your booking may be terminated without compensation. You may also be held responsible for wilful damage.

Hot Takeaway Food

To protect the quality of our rooms for future guests, hot takeaway food is forbidden within the hotel. Please respect this at all times.

Customer Care and Complaints Procedure

We strive for excellent customer care both before and during your stay at Suite Lanka. This includes solving any problems together in an honest and amicable manner to everyone's satisfaction. So if something does go wrong, please tell a member of our management team and give us the chance to put it right. If matters are still not satisfactorily resolved, please tell us by e-mail at reservations@suitelanka.com.

Early check-in requests

As you may already be aware, normal check-out is 12 noon and check-in 2pm. We get many requests for early check-ins. We will always say "yes" when we can, and we do not seek extra payment, but we often do not know when a guest will check out until the last minute so this is not always possible. What we can promise is this: You will be very welcome from the moment that you arrive. If the hotel has any spare room, in any category, you will be offered the room for a few hours to shower and change or to grab a few hours' sleep until the room is ready. We also have beach-side showers if you need to freshen up after a long journey. If you want to know exactly what we can offer before you arrive, please contact us as late as possible and we may be able to advise with more certainty. We hope you understand that as a small hotel we can sometimes be limited in what we can offer, but we will do everything we can to make your first few hours enjoyable.

Travel Insurance

We strongly recommend that you take out personal travel insurance, at the time of booking, for all members of your party. It is your responsibility to ensure that your travel insurance is adequate. We do, however, respect your right to make an individual choice.

Accuracy of Information Provided by Us

We try to describe Suite Lanka and our services and facilities as accurately as we can, both on our website and in our messages. We will use all reasonable endeavours to ensure our website is accurate and will correct any errors or omissions once we are notified of them. We cannot be held liable for any inaccuracies on third-party websites.

Protecting Your Information

All information provided by you should be true and accurate. We will treat it confidentially and not forward it to any third party. We have a strict anti-fraud policy and take responsible steps to protect personal information such as credit card details.

Negligence and Breach of Contract

We take our responsibilities seriously. But we will only accept liability for any incidents that arise as a direct result of our proven negligence, or that of our suppliers, in failing to comply with local regulations or standards. This includes injury, illness, trauma or

death. Please note, it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. Note: We do not accept liability for the negligence of any third-party supplier organised or part-organised by us at your request. Furthermore, we will not be responsible for any injury, illness, trauma, financial or possession loss, damage, or claim of any description whatsoever which results from any of the following:

- The fault of the person(s) affected or any member(s) of their party or
- The fault of a third party not directly connected with the provision of your stay at Suite Lanka even if that third party has been arranged or part-arranged or recommended by us.
- An event or circumstance which we or the supplier of the service(s) in question could not have predicted or avoided after taking all reasonable care
- An event that can be classified as Force Majeure. This is defined in these Terms & Conditions as any specific event which we, as the supplier of the services, could not reasonably have foreseen, influenced or avoided. These include war, or threat of war, riots, civil strife, terrorism, contamination, epidemics/pandemics, extreme or unusual weather conditions, volcanic eruptions, industrial disputes, changes to sports itineraries, natural and nuclear disasters, fire, flight cancellations or rescheduling by airlines or any similar event beyond our control.

Your Booking Contract

Your Booking Contract is with Island Vibe (Pvt) Ltd, operators of Suite Lanka, registered office 65/16 Mount Terrace, Kalalgoda Road, Pannipitiya, 10230.

User Agreement

Any use of the <https://suitelanka.com> website or any written communication with Suite Lanka for the purposes of travel arrangements, confirms that you are aged 18 or over and that you have read and accept these Terms and Conditions. Applicable Booking Terms and Conditions for your booking are those that were in force on the date of your booking. These Terms and Conditions are devised for the protection of all parties.

Booking conditions last updated on May 1, 2025