

Terms & Conditions

Price – our price includes:

- Accommodation in safari tents
- Morning game drive and evening game drive in customised safari vehicle
- A qualified naturalist/game ranger
- Snacks and drinks on game drives
- Breakfast, lunch and dinner at camp
- Water, fruit juices & soft drinks
- All government taxes

Please note that the price does not include national park entry fees nor beer, wine, spirits, souvenirs or other extras purchased in camp.

If you wish to have exclusive use of a safari vehicle we can organise this for an additional price on enquiry.

Our price is in United States Dollars. Please note that in exceptional circumstances such as devaluation or enhanced government levies all the rates quoted above are liable to adjustment without prior notification.

Children

We welcome children to our camps. Children under the 5 years of age will not be charged provided they share a tent with their parents. Children between 5 years & 12 years are charged at 50% of the adult price per night. Children above 12 years old pay the adult price.

Reservation

All reservations must be confirmed to Ruhunu Safari Camping (Pvt) Ltd by email to info@ruhunusafaricamping.com. Guest should pay 50% of the cost on reservation & the remaining 50% of the cost 30 days before arrival. If the reservation is 30 days or less before the date of arrival then the guest should pay the total cost on reservation. Please note that if the guest does not pay on the due date(s) we reserve the right to cancel the reservation & forfeit the deposit paid.

Please advise your bank not to deduct fees from the money transfer. If we do not receive the full payment we reserve the right to either cancel the reservation or collect the balance in camp.

If you pay by credit card or PayPal we reserve the right to add the credit card company or PayPal fee to the invoice.

Alteration, cancellation & refunds

(a) No alteration or cancellation by the guest will be accepted 45 days or less from the guest date of arrival and no refund will be given. All cancellations by the guest must be in writing & acknowledged by Ruhunu Safari Camping (Pvt) Ltd in writing. Ruhunu Safari Camping (Pvt) Ltd will have no liability to pay compensation to the guest for any failure to properly fulfill the contract where the failure is attributable to the guest. Examples would be that any member of the guest party is unable to travel for reasons such as failing to take his/her passport with him/her, or traveling on a passport which does not meet the requirements of entry into Sri Lanka, or failure to get a required tourist entry visa.

(b) If an event occurs that renders the ability of Ruhunu Safari Camping (Pvt) Ltd to not perform its obligations such as closure of the national park, closure of the camp due to weather or other conditions then Ruhunu Safari Camping (Pvt) Ltd will refund all monies

paid by the guest less bank fees & shall not be liable to pay interest or compensation to the guest.

(c) Should the guest wish to cancel his/her booking, the guest will need to send a written request to info@ruhunu-safaricamping.com not less than 45 days before the date of arrival at our camp. Ruhunu Safari Camping (Pvt) Ltd will make arrangements to refund the correct portion of the guest invoice. Please note this may take upto 3-5 weeks because of the foreign exchange controls enforced by the Central Bank of Sri Lanka the required process is complicated and time consuming.

Transfers

If a guest asks us to arrange transport for the guest or anyone in the guest's party we assume no responsibility or liability for any loss or damage to property or for injury, illness or death to a guest or anyone in the guest party however caused whether arising directly or indirectly. It is the guest's responsibility & liability to check the safety & competence of the driver & vehicle.

Liability

We assume no responsibility for liability or any loss or damage to property or for injury, illness or death to a guest or anyone in the guest party, however caused whether arising directly or indirectly from war, riot strife, industrial dispute, contact with wild animals, terrorist activity, actions of governments or other state bodies, unavoidable technical problems with transport, machinery or equipment, delays, power failure, natural disaster, tsunami, fire, adverse weather conditions or levels of water in rivers, accidents or Acts of God from the time of pick up to drop down at Ruhunu Safari Camping (Pvt) Ltd.

Disability

By paying the deposit, the guest confirms that the guest & their party do not have any mental, physical or other condition or disability that could create a hazard for him/herself or other guests whilst staying in our camp or on safari or in transit.

Insurance

Comprehensive travel insurance covering cancellation, curtailment, medical expenses, emergency travel, and personal accident, personal baggage and money loss is compulsory for all participants on any and all safaris & accommodation offered by Ruhunu Safari Camping (Pvt) Ltd. This should be arranged at the time of payment of the deposit to cover you for cancellation from that time onwards. The guest acknowledges that it is his/ her responsibility to take out insurance. The guest undertakes to take comprehensive travel insurance to cover his/ her personal requirements. Please note that credit card travel insurance is inadequate for a Safari/safari camp accommodation.

Law

The law of Sri Lanka applies to the reservation & the terms & conditions

Confirmation of agreement

By confirming the booking and making payment you, the guest, agree to our terms & conditions.