



## Terms & Conditions

Wonderway Travels registered in England and Wales under company number **16112207**, operates in accordance with the laws of England and Wales. By accessing or using our services, you agree to comply with and be bound by these Terms and Conditions.

Please read the following booking conditions carefully. All holidays sold by us are subject to these booking conditions and the other general information provided to you in our brochures, quotations and on our website. By confirming your booking with us, you agree to the terms outlined below.

**Booking and Payment.** When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party these booking conditions. To confirm your chosen arrangements, you must pay a 50% deposit of total cost (or full payment if requested at the time of booking). A copy of the remittance confirmation / SWIFT copy along with the payment details should be sent to [info@wonderwaytravels.com](mailto:info@wonderwaytravels.com). All confirmed reservations must be paid in full at least 15 days Prior to arrival. If the balance remains outstanding 7 days after the balance due date notified you, we reserve the right to add a Late Payment Fee of £30 to the booking. If full payment is not received by the balance due date, we will cancel your booking and charge the cancellation fees.

**Accuracy of Prices.** We reserve the right to amend advertised prices at any time. We also reserve the right to correct errors in both advertised and confirmed prices. The final tour price depends on selected hotels, transport, activities, and seasonal rates. Prices quoted do not include personal expenses, travel insurance, international flights, or visa fees unless specified. You must check the price of your chosen arrangements at the time of booking.

**Changes and Cancellations by you.** We understand that plans may change. All cancellation or amendment requests must be made by the lead traveller and submitted to us in writing or by email. These requests take effect from the date we receive them. Please ensure you have received written confirmation of any changes before you travel.

We will always do our best to assist; however, we cannot guarantee that all requests can be made. If amendments are made, you will be responsible for any cancellation fees applied to the original services booked, as well as any costs associated with arranging revised or new services. Refunds are generally not available for clients who do not complete their tour or holiday.

### The cancellation fee is calculated as follows:

Cancellation Notification Date (number of days prior to departure date)	Cancellation Fee (Percentage of total cost of holiday)
91+days	15%
61 – 90 days	30%
31 – 60 days	60%
15 – 30 days	90%
Less than 14 days	100%

A change of hotel is treated as a cancellation of the original booking. Any hotel changes made during the tour will incur a 100% cancellation fee on the original hotel reservation.

**Insurance.** We strongly advise that you take out a policy of insurance to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses.



**Passport, visa requirements.** Your specific passport and visa requirements, and other immigration requirements are your responsibility, and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. Please note that these requirements may change between booking and departure. Most countries now require passports to be valid for at least 6 months after your return date. You can apply for a Sri Lanka ETA online at <https://eta.gov.lk>

**Our responsibility.** We act as an agent for hotels, transport providers, and tour services. Our responsibilities are limited to making the booking in accordance with your instructions. We accept no responsibility for any information about the arrangements that we pass on to you in good faith. However, if we are found liable to you on any basis whatsoever, our maximum liability to you is limited to twice the cost of your booking (or the appropriate proportion of this if not everyone on the booking is affected). We do not take responsibility for injuries, losses, or damage that occur during your trip unless caused by our direct negligence. While we work with trusted partners, we are not liable for service interruptions caused by third parties.

**Accommodation Ratings, Standards and Information.** All ratings are as provided by the relevant supplier. These are intended to give a guide to the services and facilities you should expect from your accommodation. Standards and ratings may vary between countries, as well as between suppliers. We cannot guarantee the accuracy of any ratings given. All descriptions and content on our website or otherwise issued by us is done so on behalf of the supplier(s) in question and are intended to present a general idea of the services provided by the supplier(s) in question. Not all details of the relevant services can be included on our website. All services shown are subject to availability. If you require any further details, in respect of any accommodation or any other services please contact us

**Final Travel Arrangements** Please ensure that all your travel, passport, visa and insurance documents are in order and where applicable you arrive in plenty of time for checking in at the port or airport. For flights it may be necessary to reconfirm your flight with the airline prior to departure. If you fail to reconfirm, you may be refused permission to board the aircraft and you are unlikely to receive any refund.

**Data Protection.** We respect your privacy. You consent to us processing your personal information and the personal information of other members of your party, for the purpose of your travel arrangements with third parties (including local accommodation or service providers) where necessary in order to arrange and provide your holiday.

**Financial Protection Membership** We are a member of Protected Trust Services (membership number **6445**). Your payments are held in a secure and ring-fenced HSBC trust account that is managed by external trustees. You can verify our membership by contacting PTS directly

**Complaints and Feedback.** Should you have any complaints about any aspect of your holiday arrangements, you must inform our local representative or tour leader immediately and the supplier of the arrangements concerned. Problems can most easily be dealt with on the spot. Please note, if you do not report a problem or complaint straight away which, if it had been reported at the time it occurred, could have been quickly resolved, we cannot accept any liability in respect of that problem or complaint. Your feedback helps us improve.