

Terms & Conditions 2018-2019

General & Arrival

- Please note that we do not accommodate drivers/guides at our campsites.
- Check-in time is between 1200 and 1300; early/late check-in on request only. Late arrival might result in exclusion from certain activities on that day. In order to take part in the evening game drive, clients have to be at the pick-up point latest by 1500.
- Check-out time is between 1000 and 1100; early/late check-out on request.
- It is your responsibility to provide us with your driver's contact number min. 24 hours before your arrival so that we can coordinate your arrival with him smoothly.
- Your package starts/ends at the pick-up point near our campsite as for the details provided with your booking confirmation. You are responsible to arrange your own transport to and from the pick-up point. Assistance in arranging transport is available on request.
- It is your responsibility to inform us about dietary restrictions early in advance so that we can cater for your needs. If you're failing to do so we cannot be held responsible for any shortcomings.
- You're obliged to carry your passport with you when visiting the camp.
- Please note that due to respect of the animals and natural surroundings our camp is non-smoking
- The jungle bar closes at 10pm
- Parents must supervise their children at all times

Booking & Payment

- By confirming the booking by transferring the invoice amount to our account you accept our cancellation policy (page 2).
- For bookings made more than 6 weeks prior to arrival a 50% advance payment is required to secure your booking and the balance to be paid 4 weeks prior to arrival.
- For bookings made less than 6 weeks prior to arrival full payment is required to confirm booking.
- Payment to be done by bank transfer as for the details provided in your invoice.
- Client must bear all local & foreign bank transfer fees and/or credit card surcharge when arranging payment

Insurance

- Clients are required and responsible for arranging a travel insurance covering illness, injury, death, loss of baggage and personal items incl. theft, cancellation and curtailment. By confirming your booking, you confirm to us that you have arranged such insurance. Leopard Safaris cannot be held responsible for any of the above.
- You will be asked to sign a waiver of liability upon your arrival at the campsite. A copy of the waiver can be sent to you in advance on request

Our Cancellation Policy 2018-2019

Cancellation by you

Leopard Safaris recognizes that circumstances can change. In the event that you must cancel your holiday, Leopard Safaris will be entitled to retain part of the payment made by you as compensation for reserving the dates for your holiday (at the exclusion of another client), the work preparing itinerary, administrative expenses and local costs utilized to secure your holiday (i.e. non-refundable park entrance fees). The compensation amount will differ according to the advance period of notification. Whether due to health problems, changing personal circumstances, or owing to security concerns (for example should the appropriate governmental body in your country advise against travel to Sri Lanka), Leopard Safaris will guarantee the following refunds:

- 3 months before travel: 100% to be refunded.
- 45 days up to 3 months before travel: 80% of cost to be refunded.
- Less than 45 days before travel: 55% of cost to be refunded.
- Less than 14 days before travel there will not be any refund.

Any party wishing to cancel a confirmed booking with Leopard Safaris must notify the company in writing (via email). The cancellation date is timed from when Leopard Safaris first receives notification of a cancellation request. We will return all monies due as soon as possible or, should you prefer, offer you a suitable alternative date for your consideration. In the latter event, 100 % of booking fees paid will be set aside and utilized for a future booking.

Leopard Safaris will have no liability to pay compensation to you for any failure to properly fulfill the contract, where the failure is attributable to you. Examples would be that any member of your 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 to get a required tourist entry visa. Leopard Safaris assumes no responsibility for any loss or damage to property or for injury, illness or death, for any damages or claims however so caused 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 from the time of pick up to drop down at Leopard Safaris, or Acts of God.

Cancellation by Leopard Safaris

Your personal safety is our prime concern, which we take very seriously, at all time. In the event that Leopard Safaris must cancel your holiday due to natural disaster, unforeseen circumstances and other force major events outside the control of Leopard Safaris, we will guarantee the following refunds:

- 100% to be refunded at any point

We cannot be held liable for any incidental expenses that you may incur during arrangements for a holiday that is subsequently cancelled due to circumstances outside of our control including Act of God.