

2013

2014



BOOKING POLICY

Thank you for contacting One & Only Travels, the luxury specialist for the world's finest resorts, Hotels & Tours & Adventure Activities.

One & Only Travels Private Limited

Sri Lanka, Maldives & Seychelles

Tel: +9477726767, +94373618181

Web: www.oneandonlytravels.com

You have to fully agree with all clauses and sub clauses herein. We reserve the right to update this policy in the future based on changing terms and services of our partner resorts. Any new policy will only affect future bookings. Therefore, bookings confirmed under this policy (will not be overwritten)

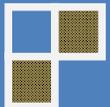


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1.0 About One & Only

One & Only is a leading luxury resort, hotels & round tours specialist, based in the Democratic Socialist Republic of Sri Lanka, and representing only the finest resorts, hotels, tours & adventure activities of each destination. Our head-office is located in the Sri Lanka and within easy reach of our other destinations, thus enabling us to conduct regular familiarization trips to our partner resorts, hotels to ensure that we are well experienced and informed. As an independent, privately held company we are able to provide prompt service and unbiased information to discerning travelers from around the world, whilst continuously striving to exceed our guests' expectations. To plan your dream holidays in one of our beautiful destinations, please consider the following important points before booking, which will help you make the right decisions.

2.0 Points to Consider Before Booking Resorts and Hotels

2.1 Peak Season

Kindly note that the fluctuation of prices during different seasons reflects the demand. The Peak Season is the busiest period with the highest demand of the entire year. Rooms will get booked several months in advance for peak and high season. Furthermore, particular conditions might apply - e.g. a deposit (which can be non-refundable for certain high/peak periods) or a chargeable festive/Gala dinner might be compulsory at Christmas/New Year which will be advised upon booking. Moreover, some suites or higher villa categories come in very few numbers; some are even one of a kind. Therefore, we recommend to book months in advance, minimum 180 days, to avoid disappointment.

Please note that season timings are slightly different for our destinations (see below). It is therefore adamant that you check season timings before booking with One & Only, as these timings have considerable effect on what concerns rates, cancellation policies, room demand, etc.

2.1.1 Peak Season Maldives

The Peak Season for the Maldives is usually from 5 December to 26 January, and again from 15 April to 9 May. The High Season period is 27 January to 20 March, as well as 16 April to 15 May. Low Season normally starts on 16 May and ends on 04 December.

2.1.2 Peak Season Sri Lanka

The Peak Season (winter) for the Sri Lanka is usually from November to April. Low Season normally starts on May and ends on October. But in Sri Lanka the peak season (winter) is

less titer than Maldives & Seychelles when it comes to availability even though rates are on higher side

2.1.3 Peak Season Seychelles

Peak Season will start from 22 December to 11 January, whereas High Season will last from 01 November to 22 December, and again from 10 January to 30 April. Low Season normally starts on 01 May and ends on 31 October.

2.2 Minimum Nights

Minimum night requirements usually apply for peak/high seasons (ref. 2.1), based on the resorts' discretion and might therefore vary. For the Peak Season* during the Christmas and New Year period, usually 5-14 nights apply. For Easter, a minimum stay of 4-10 nights might be required. If applicable, these will be advised at time of booking.

2.3 Meal Plan Options

Most resort, hotel rates are quoted on bed and breakfast (BB) or half board (HB), very few on room only basis. If you are traveling on a budget, we would recommend booking half (HB) or full board (FB) for a fixed extra charge. Half board consists of two meals per day, usually breakfast and dinner (some resorts, hotels offer lunch as an option, too), full board of three meals per day: breakfast, lunch and dinner. Usually all meals (as part of BB, HB and FB) are to be taken at the resort's, hotels main restaurant (often buffets), unless the resort offers a dine around option for a surcharge, while certain à la carte dishes would be charged extra (e.g. caviar, lobster). Beverages are normally not included in BB, HB or FB meal plans. There will be no refund for unconsumed meals. The advantage of bed and breakfast is that you are free to enjoy lunch and/or dinner at any restaurant while being charged for consumed meals only. Many of our partner resorts, hotels offer in-room dining with the menu available in your room which is normally not included in any meal plan and will thus be charged separately subject to an additional surcharge. Please advise your personal Travel Consultant upon booking on any special dining arrangements (e.g. vegetarian, diet requirements, non-alcoholic, food allergies etc.).

2.4 Children

Some resorts, hotels are more suitable for children than others due to their specific concept and the kind of facilities on offer (e.g. Kid's Club, children's pool, baby-sitting service, family villas). With regards to safety aspects, over-water villas, for example, especially in the Maldives, are not advisable for younger children and most of the resorts do not accept children in this villa category. However, some resorts make exceptions, if you sign a disclaimer. The minimum age required may differ from resort to resort. Kindly note that a child aged 12 years and more is often considered as an adult referring to room rates, meal plans etc., but the child policy and age criteria might differ from resort to resort. For this reason, we kindly urge you to inform us about your children's age when requesting for an offer. Our professional Travel Consultants will be pleased to advise you on the best available options accordingly.

2.5 Groups

Usually, bookings for a minimum of 4 rooms or more are considered a group booking. Depending on availability and season, special rates might apply. Your personal Travel Consultant will inform you of possible options upon booking. (marketing@oneandonlytravels.com, telephone number: +94777426767). However, we cannot guarantee specific villa allocations for groups or large families (ref. 2.14).

2.6 Room Availability

Since we are based in the Sri Lanka, roughly in the same time zone as most of our partner resorts & hotels, we are usually able to advise you on the accurate availability of the resort in question at the time of your request without facing the usual time difference. Please note that the room availability depends on the time of your request and consequently can change. We are not holding any rooms on your behalf unless you receive a written confirmation from us.

2.7 Web Site

Every effort has been made to ensure the accuracy of descriptions and information featured on our website. However, we are not always able to control all the components of the holiday arrangements and it is possible that an advertised facility may be withdrawn or changed due to weather conditions, lack of demand or for hotel maintenance, renovation etc. We kindly advise you to check any crucial details with your personal Travel Consultant at the time of booking. If you are booking in advance, your personal Travel Consultant will keep you posted on upgrades etc., if applicable. To safeguard your privacy, our website is protected by VeriSign, the leading SSL Certificate Authority in the world, the most trusted mark on the Internet which helps companies and consumers all over the world to engage in trusted communications and commerce. Please refer to data protection and privacy for further details

2.8 Personalized Quote/O&O Invoice

Our Travel Consultant will send you a personalized quote based on your preferred travel dates, indicated budget and additional information/preferences provided. You will receive a limited number of offers since these will be already the ones best suiting your requirements and preferences. The prices mentioned in your personalized quote are usually valid for 14 days, unless stated otherwise. Once you confirm one of the quotes, we will process your booking. You will receive a booking confirmation, O&O (One & Only) pro forma invoice and payment receipt, as soon as we have received your written consent to the booking confirmation as well as the verified pre- payment (ref 4.). Our O&O pro forma invoice will mention all the services you have booked and prepaid to O&O. Please note that you are required to settle any additional services (if any), not quoted in our O&O pro forma invoice, directly with the resort at resort's charges respectively. Upon your arrival (ref. 6.3), our destination representatives will hand over the original hotel/resort voucher to you. We herewith inform you that we do not provide detailed cost breakdowns of our invoices.

2.9 Data Protection and Privacy

We request your personal data for the sole use of processing and finalizing your reservation. Any information provided will be treated with the utmost confidentiality. Therefore, this data will only be used for the purposes of carrying out bookings and communicating with our partner resorts in respect of your booking. To this extent, you authorize One & Only to use your data and disclose it to our partner resorts or third parties providing services requested by you.

2.9.1 Travelling incognito/discretely

If you wish to travel incognito/discretely, we offer a special booking service, wherein your real name will only be revealed to designated members of our and the resort's senior management team. However, due to government legislation, every hotel/resort in our collection is obliged to collect complete details of all travelers. For this reason, we require time to prepare the documents accordingly. Please contact us at vip@oneandonlytravels.com, telephone number: +94777426767, if you require this special service, and mention "discrete service" when you contact us for the first time.

2.10 Professional Team

Being based in relatively close proximity to all our partner resorts allows us to conduct site inspections and organize familiarization trips which often include overnight stays for all our Travel Consultants on a regular basis. This firsthand experience and knowledge about the resorts' facilities and services enables our Travel Consultants to assist you perfectly in finding

the most suitable resort for your personal dream holiday.

2.11 Working Hours

Our well versed Travel Consultants will be happy to call you and discuss your travel requirements with you personally in more detail, if you inform us about the most convenient time for us to call you. Our working hours are 6am to 10pm 7 days a week. In case your personal Travel Consultant is off duty and you need assistance urgently, you may contact any of our other professional Travel Consultants and they will be more than happy to assist you - telephone number: +94777426767 or marketing@oneandonlytravels.com or log onto our Live Support option on our website at www.oneandonlytravels.com. In order for us to provide a smooth service and to look up your records, please mention your case ID (OO followed by 5 numbers) when contacting us.

2.12 Booking

Reservations/Bookings are subject to availability at the time of booking. Upon contacting one of our Travel Consultants (marketing@oneandonlytravels.com, telephone number: +94777426767) you will receive a case ID (OO followed by 5 numbers) to be used as an identifying reference in the subject line of every email. A written booking confirmation will be sent to you only when we have received and verified your payment. For last minute bookings we strongly suggest to use a Visa/MasterCard for immediate verification of your payment since rooms can sometimes be on hold for 12-24 hours only depending on season and availability which will be advised upon booking. Please note all other modes of payment (e.g. telegraphic transfer/bank wire, Internet banking) take 3-4 banking days to be verified by our Finance department since banks in the Sri Lanka are closed on Saturdays and Sundays in addition to public holidays. Please refer to 5. and visit www.oneandonlytravels.com for further information including payment by credit card and to download the credit card authorization form.

2.13 Request for specific Room Number

Since the room allocation is a complex process, it is usually done by the resort upon the day of arrival based on availability at the time of check-in. For this reason, we cannot guarantee a specific room number or location upon booking but we will always do our utmost to honor your request. Please be assured, however, that you will of course get the room/villa category/type you have booked and paid for.

2.14 Resort & Hotel Check-in/Check-out

The resorts' check-in time is usually 14:00 hrs (2pm) with check-out time being set to 12:00 noon (12pm, rarely at 11am) - exact times will be advised upon booking. At the time of booking it is not possible for the resort to confirm early check-in or late check-out in advance since this depends on availability (transfer timings of the in-house guests) on that particular day. The only way to guarantee early/immediate access to your room or to keep it longer on your departure day according to your international flight timings, is to book the room already one day before your arrival and/or until one day after departure to avoid uncomfortable waiting times, e.g. at the resort's lobby or the International Airport, with limited or no access to rest or changing rooms - especially if you are traveling with children. Should you wish a guaranteed early check-in or late check-out, please let us know, so that arrangements can be made accordingly. Otherwise, you can request for an early check-in upon arrival and/or late check-out on the day of your departure directly at the resort which is then subject to availability at that time.

2.15 Late Check-out Charges

The following charges usually apply for late check-outs:

To keep the room/villa until 18.00 hours (6pm): 50% of the room rate (subject to availability at the time)
To keep the room/villa after 18.00 hours (6pm): 100% of the room rate (subject to availability at the time)

2.16 Booking Amendments

Booking amendments depend on availability at the time. Any booking amendment will result in modifying your transfer, meet & greet services, vouchers and other related documents etc. For this reason, an administration fee of USD 50 per change will be incurred for amendments requested after receipt of booking confirmation (e.g. with regards to change of: date of stay, number of persons, age of traveling persons, villa category, resort etc.). The administration fee is not applicable for, e.g., a change of meal plan or an upgrade to private transfer. However, depending on the amendment details, these changes might result in higher booking costs.

2.17 Health

If you have significant allergies or chronic medical problems, please inform us accordingly upon booking. Our partner resorts/Hotels are rated among the finest in the world with a medical doctor on site providing limited medical services. If the resort does not have its own doctor, there will be access to a nearby medical practice with a doctor. Our partner resorts are not specifically designed for handicapped people. Please inform us 7 days prior to your arrival, if you require a wheelchair or additional assistance upon your arrival/departure. As the vegetation of the resorts/Hotels are well maintained and fumigated by professional gardeners regularly using environmentally friendly products (European standard), you will hardly find any mosquitoes. In general, our destination countries have good medical services, pharmacies and hospitals providing a broad range of modern medical services, while also being equipped for emergencies. In the event of diving emergencies, there are decompression chamber facilities located in each destination country. If you are on medication, please ensure to bring adequate supplies of all medications in their original containers, clearly labeled. We recommend carrying a signed, dated letter from the primary physician describing all medical conditions and listing all medications, including generic names. If carrying syringes or needles, please be sure to carry a physician's letter documenting their medical necessity. Kindly pack all medications in your hand luggage and carry a duplicate supply in the checked luggage. If you wear glasses or contact lenses, please bring an extra pair. Although yellow fever is not a disease risk in our destination countries, you will be required to present proof of yellow fever vaccination, should you arrive from countries where yellow fever is present (Africa, Central and South America). For current information, please consult official resources such as the WHO website <http://www.who.int/ith/countries/vaccination/en/> prior to traveling. In some destinations, it might be advisable to refrain from drinking tap water as it is not always potable.

3. Transfers to/from the Resorts/Hotels

The transfer modes to/from the resort islands/Hotel and the duration of the transfers vary due to their respective distance to the International Airport and will be advised upon booking. Please note that transfers can either be private or combined and will always originate from or to the International Airport. If private transfers are requested, they will be confirmed by us in writing (ref. 3.1). We require your international flight details latest 7 days prior to arrival to organize the transfers accordingly. Please find below the transfer options available for our destinations.

3.1 Private Transfer

If you book a private transfer (usually originating from/to the International Airport), you are not required to wait for other passengers nor to stop over during the journey. Instead, you have immediate access to your private car, speedboat, seaplane or helicopter according to your personal travel itinerary, all tailored to your specific needs, including refreshments and/or snacks. We recommend a private transfer in particular if you are staying at more than one resort to save time in bypassing the International Airport during the transfer from one resort to the next. Moreover, it will guarantee you maximum privacy and comfort, if you are traveling on a special occasion or with small children. Your personal Travel Consultant will be pleased to advise you on your luxury private transfer options and costs involved, available at the time of You're booking.

3.2 Staying at more than one Resort/Hotel

If you are on a longer vacation and sharing your stay between two or more resorts, we strongly urge you to book a private transfer for the resort change to save time by bypassing the International Airport. Only a private transfer brings you directly from one resort to another at a time most convenient to you, ensuring maximum flexibility and comfort.

3.3 Combined Transfer

All transfers are combined transfers (Other than in Sri Lanka) originating from or to the International Airport unless private transfers are requested and confirmed by us in writing. Combined transfers usually accommodate a group of passengers. Therefore, combined transfers include waiting time for other passengers who might be arriving on different flights, varying between only a few minutes to even hours (rarely). Kindly respect the scheduled, confirmed transfer timings. The resort reserves the right to depart and book you on a later transfer (additional charges might occur), if you are not on time since other passengers will be waiting. If there is no other combined transfer available later, you will have to pay for a private

transfer charged additionally. Furthermore, stop overs are often necessary on combined transfers to drop off passengers at other resorts along the route. The time of your departure from the resort will depend on the resort's transfer departure schedule in line with the international airline timings and the resort will inform you accordingly on the evening prior to your departure.

3.3.1 Combined Speedboat

For many, the serene speedboat transfer over crystal clear water to the resort island is the first highlight of the holiday. The transfer time varies from 10 minutes to 2 hours, whereas bookings are subject to availability. Speedboats are equipped with sun roofs, latest GPS navigation systems and life jackets. There are no luggage limitations and even traveling at night is possible.

3.3.2 Combined Seaplane

Not only has a quick and smooth way to travel, a seaplane transfer allowed a unique way to see the beautiful azure panoramas below from a bird's-eye view. The seaplane, seating up to 15 passengers, usually does not travel during night but only during daylight from 6am to 4pm. Depending on the resort's/Hotels location, the scenic flight takes between 20 minutes to 1 hour. The flight will either be direct or "hopping" between islands to drop off passengers along the way. The maximum luggage allowance is usually 20 kg checked in and 5 kg hand luggage per paying passenger. Please note that your luggage may not be on the same flight as you due to weight restrictions. If this case occurs, your luggage will be sent directly after you on the next available flight.

3.3.3 Combined Domestic Flight

The air conditioned propeller airplanes used for domestic flights seat up to 20 passengers. Following the air transfer will be a short ride by boat, car or coach to your resort destination. The maximum luggage allowance is usually 20 kg checked in and 5 kg hand luggage per paying passenger.

3.3.4 Minibus/Coach

Minibus/Coach transfers are usually combined with other passengers. Our Destination Representatives will coordinate the timings with the resort and guide you accordingly. There is no specified luggage allowance for minibus/coach transfers, but please keep in mind that you will be traveling with a group of passengers who all need to store their luggage in the vehicle.

3.3.5 Private Car/Van

Transfer by Private Car allows for a comfortable journey, while seeing the vibrant colors of your destination rush by outside the window. Please note that a maximum allowance of 3 medium sized or 2 large suitcases is granted by car. If your baggage exceeds this amount, our Destination Management Company will book a taxi to carry the additional pieces of luggage at your cost. This will be charged locally.

3.3.6 Private Helicopter

Not only has the most elite way to travel, a helicopter transfer allowed for a unique way to see the beautiful azure panoramas from above. The helicopter, seating up to 4 passengers, travels day and night, but purely upon advance request basis. Depending on the resort's location, the scenic flight takes between 10 to 30 minutes. Please note that the baggage allowance is limited to only 1 handbag and 1 suitcase per passenger, if booked only for 2 persons, and only 1 suitcase per person, if booked for a group of 4 passengers - all other luggage will follow in either a combined minibus transfer or a private transfer at an additional cost.

4. Payment Policy

4.1 Payment Policy Sri Lanka

The following scale of charges will be payable upon receipt of booking confirmation. Please note that special payment policies are applicable for Peak Season	% of invoice payable 1st payment	% of invoice payable
Summer Period (excluding winter season)		
Bookings confirmed 61 days and more prior to arrival	USD 250 refundable deposit	100% 30 days prior to arrival
Bookings confirmed 60 to 31 days prior to arrival	25% upon confirmation	75% 21 days prior to arrival
Bookings confirmed 30 to 1 day(s) prior to arrival	50% upon confirmation	50% 21 days prior to arrival to arrival
Period Winter (ref 2.1)		
Bookings confirmed for Winter Season	50% upon confirmation	50% 30 days prior to arrival

4.2 Payment Policy Maldives

The following scale of charges will be payable upon receipt of booking confirmation. Please note that special payment policies are applicable for Peak Season	% of invoice payable 1st payment	% of invoice payable
All Other Periods (excluding Peak Season)		
Bookings confirmed 151 days and more prior to arrival	USD 1,000 refundable deposit	100% 60 days prior to
Bookings confirmed 150 to 61 days prior to arrival	50% upon confirmation	50% 60 days prior to arrival
Bookings confirmed 60 to 1 day(s) prior to arrival	100% upon confirmation	n/a
Period Peak Season(ref. 2.1)		
Bookings confirmed for Peak Season	50% upon confirmation	50% 121 days prior to arrival

4.3 Payment Policy Seychelles

The following scale of charges will be payable upon receipt of booking confirmation. Please note that special payment policies are applicable for Peak Season	% of invoice payable 1st payment	% of invoice payable 2nd payment
All Other Periods (excluding Peak Season)		
Bookings confirmed 151 days and more prior to arrival	USD 1,000 refundable deposit	100% 60 days prior to
Special Conditions for Private Islands: Denis Private Island Frégate Island Private North Island	50% upon confirmation 30% upon confirmation 20% upon confirmation (non-refundable)	50% 75 days prior to arrival 70% 75 days prior to arrival 80% 75 days prior to
Bookings confirmed 150 to 61 days prior to arrival	50% upon confirmation	50% 60 days prior to arrival
Bookings confirmed 60 to 1 day(s) prior to arrival	100% upon confirmation	n/a
Period Peak Season (ref. 2.1)		
Bookings confirmed for Peak Season	50% upon confirmation	50% 121 days prior to arrival

5.Types of Payments

Kindly note that we require pre-payment (please **refer to 4** for further details) to process a booking. Our Finance department will issue a payment receipt once the payment is verified and received. Please note that except for VISA or MasterCard where the payment can be verified immediately, all other modes of payment (e.g., telegraphic transfer/bank wire, Internet banking) take 3-5 banking days to be verified by our Finance department, since banks in the Sri Lanka are closed on Saturdays and Sunday in addition to public holidays. If you wish to pay by credit card: you can log into our web site and you can make a payment via our IPG. Please find below the possible modes of payment.

5.1 Telegraphic Transfer/Bank Wire

Payment Details
Beneficiary Name: One & Only Travels (Pvt) Ltd
Beneficiary Bank: Bank of Ceylon
Bank Address: 255 Negombo Road, Malkaduwawa, Kurunegala, Sri Lanka
Branch Code: 255
Bank Account No: 0075050540
SWIFT Code: BCEYLKLX

All bank charges are to be borne by the originator of the remittance. Please fax email a copy of the remittance to Finance at: finance@oneandonlytravels.com and kindly inform your personal Travel Consultant in order to complete your booking records. Our Finance department will take 3-5 banking days to verify your payment (ref. 5.).

5.2 Payment by VISA or MasterCard via Internet Payment Gateway

Only by paying with VISA/MasterCard can your payment be verified immediately and consequently your reservation can be processed right away. All you need is to log in to our site, www.oneandonlytravels.com and pay online via internet payment gateway.

6. Arrival/Departure at the International

Due to government legislation, every hotel/resort is obliged to collect complete details of all travelers. If you wish a smooth check-in, please provide us with these details upon booking, so that we can arrange for a pre- registration to save you time upon check-in at the resort. Kindly advise us prior to your arrival whether you are traveling with several pieces of luggage in order for us to arrange for your personal porter. Please find below further details about your arrival and departure, in addition to import/export legislation, **ref. 6.2.**

6.1 Visa/Passport Regulations

Different Passport and Visa Regulations apply to each of our destinations. Please read the below information thoroughly and do not hesitate to contact your personal Travel Consultant, should you have any further questions.

6.1.1 Visa/Passport Regulations Sri Lanka

An intended traveler visiting Sri Lanka for a short stay for any of the following purposes, must obtain ETA (Electronic Travel Authorization) prior to arrival.

- Sightseeing, holidaying
- Visiting friends and relatives
- Medical treatment including Ayurvedic and yoga
- Participate in sporting events, competitions and activities relating to cultural performance
- Visiting project related matters

ETA is an official authorization for a Short Visit to Sri Lanka and is issued electronically. The ETA is introduced with the intention of providing an efficient, reliable and simplified service to those who visit Sri Lanka. ETA holders will be issued a 30 day Short Visit visa at the port of entry in Sri Lanka. The ETA will be effective from 1st of January 2012. The ETA is issued through an on-line system. No passport copies, documents or photographs are required. There is no requirement to endorse the ETA on the passport On arrival at the port of entry in Sri Lanka

All ETA holders should be able to prove:

- (i) A round trip ticket to show at the port of entry in Sri Lanka (only if you are traveling by air).
- (ii) Evidence of sufficient funds to cover your expenses in Sri Lanka.

Apply for VISA <https://eta.gov.lk>

6.1.2 Visa/Passport Regulations Maldives / Seychelles

We will ensure that you receive a tourist visa valid for 30 days upon arrival at the International Airport. Moreover, we will process any extension upon request, subject to applicable visa fees as imposed by the government at the time. For your ultimate convenience, your presence at respective authorities is therefore not required. Passports must be valid for 6 months after the period of the intended stay. All visitors must hold proof of reservation, as well as tickets and documents for their return or onward journey.

6.3 Destination Representatives

Our meticulously selected and appointed Destination Representatives are stationed directly at the International Airport to assist you upon arrival and departure with your luggage and transfers. Upon your arrival, one of our representatives will be waiting for you at the arrival hall, holding a board displaying "ONE & ONLY". You will then be escorted to your respective resort transfer (ref. 2.). In order to organize a smooth arrival and transfer, we require your arrival flight number and arrival time no later than 7 days prior to arrival, except for last minute bookings. Upon your departure, you will be picked up from your resort transfer or directly from the resort to escort you to the check-in counter/lounge at the departure terminal while our porter will be assisting you with your luggage.

6.4 Early/Late Arrival

It is extremely difficult to arrange for accommodation last minute. If you arrive at your destination on a night flight, we can book a night directly at one of the Airport Hotels, or at a hotel located within easy reach of the airport, subject to availability and billed additionally. If you arrive on an early morning flight, it is necessary to reserve the room one day in advance to guarantee early access. This way your holiday starts smoothly, especially, if you are traveling with children. For more details please refer to 2.15. Your personal Travel Consultant will be happy to assist you in finding the best available option for you.

7.0 Booking Cancellation

If you desire to cancel your booking, the person who made the original booking shall instantly notify/address the respective personal Travel Consultant in writing with a copy to reservations@oneandonlytravels.com (telephone number: +94777426767) for immediate attention while mentioning your case ID and "Cancellation" in the email subject line for clarity. Cancellations or amendments will not be accepted until they have been confirmed by us in writing. Certain higher villa categories might have a particular, different cancellation policy which will be advised upon booking. A written confirmation of the cancellation and the cancellation invoice will be sent to you within 7 days. For any booking cancellation, no additional fees will be charge as administrative fees apart from the cancellation charges mentioned **in point 7.3**.

7.1 No-Shows

No-shows will be charged 100% of our invoice.

7.2 Early Departures

Early departures are treated as a cancellation and 100% of the total booking value for the unused nights will be charged.

7.3 Cancellation Policy

7.3.1 Cancellation Policy Sri Lanka

The following scale of charges will be payable depending on when the notification of cancellation is received and confirmed by us in writing.		% of our invoice payable
All Other Periods (Excluding Winter Season)		
All Properties	Cancellation received 25 days and more prior to arrival	FULL REFUND
All Properties	Cancellation received within 25 to 0 day(s) prior to arrival	100% payable
Winter Season (ref. 2.1)		
All Properties	Cancellation received for Winter Season 30 days and more prior to arrival	FULL REFUND
All Properties	Cancellation received for WinterSeason 30 to 0 day(s) prior to arrival	100% payable

7.3.2 Cancellation Policy Maldives

The following scale of charges will be payable depending on when the notification of cancellation is received and confirmed by us in writing.		% of our invoice payable
All Other Periods (excluding Peak Season)		
All Properties	Cancellation received 45 days and more prior to arrival	FULL REFUND
All Properties	Cancellation received within 44 to 0 day(s) prior to arrival	100% payable
Period Peak Season (ref. 2.1)		
All Properties	Cancellation received for Peak Season 121 days and more prior to arrival	FULL REFUND
All Properties	Cancellation received for Peak Season 120 to 0 day(s) prior to arrival	100% payable

**Special Conditions will apply for *One&Only Reethi Rah*

7.3.3 Cancellation Policy Seychelles

The following scale of charges will be payable depending on when the notification of cancellation is received and confirmed by us in writing.		% of our invoice payable
All Other Periods (excluding Peak Season)		
All Properties	Cancellation received 45 days and more prior to arrival	FULL REFUND
All Properties	Cancellation received within 44 to 0 day(s) prior to arrival	100% payable
Period Peak Season (ref. 2.1)		
All Properties	Cancellation received for Peak Season 91 days and more prior to arrival	FULL REFUND
All Properties	Cancellation received for Peak Season 90 to 0 day(s) prior to arrival	100% payable

Special Conditions for Private Islands:

Denis Private Island, Frégate Island Private, North Island

7.4 Refunds

A refund will be made the same way the payment was received: credit card payment: to the credit card which was used for payment; telegraphic transfer/bank wire: refund to the account held by the primary customer. The refund process takes normally 14 working days to be credited to your account or credit card. Please be informed that we require a written confirmation of payment receipt.

8.0 Points to Consider before booking Round Tours & Activates in Sri Lanka

Round tour packages to Sri Lanka generally includes the followings.

- Per person cost of twin-sharing accommodation
- Transport by private air-conditioned car or van and services of English speaking chauffeur guide for the entire duration
- Local government taxes & service charges
- Meals: Dinner & Breakfast
- Entrances fee

9.0 Other General Information

Legal Name	One & Only Travels (Pvt) Ltd.
Type of the Company	Limited Liability Company
Business Registration Number	PV 92705
Contact Details	<p>Tel: +94 (0) 373618181</p> <p>: +94 (0) 714416735</p> <p>: +94 (0) 777426767</p>
E-Mail	marketing@oneandonlytravels.com
Web	<p>www.oneandonlytravels.com</p> <p>www.facebook.com/oneandonlytravels</p>
Auditors	Pricewaterhousecoopers
Bankers	<p>Bank of Ceylon</p> <p>Sampath Bank</p>
CEO	<p>Mr. Dharmadasa</p> <p>ceo@oneandonlytravels.com</p>