



## Conditions and Terms

### **We are**

Kalla Bongo Lake Resort (Private) Ltd.  
22/8K, Field View, Baddegama Road, Nalagasdeniya, Hikkaduwa, Sri Lanka  
+ 00 94 91 438 32 34

Hereinafter called "Kalla Bongo"

We are registered under the Companies Act No. 7 of 2007, with no. PV 5512.

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### **Check-in and check-out**

Check-in time: 14.00 hours / 2.00 pm, local time (GMT +5:50)  
Check-out time: 11.00 hours / 11.00 am, local time (GMT +5:50)

On arrival you must be able to identify yourself by presenting your passport or identity card.

### **Reservation guarantee Deposit**

In order to confirm your stay, a deposit of 30% or 50% (depending on the time of the year) of the total reservation amount must be paid.

Your reservation is considered guaranteed when the hotel has received your deposit.

### **Cancellation and No-show policies**

If you cancel up to 3 days before the date of arrival, no fee will be charged. In this case, the full deposit minus 4% will be refunded. The 4% deduction is for our processing fee which we have to pay to PayPal.

If you cancel the room later than 3 days before the arrival date or in case of no-show, the deposit will not be refunded.

### **Payment**

The balance of the cost of your stay can be paid on cash or by credit card (Master Card, Visa, AMEX) before departure from the hotel.

### **Insurance**

Kalla Bongo strongly recommends you to take an adequate travel insurance. We will not accept any responsibility if you travel without a travel insurance.

### **Liability**

Kalla Bongo will not be responsible for any injury, illness, death, loss, damage, discomfort, expense, cost or other sum resulting from:

- any neglect of the person affected, regarding safety and our house rules
- any event which we could not have predicted or avoided
- any fault of a third party which is not connected to us
- any problem or reason about which you haven't informed us in advance

Kalla Bongo will not be responsible for any services provided by parties which are not part of our Hotel. For example: a tour operator. The water sport school at the premises of Kalla Bongo is an independent organization and is not part of the Hotel.

### **Behavior**

Kalla Bongo will not accept any behavior that may cause distress, damage or annoyance to other guests, our staff or the pet dogs or which may create the risk of danger or damage to the property or in any way damage the reputation and/or goodwill of Kalla Bongo or is forbidden by law. If people do so, Kalla Bongo is entitled to require the person(s) concerned to leave the accommodation. No refunds will be made and Kalla Bongo will not pay any expense or cost incurred as a result of this action.