

Cranbourne Holdings (Private) Limited

No. 10, Havelock Place, Colombo 05

VAT REG. No. : 114 694 665 - 7000

LOCATION : WHY HOUSE, Mihiripenna, Talpe, Galle

TERMS AND CONDITIONS 1st April 2019

These Terms and Conditions apply to all enquiries and confirmed Bookings made directly with Cranbourne Holdings (Pvt) Ltd (referred to as the “Company”) for Accommodation at their location Why House as above. **Guests** (referred to as “Clients”)

CONTACT WITH US :

Whenever you visit our Website or send emails to us on our published email addresses, you consent to receiving the said information which will satisfy any legal requirement that detail and information provided is confirmed in writing. The “Company” accepts no liability for any infection or virus that may be transferred, caused by the user’s requirements for the detail and information sought from these contact addresses.

All information provided by the “Clients” must be true and accurate and all personal and private information given to us will not be shared or forwarded to any 3rd party.

ENQUIRIES & BOOKING ARRANGEMENTS.

All enquiries must be received as an Email enquiry either via the website or by direct mail to whyhouse4u@gmail.com any telephone requests will only be handled once the mail has been received...

Availability will be established and a written mail providing the Rates and Room choice together with detail and information regarding additional services, Food and Drink, Transport, Deposit and Balance payment arrangements. This mail requires the approval and acceptance of the “Clients” when the written Quotation/Deposit Invoice will be prepared and forwarded to the “Clients”. On receipt of the Deposit payment the Booking will be recognised as confirmed with the Deposit receipt being forwarded to the “Clients”

CHANGES BEYOND OUR CONTROL :

The cost of the Accommodation and Transport service if included could be the subject of changes and additional costs incurred by circumstances beyond our control Government Tax increases, currency exchange rate fluctuations and in the event you will be required to pay the additional payment to cover these costs.

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Payments are requested as follows :

DEPOSIT OPTIONS : 25% (written Quotation/Deposit invoice sent following your approval)

- a) payable by Bank Transfer, details on Quotation/Deposit Invoice
- b) Credit Card, Visa or MasterCard .

BALANCE PAYMENT OPTIONS : 75% Due 14 days prior to arrival

- a) Payable by Bank Transfer...
- b) Balance payable by Credit Card, Visa or MasterCard .

EVENT FEE SERVICES : Weddings, Celebrations etc.

When an Event is agreed in addition to Accommodation of all rooms (mandatory requirement for all events) the Fee is deemed to include all management services and support from the date of the enquiry to the conclusion of the event and acknowledges that there will be up to 75 additional non-resident guests attending the location for the event which will require additional Licenses, Insurance cover extended, Liquor License extension, Music License and additional Security approval and requirements from the local Police division

IN-HOUSE SERVICES : Resident "Clients"

These Expenses as incurred and recorded during the "Clients" stay period plus any outstanding accommodation and transport balances or adjustments as previously referred to under 'changes beyond our control' will be required to be paid prior to their departure. (Cash, Visa or Mastercard)

CANCELLATION POLICY : Accommodation costs

25% Deposit payable to secure the Booking
10% non-refundable
15% refundable if cancelled up to 90 days prior to arrival date, thereafter non-refundable
75% Balance payable 14 days prior to arrival

CANCELLATION POLICY : Event Fee

50% Deposit payable to secure the Booking – non-refundable
50% Payable 30 days prior to the event – non-refundable

Services that we do not provide.....

International and Domestic Air Flights.
Visa services
Travel Insurance

"Clients" responsibilities.....

Travelling behaviour as per the governing regulations that apply.
Breakages and damages at the location will be charged to the "Clients" account
Any complaints to be presented to the appropriate Manager at the location immediately.
Responsibility for all their personal possessions at the location without exception.

We assume no responsibility for any loss, damage to baggage, property or for injury, illness or death or for any damages or claims arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failures, strikes, war, force majeure, Acts of God or any other loss arising from or pursuant to your travel arrangements that included your stay at the "Company" location.

"Company" responsibilities.....

To provide Accommodation and Services as confirmed by the Booking.
To respond to complaints with a aim to resolve the issue amicably.
To accept liability for incidents where it is proven that the "Company" has been negligent and those issues have applied directly to the issues taking place at the location during the stay period. The "Company" cannot be held responsible for any issues that occur as a failure of arrangements made for transportation to other locations or accommodation stays at other locations.

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