

Terms & Conditions



Our cancellation policy

Cancellations received with 14 days or more notice, will be refunded in full less any bank charges.

If you wish to change the date of reservation, it can be done so by sending a mail to info@floatingmountainvilla.com subject to availability and approval by management.

Cancelled reservations

If the online rate for the alternate reservation date(s) is less than the original rate, the excess money can be utilized as resort credit at the hotel during your stay.

If the online rate for the alternate reservation date(s) is higher than the original rate, the balance must be paid in full before check-out.

Airport Transfers

Transfers can be arranged at favourable rates. We would require your confirmed flight details to arrange and confirm airport transfers and rates for the same. Please send the details to the reservation mail address of Floating Mountain Villa or contact us on our hotline.

Health, Passport and Visas

It is your responsibility to ensure that you and other members of your party obtain the right inoculations and medical advice before you travel. Similarly, it is your responsibility to ensure that you and other members of your party have correct and valid passports, visas and have conformed to all other requirements pertaining to your travel arrangements before the holiday commences.

We will not be held responsible for you travelling without the correct travel documents.

Covid Regulations *(subject to change based on GOSL regulations)*

Travellers who have received the recommended doses of COVID-19 vaccine should provide a copy of the original vaccination certificate / card (together with a certified copy of English language translation if certificate/card is not in English or if relevant data are not indicated in English in a non-English /card) or verifiable evidence of vaccination to the villa on arrival.

Travellers of two years and above as guests to our villa should mandatorily carry a negative COVID-19 PCR test report in the English language done within 72 hours prior to the arrival in the villa.



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Travel insurance

You are strongly recommended to take out personal travel insurance, at the time of booking, for all members of your party. It is your responsibility to ensure that the insurance you purchase is adequate.

Complaints

We would wish to resolve amicably any reasonable complaint that we receive relating to the standard of service or accommodation arrangements.

If your complaint cannot be resolved locally you must follow this up by writing a formal complaint letter to us within 28 days of your return home incorporating all other relevant information. It is a condition of this agreement that you communicate any problem relating to the standard of service or accommodation arrangements to the relevant authority at the Floating Mountain Villa in a timely manner. If still not resolved then follow this up with a written complaint. Failing to follow the standard complaint procedure above-mentioned, will make the relevant authority incapable of the opportunity to investigate and rectify the matter and as thus will not be liable for losses incurred. Please mail your concerns to info@floatingmountainvilla.com.

Breakages and Damages

You will be responsible for any breakages, losses or damage caused by you or a member of your party during your stay in the accommodation. It is your responsibility to put right the damage or to make full payment to the Villa before departure and to indemnify us against any losses, damages or claims made against us.

Driver accommodation

We do not provide driver accommodation in our premises. However, we can assist to find driver accommodation around our area.

Policy on minors

Minors staying in the villa must be accompanied by their parents, or other duly authorized adults. A parent is defined as someone over the age of eighteen.

The parent must be present in the swimming pool with the children. They must maintain a constant watch over the children and be in close contact with other children-also within the premises.

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Katukithula, Nuwara Eliya,
Sri Lanka

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info@floatingmountainvilla.com
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Governing Law and Jurisdiction

These terms and conditions are subject to the Laws and the Jurisdiction of Sri Lanka.

Payment Policy

General Terms & Conditions for Online Payments

1. Room rates are inclusive of service charge and applicable government taxes and 100% payment is required prior to check-in of guests.
2. Once a User has accepted these Terms and Conditions, he/ she may register and avail the Services of the Villa.
3. In these Terms and Conditions, the term "Charge Back" shall mean, approved and settled credit card or net banking purchase transaction(s) which are at any time refused, debited or charged back to merchant account (and shall also include similar debits to Payment Service Provider's accounts, if any) by the acquiring bank or credit card company for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.
4. Server Slow Down/Session Timeout: In case the Website or Payment Service Provider's webpage, that is linked to the Website, is experiencing any server related issues like 'slow down' or 'failure' or 'session timeout', the User shall, before initiating the second payment, check whether his/her Bank Account has been debited or not and accordingly resort to one of the following options:
 - ✓ In case the Bank Account appears to be debited, ensure that he/ she does not make the payment twice and immediately thereafter contact the Institute via e-mail or any other mode of contact as provided by the Institute to confirm payment.
 - ✓ In case the Bank Account is not debited, the User may initiate a fresh transaction to make payment.
 - ✓ However, the User agrees that under no circumstances the Payment Gateway Service Provider shall be held responsible for such fraudulent/duplicate transactions and hence no claims should be raised to Payment Gateway Service Provider. No communication received by the Payment Service Provider(s) in this regards shall be entertained by the Payment Service Provider(s).



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5. The Institute and the Payment Service Provider(s) assume no liability whatsoever for any monetary or other damage suffered by the User on account of:
 - ✓ The delay, failure, interruption, or corruption of any data or other information transmitted in connection with use of the Payment Gateway or Services in connection thereto; and/ or
 - ✓ Any interruption or errors in the operation of the Payment Gateway.
6. The User agrees, understands and confirms that his/ her personal data including without limitation details relating to debit card/ credit card transmitted over the Internet may be susceptible to misuse, hacking, theft and/ or fraud and that the Institute or the Payment Service Provider(s) have no control over such matters.
7. Although all reasonable care has been taken towards guarding against unauthorized use of any information transmitted by the User, the Institute does not represent or guarantee that the use of the Services provided by/ through it will not result in theft and/or unauthorized use of data over the Internet.
8. The Institute, the Payment Service Provider(s) and its affiliates and associates shall not be liable, at any time, for any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communications line failure, theft or destruction or unauthorized access to, alteration of, or use of information contained on the Website.
9. The User will be required to login his/ her own User ID and Password, given by the Institute in order to register and/ or use the Services provided by Institute on the Website. By accepting these Terms and Conditions the User agrees that his/ her User ID and Password are very important pieces of information and it shall be the User's own responsibility to keep them secure and confidential. In furtherance hereof, the User agrees to;
 - ✓ Choose a new password, whenever required for security reasons.
 - ✓ Keep his/ her User ID & Password strictly confidential.
 - ✓ Be responsible for any transactions made by User under such User ID and Password.



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Debit/Credit Card, Bank Account Details

1. The User agrees that the debit/credit card details provided by him/ her for use of the aforesaid Service(s) must be correct and accurate and that the User shall not use a debit/ credit card, that is not lawfully owned by him/ her or the use of which is not authorized by the lawful owner thereof. The User further agrees and undertakes to provide correct and valid debit/credit card details.
2. The User may pay his/ her fees to the Institute by using a debit/credit card or through online banking account. The User warrants, agrees and confirms that when he/ she initiates a payment transaction and/or issues an online payment instruction and provides his/ her card / bank details:
 - ✓ The User is fully and lawfully entitled to use such credit / debit card, bank account for such transactions;
 - ✓ The User is responsible to ensure that the card/ bank account details provided by him/ her are accurate;
 - ✓ The User is authorizing debit of the nominated card/ bank account for the payment of fees selected by such User along with the applicable Fees.
 - ✓ The User is responsible to ensure sufficient credit is available on the nominated card/ bank account at the time of making the payment to permit the payment of the dues payable or the bill(s) selected by the User inclusive of the applicable Fee.

Payment Gateway Disclaimer

The Service is provided in order to facilitate access to view and pay Fees online. The Institute or the Payment Service Provider(s) do not make any representation of any kind, express or implied, as to the operation of the Payment Gateway other than what is specified in the Website for this purpose. By accepting/ agreeing to these Terms and Conditions, the User expressly agrees that his/ her use of the aforesaid online payment Service is entirely at own risk and responsibility of the User.



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Cancellation Policy

Once the User will be registered and paid the Fee through online Payment Gateway. He/She will not be able to cancel the transaction in any circumstances. No Payment will be refunded to the User.

Payment Refund Policy for Online Payments

Refund for Charge Back Transaction: In the event there is any claim for/ of charge back by the User for any reason whatsoever, such User shall immediately approach the Institute with his/ her claim details and claim refund from the Institute alone. Such refund (if any) shall be effected only by the Institute via payment gateway or any other means as the Institute deems appropriate. No claims for refund/ charge back shall be made by any User to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained.

Refund for fraudulent/duplicate transaction(s): The User shall directly contact the Institute for any fraudulent transaction(s) on account of misuse of Card/ Bank details by a fraudulent individual/party and such issues shall be suitably addressed by the Institute alone in line with their policies and rules.

