



## Booking Terms & Conditions:

### Villa Occupancy

The 05-bedroom villa can accommodate a maximum of 14 guests (including children) and 02 baby cots. The composition of each room is as follows –

- Room 101 : Garden Suite (01 x King Size Bed & 01 x Single Bed)
- Room 102 : Garden Family Suite (01 x King Size Bed & 03 x Single Beds)
- Room 103 : Garden Suite (01 x King Size Bed)
- Room 104 : Ocean Suite (01 x King Size Bed with en-suite Jacuzzi)
- Room 105 : Master Suite (01 x King Size Bed)

Note: There are no extra beds available at the villa.

Note: Ishq Luxury Villas reserves the right to refuse entry to the villa should the number of the booking party exceed the maximum occupancy stated above. If as an exception the additional guest/s is permitted to stay by the management of Ishq Luxury Villas, an additional charge of LKR 40,000 per guest per night will apply on top of the agreed per day villa rate.

### Check In & Check Out Times

Check in time - 1400Hrs

Check out time - 1100Hrs

If you expect to arrive early on the day and would like immediate access to the villa, we recommend you book the villa a night prior to your arrival to guarantee immediate access. Similarly, for late departures, reserving an additional night will guarantee access to the villa until your departure. If you choose not to make such an arrangement, we will be glad to store your luggage until your departure.

### Extra accommodation and meals for guest support staff

The villa can only accommodate a maximum of 02 support staff (ex: nannies / chauffeurs etc...). Meals for support staff will be charged (at cost) separately at the villa. In the event a reservation includes a nanny and male chauffeur, the chauffeur will be accommodated outside the villa. Charges (at cost) will apply for the arrangement.

### Villa team

A team of 09 dedicated staff including a villa host, chefs, butlers and villa attendants will be at your service. An additional outsourced security guard will be present on site.

### Dining

Villa reservations are on Bed and Breakfast basis. All other meals will be served from the À la carte menu and charged separately.





### **Liquor license**

The villa does not have a liquor license. Guests are free to bring their own liquor. There will be no corkage fee.

### **Smoking**

The entertainment room and all suites are non-smoking and air-conditioned. Smoking is permitted in open / outdoor areas within the property.

### **Logistics**

Land or air transport arrangements for arrivals, departures or any other logistical requirement can be arranged. Contact [reservations@ishqvillas.com](mailto:reservations@ishqvillas.com) for details.

### **Pets**

Pets are not allowed.

### **Payment**

Deposit payment - 50% of the total invoice value in order to confirm the reservation.

Balance payment - Due no less than 30 days prior to the arrival date.

Last minute reservations - Reservations made within 29 days of the arrival date require a 100% payment in order to confirm the reservation.

### **Cancellation**

00% cancellation fee - Reservations cancelled above 90 days (local time) prior to the arrival date. Payments collected prior to the said date will be refunded less bank charges.

30% cancellation fee - Reservations cancelled within 89 to 60 days (local time) prior to the arrival date. Payments collected prior to the said date will be refunded less 30% fee and bank charges.

50% cancellation fee - Reservations cancelled within 59 to 30 days (local time) prior to the arrival date.

100% cancellation fee - For reservations cancelled within 29-00 days (local time) prior to the arrival date. 'Last minute reservations' are subject to the same clause.

### **Note:**

The cancellation of a reservation must be communicated in writing via email. The effective date of cancellation is when written notification is received by Ishq Luxury Villas. We will in turn confirm the cancellation of the reservation in writing based on the terms mentioned above.

