

# HIBISCUS BEACH HOTEL

## TERMS AND CONDITIONS OF USAGE

**The Hibiscus Beach Hotel website is owned and operated by Thompson's Beach Hotels Limited, with the head office located at 267, Galle Road, Colombo 3, Sri Lanka.**

Access to and use of this website is conditional upon your acceptance of these terms and conditions. Please read the following terms and conditions closely before using our website. If you do not agree with any part of these terms and conditions, you must not use this website.

Any use of the [www.hibiscusbeachhotel.com](http://www.hibiscusbeachhotel.com) website, or written communication with Hibiscus Beach Hotel, for the purposes of room reservations, confirms that you are aged 18 or over and that you have read and fully accept these terms and conditions. These terms and conditions are devised for the protection of all parties.

### **Booking Conditions**

Customers are responsible for reading the terms and conditions including booking conditions. You agree to abide by the terms or conditions of purchase imposed by Hibiscus Beach Hotel with whom you elect to deal. You understand that any violation of any such conditions of purchase may result in cancellation of your reservation or purchases, in your being denied access to the hotel, in your forfeiting any monies paid for such reservations or purchases, and Hibiscus Beach Hotel debiting your account for any costs we incur as a result of such violation. You will be completely responsible for all charges, fees, duties, taxes and assessments arising out of your use of this website, and, without limitation, you will be responsible for all charges, fees, duties, taxes and assessments arising out of transactions performed by others on your behalf, whether or not such uses were performed with your consent.

With respect to hotel reservations made directly through this website, your reservation will become confirmed once you have sent an on-line confirmation and provided your credit card details, and paid the total amount due in full or any required deposits and when we acknowledge receipt of your full payment OR deposit. In some cases an initial non-refundable deposit may be charged.

### **Booking Your Holiday**

A booking is accepted only after we receive your confirmation along with full payment for your stay at Hibiscus Beach Hotel.

### **Methods of Payment**

Payments in full for room reservation may be made with your credit card VISA / Master & Union Pay. For the banquet hall reservations/ Restaurant lunch reservations / functions the non- refundable deposit could be paid with your credit card

Paying by credit card you can pay through the secure internet payment gateway facility available on our website [www.hibiscusbeachhotel.com](http://www.hibiscusbeachhotel.com) with the booking reference provided by the online reservation system /or our banquets reservation associate.

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Your payments are processed entirely on the Secure Payment Sites operated by Commercial Bank of Ceylon PLC for Visa / Master & UnionPay Card payments through Mastercard Payment Gateway Services. Your card details are not received or stored by Thompson's Beach Hotels Limited in any form, and when you place an order as part of the checkout process you are automatically taken to Mastercard Payment Gateway Facility which will transmit your credit card information securely to Commercial Bank of Ceylon Limited which is certified and compliant with PCI standards (Payment Card Industry Data Security Standard). All payments are denominated in United States DOLLARS (US \$), EURO and for Sri Lankans in SRI LANKAN rupees (LKR).

SSL, security internet protocol known as Secure Socket Layer, uses connection-oriented end-to-end encryption to provide data confidentiality service and data integrity service for application layer traffic between your web browser and the secured Mastercard Payment Gateway servers. It provides data encryption, server and client authentication and message integrity between the client and the web server.

### **Price Policy**

The price of your room reservation arrangements is subject to the possibility of changes and surcharges beyond our control and may occur because of governmental action, currency exchange rate fluctuation and increases in suppliers' prices as an example. If the price of your travel arrangements is increased by any matters outside our control then you must either pay the additional price to us when we request it or cancel your travel arrangements in accordance with the booking conditions.

### **Booking Confirmation**

#### **If booking is made through the Internet payment gateway**

Please do not reply to your auto generated booking confirmation email. Should you like to contact us regarding your reservation please email us on [info@hibiscusbeachhotel.com](mailto:info@hibiscusbeachhotel.com) or [villahibiscus@senfin.com](mailto:villahibiscus@senfin.com) and mention your booking reference number, including name, dates. You can also call us on +94 34 5082270 or + 94 34 5082269 (Monday to Sunday – between 9.00 am to 6.00 pm.)

### **Rates**

The rates listed on the online booking engine may vary depending on whether the guest is a Sri Lankan, Sri Lankan resident visa holder or a foreign national. These rates may/will vary depending on the nationality of the guest who is attempting to make a reservation through the online booking engine. Each section may have different rate structures depending on the offers available and the guest will be able to make a reservation depending on whether all the criteria's of the booking conditions are met. If all the requested criteria is not met, Thompson's Beach Hotel's Limited has the liberty to request the guest to amend the reservation or cancel the reservation.

#### **Rates for Sri Lankans / Sri Lankan resident visa holders**

Sri Lankans and Sri Lankan resident visa holders are eligible to book the Sri Lankan local rate made available through the online booking engine.

The guest making the reservation should enter the requested information which will be used to verify authenticity verification ( Sri Lankan National ID or the Sri Lankan Resident Visa details) will also be requested at the hotel during check-in to avoid any confusion.

If a guest books the Sri Lankan rate and a foreign national(s) is a part of the group, the standard foreign rate will be charged from that guest(s) at the hotel during check in.

If a foreign national does book the Sri Lankan rate, then the difference between the Sri Lankan rate and the standard foreign rate will have to be paid at the hotel during check in.

### **Rate Changes**

Different rate categories are listed on the online booking engine, regardless of the currency it is listed under or / and the offer(s) available is subject to change at the discretion of Hibiscus Beach Hotel /Thompson's Beach Hotels Limited.

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Since the rates are changed/amended frequently there might be more than one rate for a given date. Once the confirmation voucher is generated through the booking engine and provided that the booking is within the 'no refund' period of the cancellation policy (please see below for more information about amendments and cancellations) it is not possible to change/amend the original rate the reservation was confirmed under.

#### **Cancellation Policy for Normal Bookings**

- Cancellations received with seven or more than seven days notice refunds will be given in full less any bank charges.
- Cancellations received with less than seven days' notice is subject to a 100% cancellation fee.
- Failure to arrive at the hotel is subject to a 100% cancellation fee.

#### **Cancellation Policy for December/ January Peak Period**

- All bookings received within the 'peak' period (22<sup>nd</sup> December 2020 to 10<sup>th</sup> January 2021) at Hibiscus Beach Hotel & Villas will be non-refundable.

#### **Cancellation Policy for amended bookings**

The cancellation policy will be applicable to the original date of arrival and not to the extended date of arrival. If the date of arrival is brought forward, the cancellation policy will be applicable to the amended date of arrival.

#### **Child Policy**

- Children below– 4 years – Free of Charge on existing bedding
- Children between 5-11 years (up to maximum 02 children) sharing parents' room – special meal rates only on existing bedding. FB per child Rs.1500/=, HB per child Rs.1200/=, BB per child Rs 600/=.
- Child meal rates are collected directly at the property

#### **Date Changes**

If you wish to change the date of reservation it can be done so by sending a mail – [info@hibiscusbeachhotel.com](mailto:info@hibiscusbeachhotel.com)

If the online rate for the alternate reservation date(s) is less than the original rate, the excess money can be utilized against extra expenditure 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 by you before departure.

Date changes will be done subject to availability.

#### **Hotel Location**

Hibiscus Beach Hotel is situated in Mahawaskaduwa, Kalutara North. From Colombo the distance is 39 kilo meters.

#### **Hotel Facilities**

**Rooms :** Elegantly furnished 50 Deluxe Rooms and 6 Villas with A/C, Fan, Telephone, Cable TV, H/C Water, Mini Fridge, Electronic Safety Locker.

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**Dinning & Other Facilities :** A'la Carte Restaurant and Lounge Bar / Two Outdoor Swimming Pool / In House Same Day Laundry Service / Free wi-fi Connectivity entire hotel, Travel Arrangements and Foreign Currency Encashment.

**Check-in & Check-out**

Standard Check-in Time is 14.00 hours / Standard Check-out Time is 12.00 hours.

Early Check-in and Late Check-out up to 02.00 hours will be offered free of charge. (subject to availability).

**Parking** : Free Parking is possible onsite – Cars /Mini Vans / Buses.

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