

Bambarakiri Eco Lodge

“Sip Tea, Breathe Mountain Air”

Address: Bambarakiri Estate, Kandy Road, Matale, Sri Lanka

Contact: +94-77-234-5678 | reservations@bambarakiri.lk | bambarakiri.lk

A. Booking & Financials

- **Confirmation Slip:** Emails include stay dates, room category, and LKR/night rate.
- **Payments Accepted:** Visa, MasterCard, Maestro, PayPal, cash (LKR).
- **Advance Deposit:** LKR 5,000 per room due at booking; refundable if cancellation is more than 24 hours before arrival.
- **Security Block:** LKR 15,000 hold on card at check-in, released 3 days post-departure.

B. Cancellations & No-Shows

- **Free Cancellation:** Until **24 hours** pre-arrival.
- **Late Cancellation Fee:** 100% of one night's rate.
- **No-Show Penalty:** Full stay charged.
- **Refund:** Issued within 5 business days.

C. Arrival & Departure Guidelines

Action	Time	Fees / Notes
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Check-In	From 15:00	Early check-in (from 13:00): LKR 2,000 subject to availability
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Check-Out	By 12:00	Late check-out until 14:00: LKR 1,500
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Guest ID	At Arrival	Passport or national ID; card used for booking
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D. Guest Capacity & Registration

- **Room Limit:** 2 adults + 2 children (under 12).
- **Extra Bed:** LKR 3,000/night (limited availability).
- **Registration Data:** Full name, nationality, email, and mobile number.

E. House Policies

1. **Quiet Time:** 22:00–06:00
2. **Smoking:** Only in the outdoor tea pavilion; LKR 8,000 cleaning fee if breached.
3. **Pets:** Not permitted (except certified service animals).
4. **Ban on:** Cooking devices, heavy electrical appliances, illegal items.

F. Amenities & Hours

- **Tea Plantation Tours:** 08:00 & 15:00 (complimentary).
 - **Breakfast Buffet:** 07:30–09:30 (included).
 - **Hiking Trails:** Dawn to dusk.
 - **Parking:** Free self-park.
 - **Wi-Fi:** Complimentary across the property.
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G. Damages & Accountability

- Guests liable for any damage or missing inventory.
 - Report any incidents via the Housekeeping app or reception.
 - Strongly recommended: personal travel insurance.
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H. Health & Evacuation

- **Fire Routes:** Maps next to each guestroom door.
 - **Sanitation Measures:** Daily deep-cleaning; hand-sanitizer in common areas.
 - **Safe Use:** Instructions provided on in-room tablet.
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I. Data & Privacy

- Information stored for loyalty programs, invoicing, and occasional promotions.
 - Shared with third-party cleaning and tour partners only as necessary.
 - To stop marketing emails, email unsubscribe@bambarakiri.lk.
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J. Lost Items

- Hand in found property at reception.
 - Held for 15 days; thereafter donated.
 - Return shipping arranged at guest's cost.
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K. Unforeseen Events & Law

- Not responsible for cancellations due to force majeure (weather, strikes).
 - Sri Lankan courts in Matale hold jurisdiction.
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L. Emergency & Support

- **Reception (24/7):** +94-77-234-5678
- **Police:** 119 | **Ambulance:** 110 | **Fire:** 110
- **Estate Manager:** +94-77-234-5679
- **Housekeeping:** Ext. 3