

Knuckles Wilderness Lodge

"Where Conservation Meets Comfort"

Address: Riverstone Estate, Knuckles Range, Matale, Sri Lanka

Contact: +94-77-123-4567 | info@knuckleswilderness.lk | www.knuckleswilderness.lk

1. Reservations & Payments

- **Booking Confirmation:** Upon reservation you'll receive an email confirming your arrival/departure dates, room category, and nightly rate (in USD).
 - **Accepted Methods:** Visa, MasterCard, American Express, Discover, Apple Pay, Google Pay, and cash (LKR, USD).
 - **Deposit:** 25% of total stay due within 7 days of booking. Fully refundable if cancelled within 48 hours before check-in.
 - **Incidentals Hold:** A refundable authorization of LKR 20,000 (or USD 50) will be placed on your card at check-in, released within 5 business days after checkout.
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2. Cancellation, No-Show & Refunds

- **Free Cancellation:** Up to **48 hours** before scheduled check-in.
 - **Late Cancellation:** 50% of first night's rate if cancelled within 48 hours of arrival.
 - **No-Show Fee:** 100% of the first night's stay.
 - **Refund Timeline:** Refunds processed within 7–10 business days back to the original payment method.
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3. Check-In / Check-Out Protocol

1. **Standard Check-In:** 14:00. Early arrivals from 11:00 subject to availability and 20% nightly surcharge.
 2. **Standard Check-Out:** 11:00. Late check-out until 14:00 available at LKR 5,000 (approx. USD 12).
 3. **On Arrival:** Present valid photo ID and the card used for booking.
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4. Occupancy & Guest Details

- **Max Occupancy:** 2 adults + 1 child per room.
 - **Extra Person:** LKR 4,000/night for a rollaway bed (includes breakfast).
 - **Registration:** Full name, nationality, passport number, mobile number required at reception.
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5. Lodge Etiquette & Conduct

- **Quiet Hours:** 21:00–06:00 (to protect wildlife and fellow guests).
 - **Smoking:** Only on the outdoor meditation deck. Cleaning fee of LKR 10,000 for in-room smoking.
 - **Pets:** Small dogs/cats (up to 7 kg) welcome with a refundable deposit of LKR 15,000 and LKR 2,000/night cleaning fee.
 - **Prohibited:** Open flames (candles/portable stoves), illegal substances, and feeding wild animals.
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6. Facilities & Guest Services

- **Organic Breakfast:** 07:00–10:00 daily (included).

- **Guided Nature Activities:** Bird-watching (06:00), guided hikes (08:00 & 14:00), complimentary for in-house guests.
 - **Parking:** Complimentary self-park on-site.
 - **Wi-Fi:** Free in lobby; high-speed in-room packages at LKR 500/day.
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7. Liability & Damage Policy

- Guests are responsible for cost of repair/replacement for any damage to property or lost keys.
 - Report room issues to reception immediately to avoid additional charges.
 - We recommend travel insurance covering personal belongings and liability.
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8. Safety & Security

- **Fire Exits:** Clearly marked; evacuation map displayed inside each room door.
 - **In-Room Safe:** Instructions provided in your welcome booklet.
 - **Health Protocols:** Daily sanitization of common areas; hand-sanitizer stations throughout property.
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9. Privacy & Data Use

- Personal data is used for reservation, invoicing, and occasional service updates.
 - Shared with third-party payment processors under strict confidentiality.
 - To opt-out of marketing emails, reply "UNSUBSCRIBE" to any newsletter.
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10. Lost & Found

- Report missing items to reception within 24 hours.
 - Items held for up to 30 days; unclaimed items donated or disposed thereafter.
 - Shipping at guest's expense.
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11. Force Majeure & Jurisdiction

- Knuckles Wilderness Lodge is not liable for delays or failures due to natural disasters, strikes, or governmental actions.
 - Any disputes governed by Sri Lankan law, Matale jurisdiction.
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12. Emergency Contacts

- **Front Desk (24/7):** +94-77-123-4567
- **Police:** 119 | **Ambulance:** 110 | **Fire:** 110
- **On-Site Maintenance:** Ext. 5 | **Housekeeping:** Ext. 6