

Green Valley Eco Resort

"Luxury in Harmony with Nature"

Address: Kandy-Mahiyangana Road, Matale, Sri Lanka

Contact: +94-77-345-6789 | info@greenvalleyresort.lk | greenvalleyresort.lk

Note: We blend modern comforts with green initiatives—expect solar heating, low-flow fixtures, and organic amenities.

Reservation & Prepayment

- **Booking Voucher:** Details your suite type, dates, and LKR rate.
- **Payment Options:** All major cards, bank transfer, cash (LKR/USD).
- **Deposit Terms:** 50% prepayment within 5 days of booking. Non-refundable for "Saver" rates; refundable for "Flexible" rates if cancelled 72 hours before check-in.
- **Security Hold:** LKR 25,000 on credit card at arrival, released 7 days after departure.

Cancellation & Refunds

- **Flexible Rate:** Free until 72 hours pre-arrival; full refund.
- **Saver Rate:** Non-refundable.
- **No-Show:** Charges full stay at rate booked.
- **Processing:** Refunds within 10 business days.

Check-In/Out

- **Check-In:** 14:00; early from 12:00 with 30% nightly rate.
- **Check-Out:** 12:00; late until 15:00 at LKR 7,500.
- **Requirements:** Government ID and card used for booking.

Occupancy & Extras

- **Max Guests:** 3 adults or 2 adults + 2 children.
- **Extra Cot/Bed:** LKR 4,500/night.
- **Registration Fields:** Name, date of birth, passport/ID, phone, email.

House Rules

- **Quiet Hours:** 22:00–07:00
- **Smoking Areas:** Designated terrace only; LKR 12,000 fee for in-room smoking.
- **Pets:** Small dogs under 10 kg welcome (LKR 5,000/night + refundable LKR 20,000 deposit).
- **Strictly Prohibited:** Candles, personal barbeques, illegal substances.

Resort Amenities

- **Breakfast:** 06:30–10:00 (buffet; included).
- **Pool/Spa:** 08:00–20:00 (spa by appointment; age 16+).
- **Gym:** 24-hour access (keycard entry).
- **Parking:** Valet LKR 1,000/night or free self-park.
- **Wi-Fi:** Complimentary high-speed throughout.

Liability & Reporting

- Guests pay for breakage or loss of resort property.
- Report maintenance issues via the in-room tablet or dial “0.”
- We advise comprehensive travel insurance.

Safety & COVID-19

- **Evacuation Plan:** Posted in corridor and room leaflet.
- **Sanitization:** Rooms cleaned with eco-friendly disinfectants.
- **Safe Use:** In-room safe instructions on the TV info channel.

Privacy & Data Protection

- Data used for hotel operations and loyalty communications.
- Payment data shared securely with Stripe.
- To unsubscribe from offers, click the “unsubscribe” link in emails.

Lost & Found

- Register missing items at reception within 48 hours.
- Items stored 60 days, then donated.
- Shipping arranged at guest expense.

Force Majeure & Governing Law

- Not liable for events beyond our control (weather, strikes).
- Disputes under Sri Lankan law, Matale courts.

Emergency Contacts

- **Front Desk:** +94-77-345-6789 (ext. 0)
- **Local Police:** 119 | **Ambulance/Fire:** 110
- **Maintenance:** ext. 4 | **Housekeeping:** ext. 5