

CEYLON TRAVEL PASS

01|WHAT IS CEYLON TRAVEL PASS.

Ceylon Travel Pass is a web-based application that provides a single QR code system for accessing multiple attractions and enjoying various benefits across Sri Lanka.

02|ACCEPTANCE OF TERMS

By purchasing and using the Ceylon Travel Pass powered by Ceylon Travel and Health (PVT) LTD ("Ceylon Travel Pass"), you agree to be bound by these terms and conditions.

USER: Any individual who has purchased a Ceylon Travel Pass shall be considered a User. By purchasing and utilizing the Ceylon Travel Pass, the User affirms that all details provided are accurate and legitimate. The User consents to the validity and use of this information as necessary for the provision of services.

03|PRODUCT USED AND VALIDITY.

- a. When the Ceylon Travel Pass is purchased by an individual, it is strictly non-transferable. The Ceylon Travel pass cannot be sold, shared, or used by any person other than the original purchaser. Any attempt to transfer the pass to another individual will render it invalid and thus unlawful.
- b. The pass shall be valid only for the use the pass is purchased for i.e. For locations purchased by the user and shall not be valid as an exclusive pass for all locations.
- c. In the case where the Ceylon Travel Pass is purchased by a registered. Personal/agent of Ceylon travel pass, Ceylon travel and health pass will grant the right to sell and transfer the pass to their clients. The authorized personnel/agent is responsible for ensuring that all terms and conditions of the pass are communicated to and adhered to by the end users.
- d. It must be used before its expiration date or within its stated validity period mentioned in the pass at the time of issuance.
- e. Misusing, such as using it for multiple admissions or other unauthorized purposes, is considered illegal.
- f. You accept responsibility for each Ceylon Travel Pass you purchase and agree to have your credit card charged for any misuse. Misuse is defined as any unauthorized sharing, reproduction, or alteration of the QR code, providing false or misleading information, using the pass for fraudulent activities, or violating any terms and conditions set forth by Ceylon Travel and Health (Pvt) Ltd.
- g. Any misuse may result in the Ceylon Travel Pass being void without a refund.
- h. The Ceylon Travel Pass cannot be combined with other discounts unless specifically stated.
- i. Individuals over the child age range, which is age 6 to 12, must purchase an adult pass, and attractions may deny entry to anyone over the child age range using a child pass.

3.1.Group Pass.

The Ceylon Travel Pass can also be issued as a Group Pass, allowing multiple individuals to benefit from it under a single purchase. The Group Pass is designed for families, friends, or any group of people who wish to explore attractions together.

- **Issuance:** At the time of purchase, the primary purchaser must provide the names and relevant details of all individuals who will be using the Group Pass. This information must be accurate and legitimate to ensure smooth access to the attractions.
- **Usage:** The Group Pass must be used collectively by the designated group members as specified at the time of issuance. All members of the group must be present at the time of entry to any attraction or service to validate the Group Pass. Partial or individual use of the Group Pass by non-designated members is strictly prohibited.
- **Responsibility:** The primary purchaser of the Group Pass assumes full responsibility for its proper use. Any misuse, including unauthorized sharing, reproduction, or alteration of the Group Pass, will result in the primary purchaser being held accountable and may incur additional charges or penalties.
- **Validity:** The Group Pass is valid only for the duration and terms specified at the time of purchase. Any changes to the designated group members must be reported to Ceylon Travel and Health (Pvt) Ltd and approved in advance.

By purchasing a Group Pass, the primary purchaser and all designated group members agree to adhere to these terms and conditions and any other rules set forth by Ceylon Travel and Health (Pvt) Ltd.

3.2. Complimentary Pass

Ceylon Travel and Health (Pvt) Ltd (CTH) reserves the right to limit and adjust the products and services offered through complimentary passes. Complimentary passes are provided as a goodwill gesture and may include access to selected attractions, discounts, or other benefits as determined by CTH.

- **Issuance and Validity:** Complimentary passes are issued at the discretion of CTH and may be subject to specific terms and conditions, including but not limited to expiration dates, limited usage, and designated beneficiaries. The validity period and eligible benefits will be clearly communicated at the time of issuance.
- **Limitations:** CTH holds the right to limit the number and type of attractions, discounts, or services included in complimentary passes. This may vary based on promotional offers, partnerships, or seasonal adjustments. Complimentary passes may not include all the benefits available to regular Ceylon Travel Pass holders.
- **Adjustments:** CTH may adjust the products and services offered through complimentary passes at any time without prior notice. Such adjustments may include adding, removing, or substituting attractions, discounts, or services. These changes will be communicated to the pass holders as soon as possible.
- **Non-Transferable:** Complimentary passes are non-transferable and must be used by the individual or group to whom they were issued. Any unauthorized use, sharing, or

reproduction of complimentary passes will be considered misuse and may result in revocation of the pass and possible additional charges.

By accepting a complimentary pass, the holder agrees to adhere to these terms and conditions and acknowledges that CTH retains the right to make any necessary adjustments to the benefits provided.

04]DISCOUNTS AND OFFERS

- By purchasing, redeeming, and/or using the Ceylon Travel Pass powered by Ceylon Travel and Health (PVT) LTD, you agree to the terms and conditions set forth by Ceylon Travel and Health (PVT) LTD. The company reserves the right to limit the number of shops/services eligible to offer discounts based on the packages offered. Each category of shops/services may have specific limitations. Once a Ceylon Travel Pass QR code is used at a shop/service, it cannot be used again at the same shop/service. Partnered businesses offer exclusive discounts to Ceylon Travel Pass holders, which are subject to change and availability. Users must present their Ceylon Travel Pass (QR code) at the time of purchase to redeem the discounts.
- Discounts cannot be combined with other promotions or offers unless explicitly specified by the partnered business. Some discounts may have specific conditions, such as minimum purchase requirements or validity during certain periods. Users are encouraged to check the Ceylon Travel Pass platform regularly for the latest discount information and terms. Discounts are non-transferable and applicable only to the named Ceylon Travel Pass holder. They do not cover taxes, gratuities, or additional fees unless specified otherwise by the partnered business. Misuse of discounts, including fraudulent activities(**define it**), may result in the forfeiture of the discount and cancellation of the Ceylon Travel Pass without a refund. Partnered businesses reserve the right to refuse discounts if any terms and conditions are violated.

05]EXCLUSION OF LIABILITY:

To the fullest extent permitted by law, the Company, its directors, employees, and agents shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with the use of the Ceylon Pass, including, but not limited to, damages for loss of profits, goodwill, use, data, or other intangible losses.

The Company shall not be liable for any personal injury, property damage, or any other harm or damage that may result from Users' use of the Ceylon Pass or from the conduct of any third-party attractions or businesses.

06]RETURN POLICY

This 90-Day Refund Policy ("Policy") applies to all users ("Users") of the Ceylon Pass provided by Ceylon Travel and Health (Pvt) Ltd ("Company"). By purchasing and using the Ceylon Pass, Users agree to be bound by the terms and conditions outlined in this

Policy. If Users do not agree to these terms, they should not purchase or use the Ceylon Pass.

Users are eligible for a refund under this Policy if they have purchased the Ceylon Pass directly from the Company and wish to cancel within 90 days of the purchase date.

Refunds are only applicable to the original purchase amount paid by the User. Any additional costs incurred by the User, such as transaction fees or charges, are non-refundable.

To request a refund, Users must contact the Company's customer service department within 90 days of the purchase date. Refund requests made after this period will not be considered.

Users can contact customer service via [contact details: phone number, email address].

The refund request must include the User's full name, contact information, date of purchase, and reason for requesting a refund.

Refunds will only be processed for Users who meet the eligibility criteria outlined in section 2.

The Company reserves the right to refuse refunds if it suspects fraudulent activity, misuse of the Ceylon Pass, or if the User fails to provide necessary information as requested.

Once a refund request is received and approved, the Company will process the refund within 14 business days.

Refunds will be issued using the same method of payment used for the original purchase. If this is not possible, the Company will arrange an alternative method with the User.

The Ceylon Pass and any associated benefits are non-transferable. Refunds are only applicable to the original purchaser and cannot be transferred to another individual.

The Company does not offer partial refunds for unused portions of the Ceylon Pass or for any period beyond the initial 90 days from the purchase date.

The Company reserves the right to amend this Refund Policy at any time without prior notice. Any changes will be effective immediately upon being posted on the Company's website or through other communication channels.

07] USE OF SERVICES

Users must be at least 18 years old or have reached the legal age of majority in their jurisdiction to use the Company's services. By using the Company's services, Users represent and warrant that they meet this requirement.

Users agree to use the Company's services and products solely for lawful purposes and in accordance with these Terms and any applicable laws and regulations.

The Company reserves the right to refuse service, terminate accounts, or cancel orders at its discretion, including but not limited to cases of suspected fraud, misuse, or violation of these Terms.

08] INTELLECTUAL PROPERTY

All intellectual property rights associated with the Company's services and products, including but not limited to trademarks, logos, and content, are owned by the Company or its licensors.

Users are granted a limited, non-exclusive, non-transferable license to use the Company's services and products for personal and non-commercial purposes only. Users must not reproduce, distribute, modify, or create derivative works of any content without prior written consent from the Company.

09] PRIVACY AND DATA PROTECTION

The Company collects, uses, and processes personal information in accordance with its Privacy Policy, available on the Company's website.

By using the Company's services, Users consent to the collection, use, and processing of their personal information as described in the Privacy Policy.

10] LIMITATION OF LIABILITY

To the fullest extent permitted by law, the Company shall not be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with the use of its services or products, including but not limited to damages for loss of profits, goodwill, use, data, or other intangible losses.

The Company's liability under these Terms shall be limited to the amount paid by the User for the services or products giving rise to the claim.

11] INDEMNIFICATION

Users agree to indemnify and hold harmless the Company, its directors, employees, agents, and affiliates from and against any claims, damages, losses, liabilities, and expenses (including reasonable legal fees) arising out of or in connection with their use of the Company's services or products, their violation of these Terms, or their violation of any rights of any third party.

12|CONTACT INFORMATION

- For any questions or concerns regarding the Ceylon Travel Pass, please contact our customer support team at marketing@ceylontp.com or 070-699-7999.