

Ceylon Travel and Health (Pvt)Ltd.

Cancellation and Refund Policy

At Ceylon Travel and Health (PVT) LTD, we strive to provide our customers with the best possible experience. We understand that plans can change, so we've designed a cancellation and refund policy to address these changes fairly and transparently. This policy outlines the terms and conditions under which you can cancel your Ceylon Travel Pass and the associated refunds or fees.

This policy is applicable to all Ceylon Travel Pass purchases made via our website or approved partners.

CANCELLATION TIMEFRAMES AND REFUNDS

- Cancellation of the pass can be made by the user at anytime before the said pass is first used.
- Cancellation shall not be allowed when the user uses the QR code at any instance.

HOW TO CANCEL

To cancel your Ceylon Travel Pass, please contact our customer service team at marketing@ceylontp.com.

MODIFICATION OF PASS

Modifications to your Ceylon Travel Pass, such as changing the dates or adding additional attractions, are allowed up to 2 weeks before the first attraction visit, a modification fee would be charged.

SPECIAL CIRCUMSTANCES

In the event of unforeseen circumstances such as natural disasters or emergencies, please contact our customer service team. We will review each case individually to determine the best course of action, which may include offering a full or partial refund or rescheduling your visit.

RESCHEDULING POLICY

Reservations may be rescheduled if notice is provided at least one week prior to the scheduled date. A rescheduling fee of \$5 will apply

POLICY CHANGES

We reserve the right to modify this cancellation policy at any time. Any changes will be communicated to customers through email or an announcement on our website. The revised policy will apply to purchases made after the date of the change.

REFUNDS

ELIGIBILITY FOR REFUNDS

Refunds for the Ceylon Travel Pass are available under the following conditions:

- Unused Ceylon Travel Passes: Full refunds are available for Ceylon Travel Passes that have not been activated or used.
- Medical Emergencies: Full refunds are available for tourists who are unable to use their Ceylon Travel Pass due to medical emergencies, upon providing appropriate documentation.
- Cancellation: cancellations made In accordance with the cancellation policy above.

LOST OR STOLEN PASSES

Ceylon Travel Passes that have been lost or stolen are not eligible for refunds. However, Ceylon Travel and Health (Pvt) Ltd (CTH) may issue a replacement Ceylon Travel Pass upon successful verification of the pass holder's identity and the validity of the claim. The pass holder must promptly report the loss or theft to CTH and provide any requested proof of purchase or identification. The issuance of a replacement pass is subject to CTH's discretion and may involve an administrative fee. CTH is not liable for any unauthorized use of the lost or stolen pass prior to it being reported.

TIME FRAME FOR REFUND REQUESTS

- Unused Ceylon Travel Passes: Refund requests must be submitted within 45 days of the purchase date.
- Medical Emergencies: Refund requests due to medical emergencies must be also submitted within 30 days of the incident, along with the necessary medical documentation.

NON-REFUNDABLE SITUATIONS

- Expired Ceylon Travel Passes: Ceylon Travel Passes that have expired are not eligible for refunds.
- Lost or Stolen Ceylon Travel Passes: Ceylon Travel Passes that have been lost or stolen are not eligible for refunds. However, we may issue a replacement Ceylon Pass upon verification.
- Attraction Closures: Refunds are not available for attractions that are closed due to unforeseen circumstances. However, we will make every effort to offer alternative options or extend the validity of the Ceylon Travel Pass.

HOW TO CLAIM

To request a refund, please follow these steps:

1. **Submit a Request:** Reach out to our customer support team via email at marketing@ceylontp.com or through our web-based platform. Please include your purchase details and the reason for your refund request.
2. **Documentation:** If your refund request is due to a medical emergency, attach the necessary medical documentation.
3. **Review:** Our team will review your request and respond within 3 business days.
4. **Approval and Processing:** If approved, refunds will be processed within 30 business days to the original method of payment.