

## **TERMS & CONDITIONS**

1. **KOON** will provide all the services confirmed as per the booking/reservation made by **VIVA TRAVEL** and will be committed to meet the standards and quality of hotels as per the respective confirmation of the booking/reservation of **VIVA TRAVEL**.
  
2. In the unlikely event of an overbooking situation with a hotel **KOON** will make arrangements either to upgrade the passengers to a better hotel or offer another hotel of similar standard.
  
3. In the very unlikely event of downgrading of a hotel **KOON** would take full responsibility to offer some form of compensation to the passenger while on tour by way of additional service or reach an understanding and make a refund that is mutually agreed upon between **VIVA TRAVEL, KOON, and the passenger**.
  
4. In the event of **KOON** not providing the services that have been offered by **KOON** it will be the full responsibility of **KOON** to pay compensation.
  
5. **KOON** agrees to respond to all mails within 24 hours except during weekends and Mercantile holidays as per the Sri Lanka Holidays Calendar
  
6. **CANCELLATION POLICY:**
  - Before 45 days no cancellation.
  - Between 44 - 25 days 50% cancellation of the total invoice value.
  - Less than 24 days 100% cancellation of the total invoice value.
  - No shows & early departures 100% cancellation of the total invoice value.