

OUR WORKING METHOD:

We will explain to you, point by point, our working method when we arrange your trip to Sri Lanka and hope it gives the answers to questions when you book your tour with us.

Communication/information we work mainly and preferably by email/internet; if that is not possible, then by telephone.

-We will ask you the following question when, after you have received our information, you decide to organise your tour to Sri Lanka with us.

- whether or not you have previously travelled to Asia;
- in what period your tour is planned, the number of days, number of persons/number of rooms required;
- what you are most interested in: culture, nature or adventure (safaris, elephant rides) or a mix of everything;
- do you have special requests regarding your travel programme;
- what is your choice with regard to hotels; simple or more luxurious;

.Of course you can also choose our "standard " 14/15day round trip, an attractive and special offer;

We can also offer an attractive golf arrangement and a very special VOC/Nature tour including a trip to the north of the island. We can arrange special tours such as honeymoons/ anniversaries/bird watching tours. On request, we can extend your holiday in Sri Lanka with a stay of several days in the Maldives.

Regarding tailor-made tours: In consultation with you, we will arrange an Itinerary, a proposal for a travel plan. This is a detailed description of your daily programme including the names of the hotels. We will send the Proposal/Itinerary when it is completed, at this time you may still make changes. Only when you are completely satisfied with the Itinerary, do we send this to our partner in Colombo. You will receive the calculated price when completed.

If you should choose our special offer – the standard 15 day tour - then you will receive a more detailed description/travel plan, including the names of the hotels. The price of the trip is already known. (see price list).

Preparation for your trip: when you book a tour with us, we will make sure that you are fully aware of all the necessary information needed for your trip to Sri Lanka. For example, you will receive information regarding passports, visas, vaccinations, travel tips, hand luggage regulations at the European airports and details of processes. We will ask you to send us your complete flight information so we may confirm your transfers. When the prepayment for your tour in Sri Lanka has been made (see below "finances") your driver/guide/car and hotels will be reserved. The contact details of the final reserved hotels are listed on the hotel list which you will receive shortly before your departure. You can, of course, contact us any time if you should have any queries.

The time frame within this entire process takes place: normally about 4 weeks. It is preferable to book your tour at least 4 weeks before departure so that our partner in Sri Lanka has the opportunity to plan and reserve hotels/cars, vans, drivers/guides. You run a risk that the hotel of your choice is unavailable if you book too late, a similar hotel would then be chosen instead). This especially applies to the peak period/the celebration days in December and January. It is recommended you book early during this period.

Contact person in Sri Lanka: During the tour in Sri Lanka your driver/guide will be your first point of contact for your questions; he is regularly in contact with the office in Colombo. In addition, you will receive from us the telephone number of our contact person in Sri Lanka in case your question cannot be answered by the driver/guide. This number you can be left with your family at home as an emergency number. Please realize that there is an 'on the spot' organisation during your tour in Sri Lanka who will assist you whenever necessary.

Airline tickets/connection tour to your flight schedule: as indicated in our information you must book your own flight. We can help you to do so, on request. We are committed to your round trip being seamlessly connected to your flight schedule.

Finances: our organisation has a very customer friendly arrangement. The total amount of your trip consists of the offered price pp., the amount for the entrance tickets pp. and eventually any optional excursions and hotel supplements if you have chosen for them. (see "Hotels") After you have booked, you will be requested to make a prepayment of Eu. 60,-pp. This amount is transferred directly to our partner in Sri Lanka. The balance, plus the amount for entrance tickets, will be settled in Sri Lanka with our driver/guide or representative after your arrival in Colombo. You will then receive your invoice. Should you, in the unlikely event, be unable to depart/travel, you need not pay this. However, the prepayment which you earlier transferred is not refundable due to the preparatory work which has already taken place. Therefore, it is clear that, apart from the prepayment, you do not incur any financial risk. With regard to liability: our partner in Colombo is, of course, insured. However, since we work as volunteers, we cannot accept any responsibility. We can, however, assure you that you will never be confronted with e.g. bankruptcies which often occur with travel agencies nowadays. A good travel insurance however is recommended.

Hotels/accommodations driver/guide: we work with good tourist class hotels or, on request, we also deal with more luxurious hotels (your choice). We do not work with guesthouses since the quality of accommodation can vary too much. Also guesthouses are not able to offer our drivers/guides free accommodation and free food which other hotels do. As indicated, the names of the hotels are mentioned in your itinerary/travel plan. In addition to the tailor-made tours we sometimes offer more luxurious hotels as a supplement. So, you have a choice between both options/prices. The prices of tours are all based on half board (breakfast and dinner). The driver/guide will bring you to attractive/atmospheric places for lunch. The restaurants are equipped to offer a place to rest for the driver/guide who will also be given a free lunch because he has brought guests to their restaurants.

Our partner in Colombo/Sri Lanka: we have been working for seven years with one of the best tour agencies in Sri Lanka, which has also major European and Dutch tour operators amongst its customers. They are expert professionals, affiliated with SLTB (Sri Lanka Tourist Board), with many years of international experience of tourism in Sri Lanka. They have at their disposal of a large number of drivers/guides, a fleet of good quality cars, minibuses, buses and have good contact with all the hotels in Sri Lanka. We have an excellent experience with them and know that they will immediately assist our clients whenever necessary. Our standard approach has proven itself throughout the years; that is, we arrange every tour with great care and attention. A key aspect, therefore, is a good communication between the client and us. There is always a feedback after our clients have returned home and, as a result, we are proud to announce that we have only very satisfied guests. We realize that the good work of our partner in Sri Lanka, who organizes everything on the spot, and the dedication with which our drivers/guides accompany our guests, are crucial factors for this result.