

Spring Acre Guided Excursions Terms & Conditions

Spring Acre is acting only in the capacity of an Agent for the supplier in the sale of Excursion / Activity Tours. When making an Excursion or Activity booking, you accept that you are entering into a contract directly between the supplier of the excursion/activity and yourself.

Excursion/Activity tours are sold subject to the following Terms and Conditions:

- Confirmation of excursion / activity.
- Confirmation of the Excursion / Activity booked will be by e-mail, within 48hours of booking after payment has been confirmed.

If you decide to cancel your booking, then you will be liable for the full cost of the Excursion / Activity booked. You will not be entitled to any refunds.

Payment

Payment can be made by bank transfer, cash or credit card at the time of making the bungalow reservation. All credit card transactions carry a 3% credit card surcharge. Transactions value will be in LKR converted at the bank buying rate published on the Central Bank of Sri Lanka website on the day of charging of amount. The charge covers the professional services of the expert Naturalist and does not include the following: transport, meals, hire of additional equipment such as bikes, camping equipment, entrance tickets, train tickets, tips, etc.

Alterations to excursion or activity

While every effort is made to organize an Excursion or Activity in accordance with the description of the Excursion/Activity given in <http://www.springacre.info/guided-excursions.html>, Spring Acre does not accept responsibility for every detail of the same, and reserves the right to cancel or alter all or any part of any Excursion or Activity without prior notice, where it considers in its absolute discretion that there might be any risk to your comfort, health or safety, or if there is an insufficient number of individuals booked on the tour to make it viable to proceed. If Spring Acre cancels an Excursion/Activity for any reason, it will only refund to you the price you paid for the Excursion/Activity and no more.

All transportation (mechanical or otherwise), meals (if included), and activities comprising the various parts of the Excursion/Activity booked are performed, operated, controlled and managed by independent operators. Full details are available from Spring Acre and can be supplied on request.

Circumstances outside our control

Spring Acre acts solely as an Agent between you and the Suppliers of all such Excursions and Activities, and have taken all reasonable steps to ensure that all aspects of such Excursion or Activities are carried out punctually and efficiently. Spring Acre does not however, accept any responsibility for lateness or delay, for any deficiencies in such Excursion or Activities, for any loss or damage to your luggage, personal possessions or other property, nor for any injury or accident suffered by you during the course of the Excursion or Activity, howsoever caused.

Safety

Please be aware that during your participation in excursions operated by Spring Acre, certain risks and dangers may arise beyond our control, including but not limited to: the hazards of traveling in undeveloped areas; travel by boat, train, automobile, Bicycle, or other means of transportation; forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. Spring Acre will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. While Spring Acre will use its best efforts to ensure that adequate measures are taken, by agreeing to participate in a vacation and/or optional excursions you agree that you will hold Spring Acre harmless regarding any provision of medical care or the adequacy of any care rendered.

Complaints

Any complaint that might arise out of you taking an Excursion or Activity shall be determined in accordance with the laws of Sri Lanka. By booking any Excursion or Activity you agree to submit to this jurisdiction.

If you should have any problem or dispute with the supplier of any such Excursion or Activity, in such circumstances Spring Acre will give such reasonable assistance to you as it can in resolving the issues.

In the event of a complaint you must raise this immediately at the time with representative of the Excursion or Activity provider. If the complaint cannot be resolved to your satisfaction, then please put it in writing to the Customer Service department at the following e-mail address: springacre@nuwaraeliya.com