

Terms and conditions

1/ Booking and Payment

After we receive your reservation form you will be sent a written confirmation, which will only be valid on receipt of a 500 EUR deposit. The outstanding amount needs to be credited to our account no later than 30 days before departure – without further notification on our part.

Special arrangements are only effective if they are stated on the reservation form and are confirmed in writing.

2/ Cancellation fees

Cancellations and refunds are subject to a cancellation fee! The flat-rate is, 30 days before departure: 20% of the advertised price. From the 29th to the 22nd day: 25%, from 21 – 15 days: 35%, from 14 – 8 days: 50%. From 7 to the day before departure: 75%. On the departure date or failure to arrive for departure: 90%. Therefore, we advise that you take out travel insurance.

3/ Performance and Liability

In our brochure and in the travel confirmation you will find details of the services we provide. We need to emphasise that your personal treatments can only be prescribed individually by the practising ayurvedic doctor, according to your 'Doshas' and your momentary state of health. There is no refund for treatments which, in the estimation of the doctor, must be discontinued.

Our service is meant as a promotion of health and does not replace hospital treatment of serious illnesses. We do not treat infections or contagious diseases! With your reservation form you assure us that you suffer from neither of the above! During menstruation therapies will be adapted and wound down accordingly.

We cannot guarantee the success of the treatment. The doctor's instructions are to be followed at all times. Before the start of their journey, Guests with serious chronic illnesses are required to send us a detailed and up-to-date doctor's report. In these cases, the Ayurvedic doctor in Sri Lanka reserves the right to refuse treatment. If seriously chronic or life-threatening illnesses have not been disclosed, the doctors have the right, after the first consultation, to refuse treatment.

Sri Lanka has a 4000 year old ayurvedic tradition of its own regarding treatments and production of medicines and might vary from the ayurvedic treatments and methods in India and Europe.

We are not liable for inconveniences caused by noises and smells beyond our control typical to the country and locale.

4/ Passport, visas and customs regulations

It is the responsibility of the passenger to obtain the correct documents for entry into the country which it is intended to visit.

5/ Complaints procedure

Complaints regarding faults and shortcomings on our part are to be reported at once so that these may be addressed and rectified as soon as possible during your stay.

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