

(1) Taprorabana (Pvt) Ltd Overview

Taprorabana (Pvt) Ltd, has policies, risk assessments, and a variety of safeguards in place for our clients and employees that are mandated by the Sri Lankan Travel Regulations. These pages cover topics such as health and safety, youth trip safety, complaints, cookies on websites, and the quality of our charter as an independent tour operator.

POLICIES & STANDARDS

Here are some of our standard operational policies and procedures:

1. Equal Opportunities

This policy outlines **Taprorabana's** approach to promoting equality of opportunity, with the primary goal of providing equality for all and preventing discrimination of any kind.

Policy Statement

Taprorabana is committed to creating and maintaining an inclusive environment in order to maximise the potential of all employees and clients, to provide equal opportunities in all aspects of employment and activity, and to avoid both immoral and illegal discrimination. Taprorabana will also not tolerate discrimination, harassment, bullying, or victimisation of contracted employees or third-party contractors working on behalf of Taprorabana. **(Sri Lankan Law)**

Who does the policy apply to?

The policy applies to all **Taprorabana** employees in Sri Lanka and the UK, including in-country office employees who are expected to follow the same principles as local assistance, contractors, consultants, and any other third parties who work on Taprorabana's behalf. It also included clients, client group leaders or representatives, and volunteer staff.

Principles

The key principles of this equal opportunities policy are to:

- provide equality for all
- promote an inclusive culture
- respect and value differences of everyone
- prevent discrimination, harassment and victimisation
- promote and foster good relations across the workforce and with partners

The protected characteristics are:

- age
- disability
- gender (or sex)
- gender reassignment
- race, nationality or ethnic origin
- religion or belief
- sexual orientation
- pregnancy and maternity
- marriage and civil partnership

2. Child & Vulnerable Adult Protection

Taprorabana has a responsibility to protect all children and vulnerable adults involved in training in Sri Lanka from harm. All children and vulnerable adults have the right to be protected, and the needs of disabled children and others who may be especially vulnerable must be considered. (**Sri Lankan Law**)

Policy objectives

The goal of this Child and Vulnerable Adult Protection Policy is to promote best practises and establish guidelines for those who work with children and/or vulnerable adults.

Providing appropriate safety and protection for children and young people while in the care of **Taprorabana**. Allow all staff and volunteers to respond to specific child protection issues in an informed and confident manner.

Promoting best practises

Child abuse, particularly sexual abuse, can elicit strong emotions in those who witness it. It is critical to recognise these emotions and not let them cloud your judgement about the best course of action.

Abuse can occur in a variety of settings, including the home, school, and sports arena. Some people actively seek employment with or volunteer work with children in order to harm them. A staff member or volunteer will have regular contact with young people and will be an important link in identifying cases where they require protection. All suspicious cases of poor practise should be reported in accordance with the guidelines outlined in this document.

Good practice guidelines

All personnel should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. The following are common sense examples of how to create a positive culture and climate.

Good practice means:

- Always working in an open environment avoiding private or unobserved situations and encouraging open communication.
- Treating all young people/disabled adults equally with respect and dignity.
- Always putting the welfare of each young person first.
- Maintaining a safe and appropriate environment (e.g., it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust and empowering children to share in decision making.
- Keeping up to date with technical skills, qualifications and insurance.
- Where possible to provide male and female members of staff. However, remember that same gender abuse can also occur.
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Securing parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.

Practices to be avoided

The following should be avoided except in emergencies. If a case arises where these situations are unavoidable (e.g., the child sustains an injury and needs to go to hospital), it should be with the full knowledge and consent of taprorabana or the child's parents. Otherwise, **avoid**:

Spending excessive amounts of time alone with children away from others.

Practices **never** to be sanctioned by taprorabana Staff or volunteers. the following should **never** be sanctioned. You should never:

- Engage in rough physical or sexually provocative games, including horseplay.
- Share a room with a child.
- Allow or engage in any form of inappropriate touching.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a child to tears as a form of control.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for children or disabled adults that they can do for themselves.
- Invite or allow children to stay with you unsupervised.

NB It will not be necessary for staff or volunteers to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out by professionals with the adequate skills and security checks.

Incidents that must be reported/recorded

- If any of the following occur you should report this immediately to another volunteer and record the incident. You should also ensure the parents of the child are informed:
- If you accidentally hurt a child and/or vulnerable person
- If he/she seems distressed in any manner
- If a child and/or vulnerable person appears to be sexually aroused by your actions
- If a child and/or vulnerable person misunderstands or misinterprets something you have done

Recruitment and training of staff and volunteers

Taprorabana recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children.

Pre-selection checks must include the following:

All volunteers/staff should complete an application form. The application form will elicit information about an applicant's past and a self-disclosure about any criminal record.

For all **Taprorabana** Staff consent should be obtained from an applicant to seek information from the Police report. Two confidential references. These references must be taken up and confirmed through telephone contact. Evidence of identity should be provided (e.g., passport or driving licence with photo).

Taprorabana requires all staff to:

Participate in good practise and child protection awareness training to ensure that their practise is exemplary and to aid in the development of a positive culture toward good practise and child protection. Receive advice outlining best practises and informing them of what to do if they have concerns about an adult's behaviour toward a young person and undergo first aid training.

Responding to allegations or suspicions

It is not the responsibility of anyone working in a paid or unpaid capacity, to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities. **Taprorabana** will assure all staff/volunteers that it will fully support and protect anyone who in good faith reports his/her concern that a colleague/volunteer is, or may be, abusing a child.

Where there is a complaint against a member of staff there may be three types of investigation:

- a criminal investigation
- a child protection investigation
- a disciplinary or misconduct investigation.

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily.

Action

i. Concerns about poor practice:

If, following consideration, the allegation is clearly about poor practice, **Taprorabana** will deal with it as a misconduct issue. If the allegation is about poor practice by **Taprorabana** or an **Taprorabana** member of staff, or if the matter has been handled inadequately and concerns remain, it should be reported to the relevant Taprorabana Manager who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

ii. Concerns about suspected abuse:

Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to Taprorabana, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk. Taprorabana will refer the allegation to the local or international social services department which may involve the police, or go directly to the police if out-of-hours. The parents or carers of the child will be contacted as soon as possible following advice from the social services department. If an Taprorabana member of staff is the subject of the suspicion/allegation, the report must be made to the appropriate Taprorabana Manager.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need-to-know basis only. This includes the following people:

- the parents of the person who is alleged to have been abused
- the person making the allegation
- social services/police

Taprorabana staff members the alleged abuser (and parents if the alleged abuser is a child). Seek social services advice on who should approach the alleged abuser. Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g., That information is accurate, regularly updated, relevant and secure).

Internal investigations and suspension

Taprorabana will decide right away whether to suspend anyone who has been accused of abuse until police and social services finish their investigations. Regardless of the findings of the social services or police investigations, **Taprorabana** will evaluate all individual cases to determine whether a member of staff or volunteer can be reinstated and how this can be handled sensitively. This may be a difficult decision, especially if there is insufficient evidence to support any police action. **Taprorabana** must make a decision based on the available information in such cases, which may indicate that the allegation is more likely than not true on a balance of probabilities. The welfare of the child should be prioritised at all times.

Support to deal with the aftermath of abuse

Consideration should be given to the kind of support that children, parents and members of staff may need. Use of help lines, support groups and open meetings will maintain an open culture and help the healing process. We may guide the appropriate officials needed. Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

Action towards the bully(ies):

- Talk with the bully(ies), explain the situation, and try to get the bully(ies) to understand the consequences of their behaviour.
- Seek an apology to the victim(s).
- Inform the bully(ies)'s parents.
- Insist on the return of 'borrowed' items and that the bully(ies) compensate the victim.
- Impose sanctions as necessary.
- Encourage and support the bully(ies) to change behaviour.
- Inform all organisation members of action taken.
- Keep a written record of action taken.

iii. Concerns outside the immediate venture environment (eg a parent):

Report your concerns to an **Taprorabana Leader**, who should contact social services or the police as soon as possible. See 4. below for the information social services or the police will need.

- If the **Taprorabana Leader** is not available, the person being told of or discovering the abuse should contact social services or the police immediately.
- Social services and the Child Protection Officer will decide how to involve the parents/carers.
- Maintain confidentiality on a need-to-know basis only.
- See 4. below regarding information needed for social services.

iv. Information for social services or the police about suspected abuse:

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The child's name, age and date of birth of the child.
- The child's home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also, any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have the parents been contacted?
- If so, what has been said?
- Has anyone else been consulted? If so, record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so, what was said?

- Has anyone been alleged to be the abuser? Record details.

Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded. If you are worried about sharing concerns about abuse with a senior colleague, you can contact social services or the police direct.

Crisis management Plan

SUMMARY

Taprorabana (Pvt) Ltd

The following document provides a summary of the actions to be taken in the event of a crisis on an **Taprorabana** venture. It is to be used as a general guide to the overall procedures only. The full details of the Crisis Management Plan can be found in the full document.

WHAT THE LEADERS WILL DO

The team on the ground will be in the best position to make decisions. They will be supported by the rest of the **Taprorabana** staff and facilities by providing information and coordinating communications where required. The general stages will be: -

- Assess the situation
- Prevent escalation of, or further Crisis
- Secure safety of group
- Administer first aid or other appropriate measures
- Notify **Taprorabana** office
- Coordinate evacuation measures as required
- Liaise with 24hr Medical adviser as required
- Accompany any casualties throughout
- Continue to communicate with **Taprorabana** office
- Record all events, decisions and actions

WHAT THE Taprorabana (Pvt) Ltd, Sri Lanka OFFICE STAFF WILL DO

The office staff are likely to have more options for communication and access to additional information. They will therefore assist and support the group leaders: -

- Provide additional information, options and guidance to group leader
- Coordinate and communicate with evacuation providers
- Communicate with insurance company
- Communicate with Next of Kin
- Communicate with any other organisations such as the press

- Record all events, decisions and actions

WHAT THE NEXT OF KIN WILL DO

The initial priority of **Taprorabana** will be to secure the safety on the group. Next of Kin of those on the venture will be notified of any crisis as soon as it is safe to do so. In some circumstances Next of Kin may be asked to provide additional information about participants and be consulted on preferred courses of action. However, they will not be required to carry out any actions that they feel unable to perform. Prior to the trip we will have gathered all of the information about participants that we deem necessary. Therefore, if Next of Kin are unavailable it will not jeopardise the process in any way.

In order to maximise the efficiency of managing any crisis we will require all communication to be via the Taprorabana office. Other organisations have documented situations in the past where well-meaning but ultimately misleading information has delayed provision of emergency measures. Therefore, in a Crisis situation we ask that relatives do not attempt to contact participants directly or to coordinate any additional rescue or support measures. In a Crisis situation we will provide a dedicated 24hr point of contact that will be available to relatives throughout.

Sustainability & Responsible Tourism

Our vision has always been to run a tourism business that allows everyone involved in providing a vacation to share in the economic benefits while causing no environmental or social harm. Although we assist people in travelling and discovering new places around the world, we believe that tourism has the greatest potential to improve people's lives in host communities.

We maintain a plethora of avenues and initiatives to further our vision. As far as we can tell, they all fall under the umbrella of "responsibility." We outline a few of our initiatives in relation to individual issues below as a very brief introduction to some of the issues involved. Each of these is a separate topic in and of itself. We are happy to elaborate on our approaches to any of these; please contact us for more information.

Economic Equality

We have a policy of retaining as much of the trip fee as possible in the host country. This also includes the skills and resources required to run trips. We are not exploiting the country or community solely for our own benefit in this manner. This is very common in the tourism industry, and it creates very vulnerable local communities that are reliant on outside sources.

Organisations.

Wages & Tips

We make certain that all of our employees are paid fairly; we are not willing to drive down wages in the pursuit of low-cost ventures at the expense of local people's livelihoods. This includes the people we hire for specific projects, such as porters, drivers, and so on.

At the same time, we have seen the negative impact that individuals or organisations can have when they pay far too much for goods or services. It has the potential to destabilise the entire local economy by driving up prices to the point where locals can no longer afford them. As a result, we cultivate relationships with local residents, suppliers, and members of the community to ensure that we pay a reasonable and fair price. We make certain that we pay a sufficient wage so that tips are not required of the employee. In some places, employers have driven such a hard bargain on wages that tips have become the only way for employees to make ends meet. This is not something we do. It can cause a great deal of misunderstanding and bad feeling between clients and staff, as clients may perceive it as a hidden cost and staff may perceive it as a slight on their service if they do not receive a tip. You can rest assured that tipping is not required on **taprorabana** excursions. Our employees are briefed on this, and they pass it on to anyone else they employ.

SUSTAINABILITY & RESPONSIBLE TOURISM

GENERAL STATEMENT

Taprorabana (Pvt) Ltd

i. Volunteering & Projects

Taprorabana, as a commercial organisation, supports and underwrites the activities while also providing and/or funding all administration for the charity. The directors, in collaboration with the host community committees, develop and assess Taprorabana's development goals. The strategies are long-term in nature, with each group and phase building on the previous one's accomplishments. This is critical in developing long-term, sustainable, and efficient schemes. We also follow Fair Trade Volunteering (FTV), which provides a long-term benefit to the host community. In some cases, other organisations' volunteer projects have been set up in such a way that they are wasteful or unsustainable. In the worst cases, it is clear that the planning was rushed and the project was included solely to further the trip provider's marketing and economic goals. We pay a lot of attention to making sure that projects are planned and reviewed in a way that is efficient and long-lasting. Community and Cultural Sensitivity When we travel abroad, we are guests in the homes of others. At **Taprorabana**, we make every effort to ensure that this important principle is remembered and that our clients are given the information and guidance they need to be respectful guests. This is greatly aided by our excellent in-country teams. They are able to provide an insightful and genuine view of the country from within. Beyond the activities and views, this gives every trip far more depth and relevance. We have advice documents for each country available. These include facts about the country, laws, and cultural awareness. The latter is extremely useful in the early days of a trip before "tuning in" to local customs and taboos. We conduct social impact assessments before embarking on new ventures, looking for ways to reduce the risk of negative consequences while promoting the positive. We also use our contacts and a social impact survey to look at how our presence is affecting the community and make any changes that are needed.

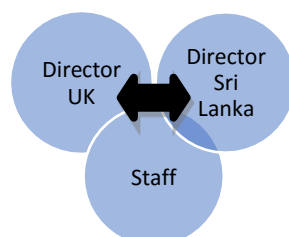
ii. Pollution, Waste, Flora & Fauna

Taprorabana is serious about its commitment to the environments in which we travel. Aside from moral and ecological imperatives, we recognise that the beauty of natural landscapes often benefits us and that they should be promoted as a valuable resource in their own right. As a result, we employ methods that reduce the negative consequences of our presence. A comprehensive environmental impact assessment and mitigation measures aid in this. We also promote local community education in areas where the concepts and motivations of sustainability are less widely known or accepted. We created our own educational sustainability handbook, which we use to educate clients and staff. We also make posters and easy-to-read guidance notes with tips on how to reduce the negative effects our activities have on the environment.

iii. Carbon Dioxide Emissions

We understand that for most of the destinations where we work, road travel is the only practical option. Air travel, like virtually all modes of transportation, emits significant amounts of carbon dioxide into the atmosphere. We are doing our own carbon offsetting projects to minimise carbon emission into the environment. Also, we are engaging tree-planting project with the local organizations.

iv. Company Structure Diagram



V. Health and Safety Policy

Taprorabana has a health & safety policy which can be found below together with how each of these policy points is implemented. Each expedition we run has undergone a strict risk assessment test. Fundamentally, we have experienced staff who have been trained in how to safely care for clients and what to do in an emergency. Almost all of them have been with the company for a few years and are well aware of the high standards we maintain.

Information and Advice before you go

- Provide relevant health and safety information to all clients before they arrive in country.
- Advise staff and clients to contact their doctors or travel clinics for immunisations before travelling.
- Provide proper kit lists and equipment information relevant to the trip.
- Provide information on the various environments to be visited, with respect to safety, local politics, culture, etiquette and social responsibility.

Staffing

- Ensure that appropriate qualified and/or experienced staffs are employed in the regions where we operate and that all field staff and group leaders are trained in safe operating procedures.
- Ensure that all staff go through an on-site induction, which includes training in the relevant procedures, and a probationary period prior to being given responsibility over a group.
- Improve our operating procedure regularly in each area followed by meetings of all relevant staff to identify corrective actions.

When you arrive

- Safety information provided and relevant addresses of medical facilities and company personnel during a general briefing and also special briefings when required.

Risk Assessments

- Identify the risks associated with activities and locations, as well as the development of measures to minimise these risks. Produce risk assessments for each location or trip.
- Ensure that all staff are aware of the risk assessments and how to fill in an incident form Continually update and evaluate the risk assessments.
- Make clients aware of safe practises and risk assessments.
- Always use reliable and safe vehicles which have the required paperwork.

Activities

- Ensure trekking teams remain in contact with each other and that whistles, phones and torches are carried along with the first aid kit.
- Make sure clients understand the risks associated with additional activities such as snorkelling and swimming, or any hazardous activity, and ensure that all safety procedures are followed.
- Comply with all National Park codes of conduct, mountain safety codes of practise and applicable rules for entering areas where a safety policy exists.
- Make sure cooking and washing is done in boiled water, and that both staff and clients are encouraged to follow hygienic practises.

Evacuation and Emergency

- Ensure that there are adequate communication facilities provided to staff, either by mobile phone or satellite phone, and that applicable numbers are all known
- Ensure that all staff are fully aware of where the nearest and best medical facility is. Ensure that clients are given telephone numbers of our local staff

- All gap clients have access to a qualified medical person nearby and a member of staff who can provide immediate assistance
- All teams must carry a first aid kit, and first aid kits are also kept in our various guesthouses
- Ensure that all staff understand what to do in order to facilitate an evacuation which is either high priority (requiring immediate evacuation by helicopter), medium priority (fastest route to the nearest hospital) or low priority (most convenient and comfortable overland or over water route)
- Keep records of all incidents, accidents and emergencies Carry out a post-incident evaluation to improve procedures in the future

Quality Promise

Quality assurance

We are committed to providing you with the highest quality trip possible, with honesty and integrity from our staff. We personally respond to all feedback and complaints and accurately describe our journeys Our holiday itineraries can be tailored to meet your specific needs, providing versatility and flexibility.

Protecting your money

Your money is kept safe in a dedicated client account which protects your money from being used inappropriately.

Protecting your personal information

We only request information that is absolutely required to complete your reservation with us. We do not sell or give your information to third parties; we store it securely and, if necessary, dispose of it safely in accordance with the Data Protection Act.

Safety and security

All of our trip leaders are trained in emergency response and first aid and have extensive local knowledge. We have risk assessments in place that have been tried and tested. We have funds available to help with any situation quickly and conveniently.

Someone to talk to

We have staff who are well-versed in all of our trips and destinations and will speak openly about what is required. We provide a personalised service and will return your call without limiting our time on the phone. We will also provide you with the contact names and phone numbers of our staff in the country to which you are travelling before you leave.

We care

We have a very caring team of people who want to provide you with the best trip possible—not a conveyor belt vacation, but one that will be remembered as truly memorable. We value personal service and company integrity, and we are eager to foster relationships between consumers and those who make a living from tourism.

(2) Terms and conditions

Access to and use of this website is conditional upon your acceptance of these terms and conditions. Please read the following terms and conditions closely before using our website. The following booking conditions govern your agreement with **Taprorabana (Pvt) Ltd.** ("we," "us," and "our"). Please read them carefully, as they outline our respective rights and responsibilities. If you ask us to confirm your booking, we can assume that you have had a chance to read these booking conditions and agree to them.

These booking conditions only apply to the international trip arrangements that you book with us and that we agree to make, provide, or perform (as applicable) as part of our contract with you. Unless otherwise specified, all references to "trip," "booking," "contract," or "arrangements" in these booking conditions refer to such trip arrangements. The term "departure" refers to the start date of these arrangements.

Booking Conditions

Taprorabana.com website is owned and operated by **Taprorabana (Pvt) Ltd**, with office located at “43, Rathanarama Road, Aberatna Mawatha, Boralasgamuwa, Sri Lanka.

Customers are responsible for reading the terms and conditions. You agree to abide by the terms or conditions of purchase imposed by **Taprorabana (Pvt) Ltd** with whom you elect to deal. You understand that any violation of any such conditions of purchase may result in cancellation of your reservation(s) or purchase(s).

You will be completely responsible for all charges, fees, duties, taxes, and assessments arising out of your use of this website, and, without limitation, you will be responsible for all charges, fees, duties, taxes, and assessments arising out of transactions performed by others on your behalf, whether or not such uses were performed with your consent. To make a reservation, please follow the steps outlined on our website or request an offline application form. Each person travelling must fill out the appropriate application form. If you are under the age of 18 at the time of booking, your parent or guardian must sign the application form or initial it online during the booking process. The completed booking form, along with the payments referred to in paragraph 2 below, must then be sent to us.

If we have already confirmed the availability of your preferred arrangements and you book within any applicable time limit, your booking will be considered firm, and a contract between us will be formed as soon as we receive your completed application form and your deposit. After that, we will send you a receipt for all payments made as well as our invoice. If we have not confirmed availability, your booking will be treated as firm, and a contract between us will be formed when we send you, our invoice. Any electronic acknowledgement of your booking is not a confirmation if you book through our website without first confirming availability. Please double-check your invoice as soon as you receive it. Please get in touch with us right away if anything on the invoice or any other document looks wrong or is missing.

Reservation

Tour package reservation requests may be made in by email or online booking after agreed to the company terms and conditions by ticking the box. Reservations will be confirmed within 48 hours of making a Booking Request. Full details of the hotel you have requested, or the alternative that we have booked for you, will be provided.

Reservation of the hotel

If the hotel, Villa or boutique hotel is full in the requested, it will be reserved in another similar one. In the unlikely event of a confirmed hotel booking being unavailable, we will use our best efforts to supply similar class of accommodation within the same geographical area.

With respect to hotel reservations and ground arrangements made directly through this website, your reservation will become confirmed once you have sent an on-line confirmation and paid the total amount due in full OR any required deposits and when we acknowledge receipt of your full payment OR deposit. In some cases, an initial non-refundable deposit may be charged.

Booking your Tour (Deposit)

A booking is accepted only after we receive written confirmation from you along with full payment OR a non-refundable deposit of 50% of the value of the Travel Arrangements.

Final Payment

If balance of payment is due for Your Travel Arrangements, the balance payment must be paid by you before 14 days of your travel.

Methods of Payment

Full or part payment for the travel arrangements may be made either by 1) bank transfer or 2) PayPal Payment. If paid by bank transfer all additional charges and fees related to this will be borne by you.

Our Payments Options

1. Payment Upfront
2. 50% at Confirmation and the rest 50% two weeks before the tour date.
3. 25% at the confirmation, 25% before One month and 50% Two Weeks before the travel date.

Itinerary changes

We are committed to a high level of professionalism to protect your booking. Adjustments will only be made in unavoidable or overriding circumstances. All efforts will be made to ensure that these adjustments are in the spirit of the original itinerary and will be discussed with you. If exceptional circumstances (overbooking of hotel) demand an emergency change of accommodation while you are on holiday, we will refund you appropriately if the replacement hotel is cheaper and pay any extra transfer cost. The itinerary is a guide to which we will try to stick, but it may be necessary to change it at short notice due to circumstances or events beyond our control, such as adverse weather or road conditions, or any of those amounting to force majeure, or due to operating conditions imposed by owners and operators of accommodation, facilities, and transportation. Your itinerary will, however, contain the same content to the greatest extent possible, unless circumstances beyond our control make this impossible. If the weather forces us to pay for extra things like lodging, transportation, and meals, we will split the cost.

Itinerary changes done by you

We aim to offer flexible itineraries once an itinerary is finalised request for change to a group or individual itinerary will always be considered. But they may incur charges.

Rates & Taxes

Our prices are inclusive of service charge & government taxes and subject to change with any increase in government taxes.

Price Policy

The price of Your Travel Arrangements is subject to the possibility of changes and surcharges beyond the control of us and may occur because of governmental action, currency exchange rate fluctuation and increases in suppliers' prices as an example. If the price of Your Travel Arrangements is increased by any matters outside our control, then you must either pay the additional price to us when we request it or cancel Your Travel Arrangements in accordance with these Booking Conditions.

Unused services

No Refunds or exchange can be made in respect of accommodation, meals, sightseeing tours, transports or any other services which are included in the tour prices but not utilized by the tour member.

Log Files

Taprorabana (Pvt) Ltd uses a standard log file process. When people visit websites, these files record their activities. This is something that all hosting companies conduct as part of their analytics. Internet protocol (IP) addresses, browser type, Internet service provider (ISP), date and time stamp, referring and exit pages, and perhaps the number of clicks is among the data gathered by log files. These are not linked to any personally identifiable information. The information is used to analyse trends, run the site, keep track of how users move around the site, and collect demographic data.

Cookies and Web Beacons

Taprorabana, like any other website, employs "cookies." These cookies are used to save information such as visitors' preferences and the pages on the website that they have viewed or visited. The information is used to improve the user experience by adapting the content of our website to the type of browser used by visitors and/or other information about them.

For more general information on cookies, please read "What Are Cookies" from Cookie Consent.

Google Double Click DART Cookie

Google is one of our site's third-party vendors. It also employs DART cookies to deliver advertisements to our site's users based on their visits to www.website.com and other websites on the internet. Visitors can decline the use of DART cookies by visiting the Google ad and content network privacy policy at <https://policies.google.com/technologies/ads>.

Our Advertising Partners

Third-party ad servers or ad networks employ technologies such as cookies, JavaScript, or Web beacons in their respective advertisements and links displayed on the Taprorabana website, which are delivered directly to users' browsers. When this happens, they automatically receive your IP address. These technologies are used to assess the effectiveness of their advertising campaigns and/or tailor the advertising content you see on websites you visit.

Note that **Taprorabana** has no access to or control over these cookies that are used by third-party advertisers.

Third Party Privacy Policies

Taprorabana Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

CCPA Privacy Rights (Do Not Sell My Personal Information)

- Under the CCPA, among other rights, California consumers have the right to:
- Request that a business that collects a consumer's personal data disclose the categories and specific pieces of personal data that a business has collected about consumers.
- Request that a business delete any personal data about the consumer that a business has collected.
- Request that a business that sells a consumer's personal data, not sell the consumer's personal data.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

GDPR Data Protection Rights

- We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:
- The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You has the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.
- The right to erasure – You has the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Taprorabana (Pvt) Ltd does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

Child Policy

0-5 years – Free of Charge (Maximum of 02 children).

6-15 years – maximum of 02 Children can be accommodated at the rate of 50% charge from total.

(3) Refund Policy

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may cancel it to us for a full refund only. Please see below for more information on our return policy.

Amendments and Cancellations

While we will do our best to provide all Travel Arrangements as confirmed, reasonable changes in the Travel Arrangements may be made after notifying you.

Cancellation Policy for Normal Bookings

Cancellations received with 21 days or more notice will be refunded in full less than any bank charges. (If any)

Cancellations received with less than 7 days' notice are subject to a 100% cancellation fee.

Failure to arrive is subject to a 100% cancellation.

Reservation Cancellation Process

You or any member of your party may change or cancel your travel plans at any time. Written notification must be received at our offices from the "lead name" on the booking or your travel agent on your behalf via letter, fax, or email. Because we incur costs when you cancel your trip plans, you must pay the corresponding cancellation fee listed in the grid below.

Cancel tour package with accommodation

Note: if the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges from your insurance company.

More than 84 days before arrival: (refundable deposit of 10% will be forfeited)

- 57-84 days before arrival: 30%
- 37-56 days before arrival: 50%
- 22-36 days before arrival: 70%
- 07-21 days before arrival: 90%
- Less than 7 days before arrival: 100 %

In some cases, the deposit may be a higher amount to secure your arrangements, this will be non-refundable and the charges will be added to the cancellation charges above. Our cancellation charges are a percentage of the total holiday cost, not including your insurance premium which is non-refundable. These charges are based on how many days before your departure we receive your cancellation notice and not when your correspondence was sent to us. Please note that any amendment charges are non-refundable. For insurance premiums you should refer to your insurance provider's cancellation policy.

Please note, if only some members of your party cancel, in addition to incurring the applicable cancellation charges, we will recalculate the holiday cost for the remaining travellers. You may have to pay the extra room charges such as single room supplements.

In cases where cancellation charges made by our suppliers are higher than the cost of the deposit, we may pass the charge on to you. Please ask for full details and we will notify you of the specific charges applicable to your booking. **Cancel tour activity booking.**

- Before 07 day for activity reservation 90% will refundable.
- Less than 07 day for activity reservation date, activity chargers will non-refundable.
- Cancel vehicle reservation (without accommodation).
- Before 07 day for activity reservation 90% will refundable.

Less than 07 day for activity reservation date, activity chargers will non-refundable. Refunds After confirm your cancelation, we will process your return. Please allow at least thirty (30) days from the cancelation date. We will notify you by email when your return has been processed.

Liability

Our liability

We promise to make, perform, or provide the trip arrangements we agreed to make, perform, or provide as part of our contract with you with reasonable skill and care. This means that, as long as these booking conditions are followed, we will be responsible if, for example, you die or get hurt, or if your contracted trip arrangements aren't provided as promised or aren't good enough because we didn't use reasonable skill and care when making, performing, or giving you your contracted trip arrangements.

Please keep in mind that if you wish to make a claim against us, you must demonstrate that reasonable skill and care were not used. Furthermore, we will only be liable for what our employees, agents, and suppliers do or do not do if they were acting in the course of their employment (for employees) or carrying out work we had asked them to do at the time (for agents and suppliers).

If our company or our travel Partners are found liable for any loss or damage by a Sri Lankan court of Law or by any arbitration, then, to the maximum extent permitted by law, we shall only be liable to you for direct damages that were:

- Reasonably foreseeable by both you and us (or our Partners as applicable),
- Actually, suffered or incurred by you, and directly attributable to our actions (or the actions of our Partners as applicable), And in the event of any liability of our company or our Partners, such liability will in no event exceed, in total, the greater of (a) the cost paid by you for the Travel Services in question or (b) one-hundred dollars (£100.00) or the equivalent in local currency.

We will not be responsible for any injury, illness, death, loss (including loss of possessions and loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- your act(s) and/or omission(s); or the act(s) and/or omission(s) of a third party not connected with the provision of your trip and which were unforeseeable or unavoidable; or 'force majeure' as defined in below:

In these booking conditions, "force majeure" refers to any event that we or the provider of the service(s) in question could not foresee or avoid, even with all due care. War, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, significant risks to human health such as the outbreak of a serious disease at the travel destination, adverse weather conditions, fire, and all similar events beyond our control are examples of such events. Except as expressly stated in these booking conditions, we regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or hampered by "force majeure" or you otherwise suffer any damage, loss, or expense of any kind.

We cannot accept responsibility for any services that are not included in our contract. This includes, for example, any additional services that any supplier (including any of the regional Adventure Alternative companies—see below) agrees to provide or arrange for you that we have not agreed to provide or arrange as part of our contract. Additional services are things that a supplier agrees to do or set up for you while you are away that aren't part of what you agreed to when you booked your trip. Furthermore, regardless of the wording on our website, in any advertising material, or elsewhere, we only promise to use reasonable skill and care as set out above, and we have no greater or different liability to you. Many of your trip arrangements, such as private hire vehicles and whale watching, are handled by regional companies. These companies bear our name due to

common standards and branding, as well as our investment in them, but they are separate legal entities and are not subsidiaries of or otherwise legally connected with us other than as suppliers of services included in your trip. They have their own set of rules and don't have anything to do with **Taprorabana Limited**.

The promises we make to you about the services we have agreed to provide or arrange as part of our contract, as well as the laws and regulations of the country where your claim occurred, will be used to determine whether the services in question were properly provided. If the specific services that gave rise to the claim or complaint complied with the local laws and regulations in effect at the time, the services will be considered properly provided. This will be true even if the services did not comply with UK laws and regulations that would have applied if they had been provided in the UK.

The only exception is when the claim is about the absence of a safety feature that would cause a reasonable participant to refuse to take the trip in question. Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £100 per person. You must ensure you have appropriate travel insurance to protect your personal belongings. Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea or rail carrier to which any international convention or EU regulation applies, the maximum amount of compensation we will have to pay you will be limited.

Please keep in mind that if a carrier is not required to pay you for a claim or part of a claim under the applicable international convention or regulation, we are similarly not required to pay you for that claim or part of a claim. We have the right to deduct any money you have received or are entitled to receive from the carrier for the claim in question when making any payment. On request, we can provide copies of the relevant international conventions and regulations.

Please be aware that we cannot accept liability for any damage, loss, expense, or other sum(s) of any description (1) that we could not have foreseen you would suffer or incur if we breached our contract with you based on the information you provided to us prior to our accepting it, or (2) that did not result from any breach of contract or other fault by ourselves, our employees, or, where we are responsible for them, our suppliers. Furthermore, we cannot accept liability for any business losses, including self-employment earnings loss.

Delay

We regret that we are unable to assist you in the event of a delay at your outward or return point of departure. If you are flying with an EU carrier, the airline may be required to pay you compensation and/or refund the cost of your flight, as well as provide you with accommodation and/or refreshments, depending on the circumstances. However, we have no obligation to make such payments to you, and you must seek payment from the airline or other transport operator involved. Please keep in mind that it is your responsibility to ensure you arrive at the departure location for your chosen tour, and that any costs incurred as a result are entirely your responsibility. This includes helping you make any extra plans you might need, like if your flight was late and you missed the transfer you had booked with us. The Foreign and Commonwealth Office publishes regularly updated travel information on its website www.gov.uk/foreign-travel-advice and www.fco.gov.uk/knowbeforeyougo which you are recommended to consult before booking and in good time before departure.

Supplier terms and conditions: Suppliers, including transportation companies, provide their services in accordance with their own terms and conditions. These terms may limit or eliminate their responsibility to you in case of death, personal injury, delay, or loss or damage to your personal property.

Taprorabana decisions, behaviour, and damage: All decisions are made by **Taprorabana** staff or staff employed by our regional companies while the trip is in progress, and you must act in accordance with all reasonable instructions you are given. The team leader, trip guide, or other member of our staff or staff employed by our regional companies may

withdraw you from the trip at any time if they believe that your continued presence is jeopardising or is likely to jeopardise the good order, discipline, safety, or successful operation of the trip, or the safety or wellbeing of any individual participant(s) or other third party, or if you violate any law or regulation of any country where the trip is taking place.

We expect all clients to be considerate of others. If, in our reasonable opinion or in the reasonable opinion of someone else in charge, you act in a way that puts our staff or anyone else in danger, upsets or upsets them, or is likely to do so, we will take a decision. we are entitled, without prior notice, to terminate your trip.

We or the staff employed by regional taprorabana have the right to withdraw you from a trip if the information provided on your application form or medical questionnaire is materially inaccurate or incomplete. If you are withdrawn, you must immediately leave the trip, and we will have no further responsibility for you. We will not issue refunds and will not cover any expenses or costs incurred as a result of the withdrawal. You will also have to pay for any damage or costs we have to pay because of what you did.

You accept responsibility for any damage or loss that you cause. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be made as soon as possible to the accommodation owner, manager, or other supplier, or to us. You must pay the difference if the actual cost of the loss or damage exceeds the amount paid when estimated. The difference will be refunded if the actual cost is less than the amount paid. You will also be liable for any subsequent claims made against us, as well as any costs incurred by us (including our own and the other party's full legal fees) as a result of your actions. You should have adequate travel insurance to protect yourself if this situation arises.

Complaints.

If you have any reason to complain or have any problems with your trip while away, you must immediately notify your trip guide or our local agent (if we have one) as well as the supplier of the service(s) in question. Any verbal notification must be in writing and delivered as soon as possible to our trip guide, our local agent, and the supplier. If the trip guide, local agent, or supplier does not resolve any complaint or problem to your satisfaction, you must contact us in Sri Lanka or the UK using the contact information we provided you with during your trip, providing us with full details and a contact number. We cannot begin to resolve a complaint or problem until we are aware of it. Most issues can be resolved quickly. If you are still dissatisfied, you must notify us in writing within 14 days of the end of your trip, including your booking reference and full details of your complaint. We regret that we cannot accept liability for any complaints or claims that do not involve death, personal injury, or illness if you do not notify them completely in accordance with this clause.

our contract:

Except as set for the below, we both agree that Sri Lankan law (and no other) will govern your contract and any dispute, claim, or other matter of any kind that arises between us ("claim"). We both agree that any claim (whether or not involving personal injury) that arises between us must be resolved solely by the courts of Sri Lanka.

Indemnity

All our customers will agree to defend and indemnify our company and our travel Partners and any of their officers, directors, employees, consultants and agents from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature including but not limited to, reasonable legal and accounting fees, as a result of your use of our Service, to the extent that such Losses(referred to in above) are not directly caused by the wilful actions of our Company or our travel Partners.

Vehicles Condition

We use the air-conditioned and well-shaped vehicles. All the vehicles are licensed with insurance. All vehicles are equipped with air-conditioning; can carry standard luggage; are always clean, tidy and odour-and damage-free; are parked within a distance of not more than 500 meters from the collection point.

1-2 Travelers: We use car (4 seats Toyota Prius or similar)

2-6 Travelers: We use van (7-10 seats Toyota Super or similar)

7-10 Travelers: We use mini bus (14 seats Toyota Hiace or similar)

11-15 Travelers: We use middle bus (21-29 seats)

16-45 Travelers: We use big coach (51 seats)

Our safe and courteous chauffeur always serve you with care and consideration assisting you and cooperating with you at all times. The services of group guides or chauffeur Guides are provided on request. We Guarantee value for Money and satisfaction at all times. For your tour, we can offer you an air-conditioned tourist vehicles with experienced English, Spanish, Russian, French, Arabic speaking chauffeur guide at the following terms:

Your Liability.

Date Changes

If you wish to change the date of reservation, it can be done so by sending an Email to info.Taprorabana.com two weeks before the fixed date. Date changes will be made subject to availability.

Travel Insurance

- Travel insurance is not included in your tour price. It is the passenger's responsibility to verify whether his/her local health insurance carrier provides coverage while traveling. Please contact your insurance carrier for details.
- we strongly advise that you purchase a comprehensive travel insurance policy to cover all aspects of your tour including the loss of deposits through cancellation, loss of baggage and personal items, personal injury and death. A waiver must be signed if insurance is declined.

HEALTH AND MEDICAL INFORMATION

- By booking tour with **Taprorabana (Pvt) Ltd** you agree to provide and to disclose all relevant medical information accurately. **Taprorabana (Pvt) Ltd** reserves the right to request further information or professional medical opinions where necessary, as determined in its discretion, for your safety or the safe operation of a tour.
- Pregnancy is considered a medical condition and must be disclosed to the **Taprorabana (Pvt) Ltd** at the time of booking.
- Please consult your physician and seek advice to confirm your fitness for travel and participation in the tour. You are responsible to assess the risks and requirements of each aspect of the tour based on your own unique circumstances, limitations, fitness level, and medical requirements.
- Please note that you may travel to a remote area, where medical care may not be easily accessible and medical facilities may not meet the standards of those found in your home country.

- We reserve the right to deny you permission to travel or participate in any aspect of a tour at any time and at your own risk and expense where we determine that your physical or mental condition is unfit for travel, or you represent a danger to yourself or others.
- All food allergies and dietary restrictions must be disclosed to the **Taprorabana (Pvt) Ltd** and your authorized agent at the time of booking, but we cannot guarantee that dietary needs or restrictions can be accommodated.

Please note that certain requirements may incur additional charges.

Any special requests or requirements do not form part of these terms and conditions **Taprorabana (Pvt) Ltd** is not liable for any failure to accommodate or fulfil such requests.

Safe and responsible travel, always.

We're dedicated to keeping our travels safe for everyone—our passengers, our leaders and crew, and the people we meet along the way.

(4) Everything you need to know

How we monitor safety on our trips

We are continually monitoring global concerns to ensure that we have a thorough awareness of the locations we visit. With various operational offices in a range of places across the world, Taprorabana has access to real-time safety updates and information within the countries we visit. If necessary, these employees are on hand to assist travellers on the ground.

Get in touch

If you have any concerns, you can contact our support team online or over the phone.

Trip cancellations

DEPARTURES				
TIME	DESTINATION	FLIGHT	GATE	REMARKS
12:39	BERLIN	BA 903	31	CANCELLED
12:57	SYDNEY	QF5723	27	CANCELLED
13:08	TORONTO	AC5984	22	CANCELLED
13:21	TOKYO	JL 608	41	CANCELLED
13:37	HONG KONG	CX5471	29	CANCELLED
13:48	MADRID	IB3941	30	CANCELLED
14:19	LONDON	LH5021	28	CANCELLED
14:35	NEW YORK	AA 997	11	CANCELLED
14:54	PARIS	AF5870	23	CANCELLED
15:10	ROME	AZ5324	43	CANCELLED

This global health crisis has had a huge impact on everyone, so we want to make sure your future travel plans are safe and to reassure you that we are committed to supporting our customers as best we can. We never want to cancel a trip, but sometimes things happen. As the world opens up, we're excited for you to get out there and see it. But we also recognise the Coronavirus (COVID-19) is still a risk and some things are out of both our control and yours. We want your future travels to always be safe and, in the unfortunate event that your trip needs to be cancelled, we are committed to supporting you the best we can.

Refund information for UK & European travellers, please contact us.

Entry, health and visa requirements



Get the latest information on travel documents and visa requirements, plus local government COVID-19 vaccination and quarantine policies. To view travel requirements for your destination, please confirm that you have read and understand the information below.

<https://www.gov.uk/foreign-travel-advice/sri-lanka/entry-requirements>

4) COVID-19

Find out more about our vaccination policy and the other COVID-19 standards on our trips.

Our response to covid 19

- We recognise how fortunate we are to be able to travel and will continue to carry out our moral mission and responsibilities to the places we visit.
- Vaccinations, we believe, play an important role in saving lives and keeping people safe. Although almost 70% of the world has been immunised against COVID-19, vaccination rates remain low in some of the areas and populations we visit. We continue to advocate for global vaccine fairness and urgently urge all travellers and leaders to get properly vaccinated against COVID-19.
- We also adhere to the World Health Organization's and the World Travel and Tourism Council's (WTTC) safe travel protocols.
- All of our itineraries are subject to a thorough risk assessment and audit, and our leaders and operators receive ongoing COVID-19 health and safety training and abide by COVID-19 standards. Furthermore, the hotels, transportation providers, and any vendors we use must fulfil heightened COVID-19 criteria.

Covid 19 vaccination policy

Trips begin on January 1, 2023.

- Beginning January 1, 2023, Taprorabana will no longer require travellers to provide proof of COVID-19 vaccination.
- However, we continue to strongly advise all travellers and leaders to be vaccinated in order to protect themselves and others.
- Your destination or airline may still require specific confirmation of testing or vaccination. Please double-check your travel and admission criteria.
- This regulation does not apply to all polar expeditions and select adventure cruises, where testing and immunisation are still required. For further information, please see the Essential Trip Information for your chosen tour.

What type of certificate we accept

- We accept a number of different tests:
- Nucleic acid amplification tests (NAATs) such as the RT-PCR, RT-LAMP, TMA, NEAR or HAD tests. These are typically collected by nasopharyngeal swabs.
- Rapid antigen test. These can be either:
 - Self-administered
 - Administered by a medical professional
- Lateral Flow tests (if a verifiable test result can be produced).
- You must be able to produce a verifiable test result (paper or digital). This may be in the form of a test result, a medical certificate or a travel certificate/ "fit to fly" certificate.

Your safety is our priority

Before you book a trip with TAPRORABANA (PVT) LTD, please take the time to read and understand what terms and conditions apply to your booking. For most of our trips, you will be booking directly with TAPRORABANA (PVT)LTD so our Standard Booking Conditions and any applicable Special Conditions will apply. The Booking Conditions you agree to when you make your booking apply to your trip.

Essential Trip Information's

Want an in-depth insight into this trip? Essential Trip Information provides a detailed itinerary, visa info, how to get to your hotel, what's included - pretty much everything you need to know about this adventure and more.

Joining point

Bandaranayake International Airport

Finishing point

Bandaranayake International Airport

Problems and emergency contact information

For general enquiries or questions about your booking, please contact your agent or adventure specialist. For further contact details please use the following page:

www.taprorabana.com/contact details

While we always endeavour to provide the best possible holiday experience, due to the nature of travel and the areas we visit sometimes things can and do go wrong. Should any issue occur while you are on your trip, it is imperative that you discuss this with your group leader or our local representative straight away so that they can do their best to rectify the problem and save any potential negative impact on the rest of your trip.

We recognise that there may be times when your group leader/local partner may not be able to resolve a situation to your satisfaction - if this is the case, please ask the leader to speak to their direct manager.

You may also choose to provide details in your online feedback, which we ask you to complete within 30 days of the end of your trip. Please do be aware that it is very difficult for us to provide any practical help after the trip is completed, so informing us while still travelling will give us the opportunity to resolve the issue in real-time.

Taprorabana local Operator: 0094760318789

Taprorabana UK 0044 7519420353

OPTIONAL ACTIVITIES

The day-to-day programme includes a list of optional activities that have proven popular with previous visitors. This is not an exhaustive list and should only be used as a guide for some of the options available. Prices are for admission only and do not cover transportation to and from the locations or local guides unless otherwise specified. All activities are subject to availability and may be on a first-come, first-served basis. It is conceivable that you will not be able to complete all of the activities mentioned in the time allowed at each site, so some advance planning for what you are most interested in is encouraged. Look for a notice in the Special Information part of the day-to-day schedule when it is recommended that traveller's pre-book certain activities. Most can be organised independently on the day, or you can let your leader know you're interested in the group meeting and they can help.

Where activities are deemed medium or high risk, we collaborate with operators whose safety and credentials we have observed and evaluated. Although it is possible to locate the same activity for a lower price with another operator on the ground, we cannot guarantee the safety or quality of that operator. We have not analysed medium- and high-risk activities that are not specified above, and as a result, our personnel and leaders are unable to assist you in organising these activities. Activities that are in violation of our responsible travel principles are also not included. Please keep in mind that you do whatever you want and at your own risk if you do something that isn't listed.

URBAN ADVENTURES:

Come celebrate the best with us. Day. Ever. Urban Adventures are for individuals who want to get away from the masses and genuinely connect with a city while accompanied by a native. Our Urban Adventures excursions take travellers to intriguing sites to experience local culture and see what makes a place special. The trip can be as short as a couple of hours or as long as a whole day. If you are travelling before or after your vacation with us and would like to book an urban adventure ahead of time, please contact your booking agent or use this link: www.taprorabana.com/contact

Feedback

After your travels, we want to hear from you! We rely on your feedback. We read it carefully. Feedback helps us understand what we are doing well and what we could be doing better. It allows us to make improvements for future travellers. www.taprorabana.com/review

Passports, visas and entry requirements

PASSPORT

To travel internationally, you must have a valid passport. As a general rule, most nations require that your passport be valid for at least six months. Your passport information is required to complete your reservation. Please double-check the passport information you provide. Any inaccuracies given may result in additional fees for booking revisions. We recommend that you bring copies of the major passport pages and other vital documents with you and leave duplicates with family or friends at home.

VISAS

Individual travellers are responsible for obtaining visas. Entry requirements are subject to change at any time. For the most up-to-date information particular to your nationality and circumstances, consult your government's overseas travel advisories as well as the consulate website of the country or countries you are visiting. Please keep in mind that while COVID-19 restrictions are in effect, not all visa information found online from other sources may be genuine.

Please be sure to also check requirements of countries you are flying through, as visas may be required even when transiting through an airport.

Visas can take several weeks to process, so make sure you research the requirements as soon as you have booked your trip to allow for obtaining any necessary documents as well as the application and processing time. Your booking consultant can advise on a visa processing service or you can apply yourself directly through a consulate. Below you will find general visa advice about the destinations on your trip.

Below you will find general visa advice about the destinations on your trip. Due to constantly evolving COVID-19 requirements and restrictions, please refer to your government's foreign travel advice for most up to date information.

SRI LANKA VISA

Please check with the Sri Lanka Embassy or Consulate in your country for up-to-date visa information.

Travellers requiring a Sri Lanka visa prior to entry can apply online at the following website: www.eta.gov.lk

SRI LANKA ENTRY & EXIT REQUIREMENTS

For the latest update of what is required in order to enter Sri Lanka, please check your government's foreign travel advice and also visit the following website: <https://www.srilanka.travel/helloagain/>

INFORMATION REQUIRED FOR SRI LANKA TRAIN TICKET BOOKINGS

Train tickets in Sri Lanka must be booked with passport numbers. Please make sure you provide us with your correct passport number no later than 60 days prior to departure. If you have to renew your passport after booking, please notify us as soon as you have a new passport number.

Medical and health information

GENERAL HEALTH

To properly participate in this tour, all travellers must be in good physical health. When choosing your trip, please ensure that you have thoroughly reviewed the itinerary and assessed your capacity to manage and appreciate our style of travel. Please keep in mind that if our group leader or local guide believes that any traveller is unable to complete the itinerary without putting themselves and/or the rest of the group at risk, we reserve the right to exclude them from all or part of a trip without refund.

Before departing, you should visit your doctor for up-to-date medical travel information and any necessary immunizations. We suggest that you bring a first-aid kit and any personal medical needs, as it may be hard to get these things while you are traveling.

COVID-19

The safety and wellbeing of our travellers, leaders, crew, staff, and suppliers continues to remain our highest priority as we travel.

VACCINATION POLICY

From 1 January 2023, Taprorabana will no longer require travellers to provide proof of vaccination against COVID-19 for this trip. However, we continue to strongly recommend that all travellers get vaccinated to protect themselves and others.

Specific proof of testing or vaccination may still be required by your destination or airline. Please ensure you check travel and entry requirements carefully. For more information, including a detailed, please visit <https://www.taprorabana.com/covid19>.

HEALTH SCREENING

If you are unwell prior to travelling, please stay at home and contact us to make alternative arrangements.

From 1 January 2023, Taprorabana will no longer require travellers to complete a self-screening health form at the group meeting for this trip. If you are displaying any COVID-19 symptoms or have any health concerns during the trip, we will follow the advice of local health authorities to determine whether medical assistance, isolation or further action is required.

Travellers who test positive while taking part in an Taprorabana trip will need to leave the group for a minimum of five days and may only re-join the group if presenting as asymptomatic – our team will assist them in arranging a place to self-isolate and any onward journey.

It's quite possible that the destination country may have different or more strict protocols than your home country regarding COVID-19. This may include hotel or hospital quarantine or quarantine for the group. Please check your government's travel advice or contact the closest embassies to find out the details. We ask all travellers to continue to monitor their health throughout their travels and report any relevant symptoms to their tour leader.

MOSQUITIO-BORNE ILLNESSES:

All regions of Sri Lanka can experience outbreaks of dengue fever, with cases more prevalent in the west of the country. There is no vaccination against it, but there are preventative measures that you can take such as wearing long clothing, using repellent and being indoors particularly around dusk and dawn. If you have a fever or feel unwell, please let your leader know right away. Outbreaks of other mosquito-borne diseases (including chikungunya fever, Japanese encephalitis and filariasis) occur regularly. Protect yourself against mosquito-borne illnesses by taking measures to avoid insect bites.

Food and dietary requirements

Please fill our food requirement form and let us know before you travel at

www.taprorabana.com/customer food requirement.

Accommodation

www.taprorabana.com/accommodation types

Transport

www.taprorabana.com/our fleets

Money matters

Sri Lanka's official currency is the rupee (LKR). There are numerous ATMs in Sri Lanka that take both Visa and MasterCard. Although this is a safe and easy way to access money during your vacation, we urge that you carry some cash with you in case ATMs are unavailable. In case of an emergency, some cash in UK Pounds should be kept on hand. Major credit cards are accepted in larger stores and restaurants only in major cities. Cash advances against credit cards are permitted by some banks.

SPENDING MONEY

Every tourist has a unique approach to spending money on their journey. You are more aware of your spending habits than we are, so please budget for items like extra meals, drinks, shopping, optional activities, and laundry. Check the itinerary and inclusions thoroughly to understand what is included in the trip fee and what you may need to pay for while travelling.

TIPPING

If you are pleased with the services provided, a tip is appropriate, though not required. While it may not be customary for you, it is very important to the people who will look after you during your journey, inspires excellent service, and is a well-established feature of the tourism industry in many Taprorabana destinations. Although they can be difficult to find, we recommend carrying small notes of local currency with you every day to make tipping easier.

The following amounts are per person suggestions based on local considerations and feedback from our past travellers:

Restaurants: Local markets and basic restaurants - round your bill up to the nearest UK S Pounds 1. More up-market restaurants we suggest 10% to 15% of your bill.

Local guides: Throughout your trip you may at times have a local guide in addition to your tour leader. We suggest Uk Pounds 2-3 per day for local guides.

Drivers: Your tour may include a variety of drivers. Some may accompany you on a short journey, while others may accompany you for several days. We would recommend a greater tip for individuals who are more active with the group, but we recommend £2 per passenger every day for both the bus and the crew.

Your Tour Leader: You should also consider tipping your tour guide for exceptional service throughout your trip. The amount is entirely up to the individual, but as a guideline, Uk £ 5 per person, per day, can be used. Of course, you are free to tip as much or as little as you like, based on your perception of service quality and the length of your trip. Remember that tipping is optional and should only be given when you receive exceptional service.

In total, we recommend you budget approx. Uk £10-Uk £ 15 per day of your trip to cover tipping.

On Day 1, your tour leader will explore the idea of running a group tip kitty with you, in which everyone contributes an equal amount and your group leader pays the tips while maintaining a running record of all cash spent (except restaurant tips). The record can be examined at any time, and any money left over at the end of the tour is refunded to the members of the group. This is often the easiest way to avoid problems like not having enough small change or not knowing when or how much to tip.

Please do not tip with coins, notes with very small denominations, or soiled or damaged notes. This is considered an insult in some cultures.

CONTINGENCY FUNDS

We strive to plan for every contingency, but certain things are out of our hands. Due to local circumstances or a Force Majeure Event, we have the right to amend an itinerary after departure. You will bear the additional costs of any necessary itinerary changes in such emergency situations. Please keep in mind that we are not responsible for any incidental expenses incurred as a result of itinerary changes, such as visas, vaccinations, or non-refundable flights. Make sure you have an extra Uk £ 500 on hand in case of an emergency (e.g., severe weather, natural disasters, civil unrest) or other unforeseen changes to your itinerary. These things sometimes necessitate last-minute changes in order for our trips to continue, and as a result, there may be some additional costs involved. The recommended amount is listed in Uk £ for universal traveller's convenience; however, once in the country, local currency may be required to cover these costs.

Packing

What you need to pack will depend on the type of vacation you choose, the countries you visit, and the time of year you travel. In general, we recommend packing as lightly as possible and ensuring that you can carry and lift your own luggage, as well as walk with it for short distances.

Most travellers travel with a backpack, but an overnight bag with a shoulder strap can be sufficient if you travel lightly. Smaller bags or backpacks with wheels are convenient, but carrying straps are recommended. A lockable bag or little padlock comes in handy. When exploring during the day and for your overnight hike into the tea plantations, you'll also need a daypack or bag to carry water, a camera, and other items.

Here are some suggestions and pointers on what you'll need for this vacation.

ESSENTIALS:

- Lightweight clothing. You will need to bring a mixture of lightweight clothing and warm layers. Long shirts and pants for protection against mosquitoes are useful. Clothes should be easy to wash and dry. Maybe bring a change of smart clothes for dinner in Colombo. Please also bring clothing that covers arms and pants/skirts that go past the knee for entry into local temples. For women, a light scarf is also a good idea for covering shoulders and arms when hot.
- Closed-in shoes will help to protect your feet from cuts and scratches when walking through cities as well as bush/grass-lands, and will also act as a barrier protection in rare cases against bites or stings.
- Sun protection - hat, sunscreen, sunglasses

RECOMMENDED:

- The Hill country of Sri Lanka can be cold, especially on the tea plantation hike. Please bring a light, warm waterproof jacket.
- Hiking boots, socks and light hiking clothing such as synthetic T shirt styles that wick away moisture
- Personal medical kit. A larger kit will be on hand with your leader, but we recommend you carry items such as mild pain killers, electrolytes, Band-Aids and insect repellent.
- Water bottle. We recommend at least a 1.5litre capacity. The sale of bottled water contributes to an enormous environmental problem around the world.
- Camera / phone.

OPTIONAL:

- Ear plugs to guard against street noise, barking dogs and snorers.
- A good book, journal and music player.

LUGGAGE LIMIT:

Please keep your luggage to a minimum. One small soft-sided bag plus a day pack (no more than 15-20kgs in total per person) is essential. We recommend against bringing hard/externally framed suitcases as they are difficult to store and can damage equipment and other travellers' belongings. If your trip is beginning and ending at the same location, excess luggage can usually be stored at your arrival/departure hotel and can be collected after your trip.

VALUABLES:

Please try to avoid bringing unnecessary valuables, and use your hotel safe. It's also a good idea to purchase a money belt or pouch that is easily hidden. We strongly recommend that you photocopy all important documents e.g., air tickets, passport, vaccination certificate, etc. and keep the copies separate from the originals. While not valid, a photocopy makes it very much easier to obtain replacements if necessary.

BATTERIES/POWER:

Most of our trips have access to power to recharge batteries for phones and cameras every day. We recommend that you carry an extra battery for your camera and/or a small portable power bank.

Phone and internet access

In general, hotels in Sri Lanka provide excellent Wi-Fi connectivity. Most hotels provide free Wi-Fi in public areas, and many also provide Wi-Fi in rooms. Your tour guide will provide you with the best communication advice in the country's most remote areas. When you arrive at the airport, you can acquire a local SIM card. Etisalat and Airtel are two of the larger operators with the most extensive nationwide coverage.

Climate and seasonal information

SRI LANKA WEATHER:

The weather in Sri Lanka varies based on the time of year and the region you visit. The northeaster monsoon season lasts from December to March, while the southwest monsoon season lasts from May to October. Flooding and landslides are possible during this time, so plan for delays or reroutes to avoid affected areas. Summers in Sri Lanka are extremely hot, with short, sharp monsoons in the southwest. If you are travelling during this time of year, make sure you apply adequate sun protection and drink enough water.

PERAHERA FESTIVAL

This annual festival, held in July or August, consists of ten days of evening processions to honour the Sacred Tooth, which is housed at Kandy's Temple of the Tooth. A parade of more than 50 decorated elephants is part of the celebration. We do not include the event and cannot purchase tickets on your behalf due to our stance on elephant cruelty.

Group Leader

Every group trip is led by one of our group leaders. The group leader's goal is to take the stress out of your travels and help you have the best trip possible. Taprorabana tries hard to give you a leader with a lot of experience, but because travel is seasonal, it's possible that your leader is new to the area or is training other group leaders.

Your guide will provide information about the areas you are visiting, make suggestions for things to do and see, recommend fantastic local eating establishments, and introduce you to our local friends. While they are not typical guides, they should have a broad general understanding of the areas visited on the journey, including historical, cultural, religious, and social aspects. We at Taprorabana want to provide local guides with specialised knowledge of the locations we visit. If you want to delve deeper into the local culture at a specific place or venue, your leader can propose a local guide service at most of your trip's main stops.

Health & Safety

Most national governments provide routinely updated overseas travel information on international travel safety issues. We recommend that you check your government's travel advice for the most up-to-date travel information before leaving and that your travel insurance covers you for all destinations and activities on your trip.

We strongly advise using a neck wallet or money belt while travelling to protect your passport, flight tickets, cash, and other valuables. You won't need your jewellery when travelling, so leave it at home. Many of our hotels provide safe deposit boxes, which are the safest place to keep your belongings. It is advised that you use a lock to secure your luggage.

Your leader will join you on all included activities; nevertheless, you will have some free time during your vacation to follow your own interests or relax and take it easy. While your leader will advise you on the available options in a given location, please keep in mind that any optional activities you participate in are not part of your Taprorabana itinerary, and Taprorabana makes no representations about the activity's safety or the standard of the operators who run them. Please use your best judgement while choosing an activity to do in your spare time. Please keep in mind that your Leader has the authority to change or cancel any part of the trip itinerary if necessary due to safety concerns.

Taprorabana operational safety policies can be viewed on our website at the link below. We recommend that you take a moment to read through this information before travelling, and would appreciate any feedback on how safety is being managed on our trips.

www.taprorabana.com/safety-guidelines

CURRENT SITUATION:

The recent terrorist attacks were a tragic occurrence that has had a significant influence on the country's tourism. Taprorabana is committed to our local personnel and the communities we visit, and we will continue to run all of our tours in Sri Lanka. While the security situation is currently considerably more stable, there is still a strong police presence in towns and cities, as well as several checkpoints. We will keep running our tours in Sri Lanka in line with official travel advice and the rules of the country. We don't expect major changes to your plan at this time, but keep in mind that the country is still recuperating and factors like travel times between destinations and time spent going through security at the airport may be affected.

POLITICAL TENSION:

Protests and large public gatherings can devolve into violence or become targets for politically motivated attacks. In response to protests, police have used tear gas and water cannons. Curfews can be imposed at any time. You should avoid all major public meetings and listen to your leader's instructions. Some security forces are visible, especially in the northern and eastern regions. Military and police checkpoints can be set up, and road closures can happen at any time.

PETTY CRIME:

Pickpocketing, bag snatching, and other petty crimes are common in Sri Lanka, especially in crowded places like tourist areas, markets, and public transportation. Carry only what you need, and use hotel safes whenever possible. Card skimming has been reported; therefore, only use ATMs attached to banks or major hotels. Some tourists unknowingly purchase counterfeit goods, particularly jewellery and gems; be aware that you may not be purchasing the genuine article.

LOCAL LAWS:

You must carry a form of official photo identification with you at all times - a copy of your passport is a good idea. Be aware that smoking and drinking in most public places is illegal.

BICYCLE HELMETS:

Please note that helmets are not always provided for sightseeing on bicycles. If you wish you can bring along your own.

A couple of rules

Everyone has the right to travel safely. We do not accept any sort of violence (verbal or physical) or sexual harassment, whether it occurs between customers or involves our leaders, partners, or local residents. Sexual interactions between a tour guide and a client are strictly prohibited. Illegal drug use or possession will not be tolerated on our travels. If you choose to drink alcohol while travelling, we advocate safe drinking and expect you to follow local alcohol consumption rules. The sex tourism sector is well-known for exploiting vulnerable individuals and wreaking havoc on communities, including impeding the development of sustainable tourism. As a result, patronising sex workers will be prohibited on our travels.

By travelling with us, you agree to follow these terms. You must always follow the laws, customs, foreign exchange, and drug regulations of the countries you visit, and you agree to travel in accordance with our Responsible Travel Guidelines. The group leader's decision is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the trip. If you fail to comply with a group leader's decision or interfere with the group's well-being or mobility, the group leader may direct you to leave the trip immediately with no right of refund. We may also decide not to transport you on any future trips. If you notice someone acting inappropriately while travelling with us, please notify your tour leader or local guide right away. Call us at the number listed in the Problems and Emergency Contact section of this Essential Trip Information instead.

Travelling on a group trip

When you travel in a group, you will experience all of the benefits and possibly some of the drawbacks of group travel. Your other travellers will most likely come from all around the world and be of various ages. We ask that you be mindful of your group's diverse requirements and preferences. Patience with your fellow travellers is often required for everyone's benefit. Remember that you have collective obligations as well. If you are asked to be somewhere at a specific time, make sure you don't keep the rest of the party waiting. We've discovered time and again that the greatest excursions we run are those where the dynamics within the group work effectively, and this requires very little effort on your part. We are unable to provide you with contact information or any personal information about your fellow passengers booked on your trip prior to departure due to privacy concerns.

SOLO TRAVELLERS

The beauty of our travel style is that it appeals to lone travellers who wish to connect and share experiences with like-minded people. Rooming is arranged on a twin-share basis on our tours. We match solitary travellers with another traveller of the same gender based on the gender marking on their passports. As a responsible tour operator, we endeavour to offer a welcoming and safe environment for everybody. Please contact us if your gender identity differs from what is listed on your passport so that we can discuss rooming possibilities with you. On most tours, we also offer an optional single supplement for those who wish to have their own accommodations. Please keep in mind that this only applies to lodging during the tour. We will book pre-trip and post-trip accommodations on a single-room basis. Some accommodations are rented on an open-gender, multi-share basis on a small number of itineraries. It will be explicitly stated in our Essential Trip Information before booking and travelling in certain cases.

Travel Insurance

For those travelling internationally, travel insurance is required on all of our tours. We demand that you be covered for medical expenses, including emergency repatriation, at the very least. If you are travelling within your own country or region, please ensure that you have easy access to the public medical system in the event of an accident. We strongly advise all travellers to obtain insurance that covers personal liability, cancellation, curtailment, and loss of luggage or personal goods. For overseas travel, you will not be allowed to join the group unless your leader has seen proof of travel insurance and the insurance company's 24-hour emergency contact number.

If you have credit card insurance, your group leader will need the name of the participating insurer or underwriter, the level of coverage, the policy number, and an emergency contact number rather than the name of the bank and the details of your credit card. Please contact your bank for these details before travelling to the country.

European Union law says that people who live in the European Union or Switzerland and have basic international health insurance do not need travel insurance. However, because this does not cover emergency rescues, private health treatment, or repatriation to their native nation, complete travel insurance is generally advised. Travelers from the European Union or Switzerland who choose not to purchase travel insurance when travelling outside of their home country must sign a travel insurance waiver form at the group meeting.

Responsible Travel

Our Responsible Travel Policy outlines our commitment to preserving the environment, supporting local communities, protecting the vulnerable, and giving back to the places we travel. All our trip leaders, suppliers, and staff are trained on these principles and are core to us delivering sustainable, experience-rich travel.

LOCAL DRESS:

When packing, keep in mind that dress standards in Asia are conservative, especially outside of big cities. We strongly advise modest clothing to respect this and for your personal comfort. Clothing that covers your shoulders and knees is required. In the generally hot Asian environment, loose, lightweight, long clothing is both respectful and cool. Many rural communities in Asia will require women to wear modest attire even when swimming. Singlets, tank tops, and topless sunbathing are all forbidden. When visiting sacred locations, men should wear long trousers, and women should wear a long skirt or sarong.

BUDDHA IMAGES:

Posing for a photograph next to a statue of Buddha is considered extremely disrespectful or even illegal as is mistreatment of Buddhist images, which can include the wearing of tattoos, jewellery or clothing associated with Buddhism.

ELEPHANT PERFORMANCES & ELEPHANT RIDING:

While we respect each individual's travel decisions, Taprorabana does not include elephant rides or other unnaturally performing activities on any schedule, and we encourage that you avoid them if they are offered to you during your stay. Professional wildlife conservation and animal welfare organisations, including World Animal Protection, advise that captive elephants, contrary to popular belief, remain wild animals and that, despite good intentions, many venues are unable to provide the appropriate living conditions elephants require, negatively impacting their well-being. While there is some validity to the notion that the money you pay for the activity supports the elephants and their mahouts, we also know that it stimulates demand for elephants caught in the wild or captive-bred. We appreciate your help in enhancing the lives of these magnificent creatures.

The TAPRORABANA Foundation

Did you know that tourism is one of the most important contributors to the world economy, accounting for one out of every ten jobs? That is why we support local programmes that create meaningful jobs and train individuals to work in the places we visit. That is why we support local programmes that create meaningful jobs and train individuals to work in the places we visit. And it's why we exist: to make it simple for travellers to give back to the people and places they've visited in a meaningful and effective way.

The Sri Lanka Wildlife Conservation Society helps communities and protects elephants. Sri Lanka Wildlife Conservation Society (SLWCS) has been working to find solutions to the human-elephant conflict for over 21 years. They launched Project Orange Elephant by working directly with communities to persuade farmers to plant oranges, a crop that elephants are not attracted to. At the same time, planting oranges provides rural Sri Lankan farmers with a new, sustainable source of income while protecting both their families and wild elephants. SLWCS is working to make it easier for elephants and humans to cohabit.

