

BOOKING CONFIRMATION

BOOKING DETAILS

Booking Reference :	TFG2020011078	Travel Date :	09.02.2020
Consultant :	Rozanne DeSilva		
Lead Passenger :	Mrs Karel Mulkens		
Other Passengers :	Mr Jose Mulkens		

SUMMARY OF SERVICES

09 Feb 2020	<p>Arrival Flight Details: On EK 650 at 0825 Hrs</p> <hr/> <p>Road Transfer (Arrival)</p> <hr/> <p>Accommodation: The Kings Pavilion, Kandy - 3 Nights 1 x Junior Suite - Bed & Breakfast - 2 Adults</p>
10 Feb 2020	<p>EXCURSION / EXPERIENCE: Kandy Temple & City Walk , Kandy at 0830 Hrs</p>
11 Feb 2020	<p>EXCURSION / EXPERIENCE: A visit to an artist's home , Kandy at 1700 Hrs</p>
12 Feb 2020	<p>Road Transfer</p> <hr/> <p>Accommodation: Nine Skies, Ella - 2 Nights 1 x Nine Skies Bedroom - Nine Arches - All Inclusive - 2 Adults</p>
13 Feb 2020	<p>EXCURSION / EXPERIENCE: Tea Factory Visit by Nine Skies , Demodera</p>
14 Feb 2020	<p>Road Transfer</p> <hr/> <p>Accommodation: Wild Coast Tented Lodge, Yala - 3 Nights 1 x Cocoon Suite - All Inclusive - 2 Adults</p>
15 Feb 2020	<p>EXCURSION / EXPERIENCE: Morning safari at Yala National Park by Wild Coast Tented Lodge (Shared safari) , Yala</p> <hr/> <p>EXCURSION / EXPERIENCE: Afternoon safari at Yala National Park by Wild Coast Tented Lodge (Shared safari) , Yala</p>
16 Feb 2020	<p>EXCURSION / EXPERIENCE: Morning safari at Yala National Park by Wild Coast Tented Lodge (Shared safari) , Yala</p>
17 Feb 2020	<p>Road Transfer</p> <hr/> <p>Accommodation: Shangri-La Hambantota Golf Resort & Spa, Hambantota - 3 Nights 1 x Premier Ocean Room - Half Board - 2 Adults</p>
20 Feb 2020	<p>Road Transfer</p> <hr/> <p>Accommodation: Owl and the Pussycat, Thalpe - 3 Nights 1 x Suite Dreams (Premium Ocean View Suite) - Bed & Breakfast - 2 Adults</p>

21 Feb 2020 EXCURSION / EXPERIENCE: Past to present walking tour with a 5th generation fort resident , Galle at 1700 Hrs

23 Feb 2020 Road Transfer (Departure)

Departure Flight Details:

On UL 115 at 1325 Hrs

BOOKING NOTES

- a. Mileage included only for transfers & excursions mentioned above. 100km will be included on leisure days. (Unused mileage cannot be taken forward to next day). Additional trips will be charged LKR 45.00 per km with payment direct to the driver.
- b. Transport is included for the entire stay unless indicated here.

IMPORTANT TRAVEL NOTES

Visas to Sri Lanka:

ETA is an official authorization for a Short Visit to Sri Lanka and is issued electronically. The ETA can now be obtained online by logging on to www.eta.gov.lk and following the instructions.

Flights to Sri Lanka:

If you have booked flights with us, we will endeavour to send you the relevant tickets as soon as possible. If you have not received the ticket 10 days prior to the start of the tour, please contact our ticketing department ticketing@yanaa.com

Customer Care:

Please contact our 24h customer care team if there are any questions or concerns you have while travelling. You may contact us through:

A) Phone, SMS or WhatsApp:

For clients while travelling (calling from an international number): TEL: +94 773 604 884

For clients while travelling (calling from a local number): TEL: 0773 604 884

B) By Email:

For any questions prior to your holiday with us: [Email: operations@thefabulousgetaway.com](mailto:operations@thefabulousgetaway.com)

For any requests and changes during your holiday: [Email: customerservice@thefabulousgetaway.com](mailto:customerservice@thefabulousgetaway.com)

Changes to the itinerary while travelling:

We strive to offer flexible itineraries, and will always consider any changes you wish to make, even once the itinerary is finalised. However, changes will depend on availability and may incur cancellation charges. If you would like to make a change during your trip, please contact our customer care department.

Changing the vehicle or the chauffer-guide or the duration of their services:

In the event of any problems with the vehicle itself, we will of course attend to these as soon as possible. In the event that you are not satisfied with the chauffer-guide or guide, we may or may not be in a position to make this change – once again, it is dependent on availability. If you decide to release the services of the vehicle and of the chauffeur-guide early, we cannot provide you with a refund.

Comments, suggestions and complaints:

We are always happy to receive feedback from our clients. We welcome any comments and suggestions you may have, and take seriously any complaints. If you feel uncomfortable with any particular aspect of your trip, discuss the issue as soon as possible with the supplier of service (e.g. hotel manager) and contact our customer care department. If the matter is not satisfactorily resolved, please notify us within 24 hours, by email. For more detailed information about our complaints procedure, please see our Booking Conditions.

Train Travel:

Train tickets are sold subject to availability and can only be confirmed 10 days before travel. If we are unable to procure your tickets, we will inform you and agree on alternative arrangements – for example, we may be able to confirm a different class of ticket. If you have booked the services of a guide or a chauffeur-guide with us, he will procure your tickets. If you have not booked the services of a chauffeur-guide and are travelling independently, tickets should be collected from the station on day of travel. Proof of identity must be provided. Please contact our operations team at least 1 hour before departure and we will let you know where to collect the tickets.

TFG
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Sri Lanka