

Olanka Payment & Cancellation Policy

6 Steps of Booking Your Trip



Payment Terms

- ❖ 20% initial payment from total invoice on confirmation of tour, to proceed with hotel and transport booking.
- ❖ 80% balance payment within 3 days (72 hours) after sending the booking confirmation by Olanka Travels.
- ❖ Last minute booking: If your tour or booking commences within 30 days, 100% payment is due to secure the booking.
- ❖ Hotels & all tickets are subjected to availability.

Payment Options

Bank Transfers (Telegraphic Transfer, Online, Cash Deposit)

- ❖ Sri Lanka Bank & Currency (LKR / USD / EUR / GBP)
 - ✓ Bank charges applied through your bank, should be bared by the customer



- ❖ Indian Bank & Currency (INR)



- ❖ Australian Bank & Currency (AUD)



Credit Cards

- ❖ Visa & Master 2 – 3%
- ❖ Amex 3 – 4%



Pay Pal

- ❖ Depending on the country PayPal charges differ. If you have a PayPal account it will be less than 3.0%.



Western Union

- ❖ You can use western union to transfer money to our Sri Lanka Account



Ali Pay



Cancellation Policy

- ❖ 80% Refund – Tours cancelled before 30 days from the scheduled start of a tour date. You must communicate Olanka Travels consultant and reservations department in writing (email).
- ❖ Zero Refund – Cancellations made with less than 30 days from the start of a tour
- ❖ Zero Refund – No show.

Cancellation Process

Please email with your tour ID and cancellation notes or postponed notes to below emails.

- ✓ reservation@olankatravels.com
- ✓ operations@olankatravels.com
- ✓ Accounts@olankatravels.com
- ❖ Upon your cancellation request, we will take three (3) working days to process.
- ❖ Olanka team will acknowledge your cancellation, refund or postponed email within 24 hour.
- ❖ Once you acknowledge the refund amount to us, we will transfer the refund to you. This will take 7 working days

Refund Policy

- ❖ 20% Booking Fee will be NOT refunded for all tours.
- ❖ Refunds will be made as per the above policy and funds remitted as instructed by the traveler.
- ❖ Bank charges for the refunds will be payable by the traveler and deducted from the funds held by Olanka Travels. Current charges USD 30/- per transaction