

Terms & Conditions

Privacy Policy

Terms and Conditions

Welcome to www.soulfulsrilanka.com. These terms govern your use of our website for booking tour services and purchasing merchandise. By using our website, you agree to comply with these terms.

Use of the Website

- You must be at least 18 years old to book services.
- Provide accurate, current information during inquiries or purchases.
- Use our website only for lawful purposes.

Service and Product Information, and Pricing

- Details of services, tour packages, and merchandise are accurate to our best knowledge, but packages, availability, and product specifics may change.
- Prices and promotions are subject to change and may be limited to specific timeframes.

Booking, Orders, and Payments

- Tour booking requests are confirmed based on availability.
- Merchandise orders are processed based on stock availability.
- We may refuse or cancel any bookings or orders due to availability or other valid reasons.
- Valid payment details are required to secure bookings and orders.

Cancellations and Refunds

- Our Cancellation Policy applies to refunds for tour bookings and merchandise. Please refer to the Refund Policy for more information.

Intellectual Property

- All materials on our website, including text, images, and logos, are owned by www.soulfulsrilanka.com. Unauthorized use or reproduction is prohibited.

Limitation of Liability

- We are not liable for direct or indirect damages resulting from the use or inability to use our website, tour services, or merchandise.

Amendments and Termination

We may update or terminate these terms without prior notice. Reviewing these terms periodically is recommended.

Privacy Policy

At www.soulfulsrilanka.com, we are committed to protecting your privacy and personal information. This policy explains how we collect, use, and safeguard your information when you inquire, book tours, or purchase merchandise. By using our services, you consent to the practices described in this policy.

Information We Collect

We may collect personal information, such as:

- Identifying information (e.g., name, email, contact details) voluntarily provided during bookings, inquiries, or purchases.
- Payment and billing details securely processed by trusted third-party vendors.
- Browsing data (e.g., IP address, browser type) collected via cookies.

Use of Information

We use your data to:

- Process bookings and merchandise orders.
- Communicate updates, respond to questions, and notify you of changes.
- Provide personalized recommendations and promotions.
- Improve services and detect misuse or fraud.

Data Sharing

We share your information only with trusted third parties to:

- Fulfill bookings, merchandise orders, or process payments.
- Meet legal or regulatory requirements.

Data Security

We use secure methods to protect your information; however, please note that transmission over the internet is not fully secure, and we cannot guarantee complete protection.

Cookies

Cookies help us understand usage and preferences. You may disable cookies through your browser settings, but this may limit some features.

Policy Changes

We may update this Privacy Policy as necessary. Any changes will be posted here with an updated date.

Contact Us

If you have questions about this policy, please contact us.

Refund Policy

Thank you for choosing www.soulfulsrilanka.com. We value your satisfaction and aim to provide an excellent travel and shopping experience. If, for any reason, you are not completely satisfied with your booking or purchase, we are here to help.

Cancellations and Refunds

Cancellations for tour bookings are accepted within 7 days from the booking date. Refunds are provided based on eligibility and must meet the cancellation criteria. Merchandise returns must be unused and in original packaging, meeting eligibility for refunds.

Refunds

Once your request is received, we will assess eligibility and initiate a refund to your original payment method if approved. Refunds exclude service fees, and any non-refundable charges.

Exchanges

If you would like to adjust your tour booking to different dates, packages, or upgrade, please contact our customer support team within 10 days. Merchandise exchanges may be available based on stock; contact us for specific instructions.

Non-Refundable Services

The following are non-refundable:

- Customized or personalized tour packages
- Perishable or time-sensitive services (e.g., events, timed entries, or specific-date merchandise items)

Damaged or Defective Services

If any service or product arrives damaged or does not meet expected quality standards, please contact us immediately. Based on availability, we may offer a replacement, partial refund, or alternative arrangement.

Processing Time

Refunds will be processed within 14 business days after eligibility is confirmed. The time may vary depending on your payment provider.

Contact Us

For any inquiries or issues, reach out to our customer support team. We are dedicated to ensuring a smooth and enjoyable experience with us.