

Sign of Life Resort/Spirit of Life Resort

General Terms and Conditions

Booking your Ayurveda cure

All reservations for your Ayurveda holiday are non-binding until a deposit has been paid into our account and your Ayurveda treatment has been confirmed by us.

With your booking you automatically accept our terms and conditions of Sign of Life Resorts/Spirit of Life Resorts, Sri Lanka.

Please note that an Ayurveda cure is an all-inclusive package. When booking an all-inclusive package, services that have not been used cannot be refunded. This also applies to services not used during the Ayurveda cure.

Check-in: from 14:00 p.m

Check-out: until 10.00 p.m.

Prices and packages of your Ayurveda cure

The cure price is an all-inclusive price. As with all hotels, the number of nights is decisive for the calculation of the cure days.

The cure begins at 2 pm with check-in and ends at 11 am with check-out. All services are within this period.

If the room is available before 2 pm, it can be occupied at no extra charge.

On the day of departure, the following services can be booked extra after 11 am:

Lunch 20€

Dinner 10€

Lunch and Dinner 25€

Treatments and lunch 120

Treatments, Lunch, Dinner 130€

All prices are final prices in Euro, including local tax and service charge.

We are happy to accommodate your wishes regarding meals (vegetarian/vegan), further requests for changes and special dietary requirements will be charged extra per day.

As an Ayurveda treatment is an all-inclusive package, any services not taken, e.g. due to late arrival or very early departure, cannot be refunded.

Cancellation conditions or changes to your Ayurveda cure

In principle, we charge 30% of the total booking price as a cancellation fee for cancellations of a booked cure.

In the case of cancellation between 30 and 60 days before the start of the cure, the cancellation fee is 60% of the total booking price.

In the case of cancellation less than 30 days before the start of the cure, we charge 80% of the total booking price.

In the case of cancellation less than 14 days before the start of the cure we charge 100% of the total booking price.

However, we will make every effort to re-arrange your place on the course so that we can refund your cancellation fee. If we are able to do this, we will only charge a handling fee of 100 euros.
Generally, we issue a voucher for cancellations, a refund or cash payment is excluded.

For your own protection, we recommend that you take out travel cancellation insurance.

Early termination or change of your Ayurveda cure

If you have to cancel your Ayurveda cure prematurely/ or wish to change services from it, we are generally not obliged to make any refunds. We recommend that you take out travel cancellation insurance, which will cover the costs incurred if you have to break off your trip prematurely for an urgent reason (e.g. your own illness or accident, serious illness or death of relatives, etc.).

Liability

Please understand that in the event of force majeure (such as natural disasters of any kind, as well as epidemics, pandemics or political unrest) we are unable to provide a refund. In such cases, however, we are usually happy to offer you a postponement of your stay free of charge - after consultation and clarification of the individual case.

The services we guarantee are explained in our service description.

The instructions of our Ayurveda doctors must be followed. We expressly point out that the individual Ayurveda treatments are only prescribed by the Ayurveda doctor treating you based on your current state of health.

Our Ayurveda cure offer serves your preventive health care and does not replace the treatment of an acute ailment, by a hospital stay.

For treatments which, in the opinion of our Ayurveda doctors, are better omitted for health reasons, no claims can be derived on your part.

Complications during an Ayurveda cure, such as possible allergic reactions to food, massage oils or medication or small haematomas, which can sometimes occur during trigger point treatment, are only our responsibility in the case of intent or gross negligence.

We do not grant any refunds for services not used during your Ayurveda cure.

We are also unable to offer refunds for services booked and provided in the event of interruptions to the cure due to illness.

We accept no liability for disturbances caused by local or country-specific noises, smells or injuries caused by animals.

We ask for your understanding that we cannot accept any liability for services provided by third parties , such as: transport and tours.