

VILLA LABUGOLLA : BOOKING POLICIES

Operated by Lake Drive Holdings (Private) Limited

Last Updated: August 2026

1. Refund & Cancellation Policy

Thank you for choosing Villa Labugolla. This Refund & Cancellation Policy applies to reservations and advance payments made for stays at Villa Labugolla.

Booking Confirmation

Reservations are made through WhatsApp or telephone. A reservation is confirmed once the required advance payment has been received and Villa Labugolla has confirmed the booking.

Cancellation

Cancellation requests should be made through WhatsApp, telephone, or email.

Refund eligibility will depend on the cancellation terms communicated and agreed upon at the time of booking. Special promotional, discounted, or non-refundable rates may be subject to different cancellation conditions.

No-Show & Early Departure

If a guest does not arrive on the confirmed check-in date without prior notice, the booking will generally be considered non-refundable.

If a guest checks out earlier than the confirmed departure date, the unused portion of the booking is generally non-refundable unless otherwise agreed by Villa Labugolla.

Refund Processing

Where a refund is approved, it will be processed to the same payment method through which the original payment was made.

For payments made by credit or debit card through our online payment gateway, the refund will be credited back to the same card used for the original transaction. Refunds will not normally be made to a different card, bank account, or by cash.

The time taken for the refund to appear in the guest's account may vary depending on the relevant bank, card issuer, or payment service provider.

Cancellation by Villa Labugolla

In exceptional circumstances where Villa Labugolla is unable to accommodate a confirmed booking, we will, where reasonably possible, offer an alternative date or an appropriate refund.

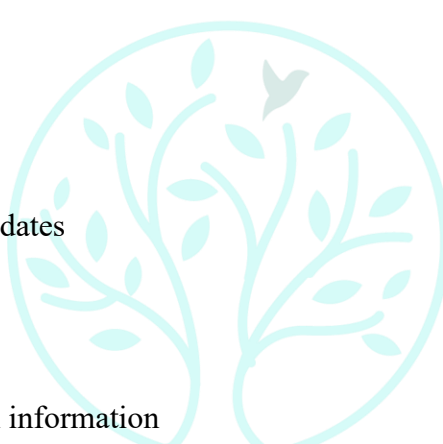
2. Privacy Policy

Villa Labugolla, operated by Lake Drive Holdings (Private) Limited, respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect and use personal information when you visit our website, contact us, make a reservation, or make an advance payment.

Information We Collect

We may collect information such as:

- Name
 - Telephone or mobile number
 - Email address
 - Address, where required
 - Booking details
 - Check-in and check-out dates
 - Number of guests
 - Special requests
 - Payment and transaction information
 - Information provided when communicating with us through WhatsApp, telephone, email, or other communication channels
 - Basic website information such as IP address, browser type, device information, and pages visited
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- A circular logo featuring a stylized tree with many leaves and a small bird perched on one of the branches. The logo is light blue and semi-transparent, overlaid on the text of the list.
- VILLA LABUGOLLA
PRIVATE SANCTUARY

How We Use Your Information

We may use your personal information to:

- Respond to inquiries and booking requests
- Process and manage reservations
- Communicate with you regarding your stay
- Process advance payments, cancellations, and refunds
- Provide and improve our accommodation and services
- Send information regarding relevant promotions or offers

- Prevent fraud or unauthorized transactions
- Comply with applicable legal, tax, accounting, and regulatory requirements

Payment Information

Advance payments may be made through an authorized third-party online payment gateway.

Villa Labugolla does not intentionally collect or store your complete credit or debit card details on its own systems. Payment information is handled by the relevant payment service provider.

Sharing of Information

We do not sell or rent your personal information.

Where necessary, relevant information may be shared with trusted service providers, including payment processors, website service providers, booking-related service providers, professional advisers, or government authorities where required by law.

Cookies

Our website may use cookies and similar technologies to improve website functionality, understand website usage, and remember preferences.

You may disable cookies through your browser settings, although this may affect certain website features.

Data Security

We take reasonable measures to protect personal information against unauthorized access, loss, misuse, or disclosure.

However, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

Data Retention

We retain personal information only for as long as reasonably necessary for providing our services, maintaining business and financial records, resolving disputes, and complying with applicable legal and regulatory requirements.

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with the updated date.

Contact

If you have any questions or concerns regarding this Privacy Policy or your personal information, please contact Villa Labugolla using the contact details provided on our website.

3. Terms & Conditions

These Terms & Conditions apply to the use of the Villa Labugolla website and to reservations and services provided by Villa Labugolla.

By using our website, making a reservation, or making a payment, you agree to these Terms & Conditions.

Reservations

Reservations are made through WhatsApp or telephone and are subject to availability.

A reservation becomes confirmed once the required advance payment has been received and Villa Labugolla has confirmed the booking.

Guests are responsible for providing accurate information, including their name, contact details, dates of stay, and number of guests.

Rates & Promotions

Rates may vary depending on the season, room type, meal plan, number of guests, promotional offers, and availability.

Promotional and discounted rates may have specific terms and conditions and may not be combined with other offers unless specifically stated.

Villa Labugolla reserves the right to change rates and promotional offers without prior notice. However, the confirmed rate will apply to an already confirmed booking unless otherwise agreed.

Payments

Advance payments may be made through our authorized online payment gateway.

By making a payment, you authorize the applicable payment service provider to process the payment amount.

Payment processing is handled by the relevant third-party payment service provider.

Check-In & Check-Out

Guests must follow the check-in and check-out times communicated by Villa Labugolla.

Early check-in and late check-out are subject to availability and may be subject to additional charges.

Guests may be required to provide valid identification at check-in.

Number of Guests

Guests must not exceed the maximum occupancy of the accommodation booked.

Any additional guests must be informed to and approved by Villa Labugolla in advance and may be subject to additional charges.

Guest Responsibilities

Guests are expected to respect the property, staff, other guests, and the surrounding environment.

Guests are responsible for any loss or damage caused to Villa Labugolla's property, furniture, equipment, fixtures, or other belongings during their stay, except for reasonable wear and tear.

Property Rules

Guests must comply with the house rules and safety instructions provided by Villa Labugolla.

- Outside meals are not permitted on the villa premises.
- Smoking is not permitted inside guest rooms or indoor common areas.
- Pets are not permitted unless approved in advance.
- Guests must follow swimming pool rules and operating hours.
- Guests must not engage in activities that may cause damage, excessive disturbance, or inconvenience to other guests or staff.

Villa Labugolla reserves the right to ask a guest to leave the property if their behaviour is unsafe, unlawful, abusive, or seriously disruptive. Any refund in such circumstances will be considered according to the applicable booking terms.

Cancellation & Refunds

Cancellations, refunds, booking amendments, no-shows, and early departures are subject to the Villa Labugolla Refund & Cancellation Policy and the specific terms communicated at the time of booking.

Website Information

The Villa Labugolla website provides information about our accommodation, facilities, services, rates, and offers.

We make reasonable efforts to ensure that the information, photographs, descriptions, and prices displayed on the website are accurate. However, minor changes to facilities, services, or appearance may occur.

Availability and reservations are subject to confirmation by Villa Labugolla through WhatsApp or telephone.

Third-Party Services

Our website may contain links to third-party websites, payment services, social media platforms, or other services.

Villa Labugolla is not responsible for the content, availability, or privacy practices of third-party websites or services.

Force Majeure

Villa Labugolla shall not be liable for failure or delay caused by circumstances beyond our reasonable control, including natural disasters, severe weather, government restrictions, public emergencies, strikes, power or utility interruptions, or other unforeseen events.

Intellectual Property

All text, photographs, logos, graphics, videos, and other content on the Villa Labugolla website are owned by or licensed to Villa Labugolla or Lake Drive Holdings (Private) Limited.

Such content may not be copied, reproduced, modified, distributed, or used for commercial purposes without prior written permission.

Governing Law

These Terms & Conditions shall be governed by the applicable laws of Sri Lanka.

Villa Labugolla
Lake Drive Holdings (Private) Limited
Sri Lanka

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