A Rendezvous Group Pty Ltd trading as Encounter Travel ®
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Cancellation Terms and Conditions

These Cancellation Terms and Conditions govern bookings for ENCOUNTER Sri Lanka October 2027 (“The Holiday”) made with Encounter Travel (“Encounter Travel”, “we”, “our”, “us” or “the agent”). By submitting a booking, whether online, by phone, email, post or via a travel agent, and paying a deposit, you agree to be bound by these Cancellation Terms and Conditions, which form part of the agreement between Encounter Travel and you.

Please read these Cancellation Terms and Conditions carefully and raise any questions before paying any monies.

Final Payment Due	Thursday 22 July 2027. After this date, higher deposit amounts or full payment may be required to confirm a booking.
Deposit	$900 per person
Participant	40 years and over at the time of travel. Refer to the detailed booking terms for further information.
Luggage Restrictions for Tour	Checked Luggage: 1 piece, maximum weight 23 kg. Carry-On Luggage: 1 piece, maximum weight 8 kg, and 1 personal/accessory item such as a small handbag Checked luggage is limited to one medium-sized suitcase per person. The combined total of the suitcase’s length, width and depth must not exceed 150 cm (59 inches), plus one overnight bag (airline carry-on size), which may be carried onboard the vehicle. If your luggage exceeds these limits, we ask that you make alternative arrangements for any excess luggage to be forwarded to the termination point of the tour. We recommend using a suitcase with wheels, as assistance with luggage may not be available at all locations. For airline luggage restrictions, refer to your airline ticket terms and conditions.

Cancellation Policy

All cancellations must be made in writing to Encounter Travel. Cancellation takes effect on the next working day after we receive your written notice, with New South Wales public holidays excluded. That day is the effective date of cancellation. Charges apply per person, increase as departure approaches, and can reach 100% of the total holiday cost, as set out below.

If your airfare has been ticketed, airline cancellation penalties and Encounter Travel airfare cancellation fees also apply and may be up to 100% non-refundable.

Days Prior To Departure	Cancellation Terms
202 days or more	$200 issued as a credit, $100 non-refundable, and the remainder refunded
201 to 182 days	$200 issued as a credit, $200 non-refundable, and the remainder refunded
181 to 152 days	$200 issued as a credit, $300 non-refundable, and the remainder refunded
151 to 122 days	$200 issued as a credit, $500 non-refundable, and the remainder refunded unless it is a roommate match booking, in which case the full deposit is non-refundable
121 to 92 days	$200 issued as a credit, $700 non-refundable, and any remainder refunded unless it is a roommate match booking, in which case the full deposit is non-refundable
91 to 71 days	$900 full deposit non-refundable
70 days or less, or no show	100% of total holiday cost non-refundable

Days are counted from the effective date of cancellation. Each range includes both the first and last day shown. Any reference to the remainder being refunded is based on the full deposit having been paid.
Any other payments made in addition to the deposit or holiday cost, whatever they are for, may also be non-refundable, up to 100% of the amount paid.Future Travel Credit.

Future Travel Credits are valid for 18 months from the original departure date of The Holiday. If a Future Travel Credit (also referred to as a Future Tour Credit or Credit Note) is applied toward this Holiday and the Holiday is subsequently cancelled, the terms of the original Future Travel Credit will be reinstated, less any applicable cancellation charges and amendment fees relating to this Holiday.

Refer to our STANDARD BOOKING TERMS & CONDITIONS for all other terms and conditions.