



## F.A.Q

### HOW TO ARRIVE TO SRI LANKA?

Sri Lanka is an island, the best way to reach the country is by airplane, the main airport is Bandaranaike International Airport (Colombo) and Mattala International Airport (Hambantota) There are many direct flights from the main European, Asian and Australian cities and even more with a flight change, check your options with your travel agency or online on [www.skyscanner.com](http://www.skyscanner.com)

### DO I NEED A VISA?

Yes, you will need a tourist visa to visit Sri Lanka, a 30-day tourist visa can be booked online before your arrival or upon arrival in the airport, we suggest to prebook the visa through the website: <https://eta.org.lk>  
Cost from 20\$ (SAARC countries) to 50\$ all other countries.

It is possible to apply for visa extension.

### WHEN IS THE BEST TIME TO VISIT?

Sri Lanka enjoys a tropical climate, with distinct wet and dry seasons. Due to the equatorial position the temperatures are constant throughout the year, between 26-30°C (78 -86°F) often higher around midday.

Due to the monsoons the best time to visit one part of the country is not the best for another region.

Generally, the best time to visit the south coast is from November to April, during the European cold period; It is also the best time for the safaris as due to the lack of rain, the animals are gathering around the rivers and lakes where are easier to spot.

From May to August is when Yala Monsoon kicks in, however tropical rains are usually intense but short interspersed by windy but sunny weather, perfect time for surf and tranquil holiday away from crowded peak season beaches, also time of colourful and fascinating Sri Lankan festivals.

## IS SRI LANKA SAFE FOR TOURISM?

Sri Lanka has been a safe tourism destination for a very long time, the recent political unrest has not affected the safety for foreign citizens as the protests are directed towards the government and in any way against the tourism sector. Sri Lankans are very welcoming and warm people and will always help you around the country with a big smile, smile them back! However, it's a very diverse culture with many different religions like: Buddhism, Hinduism, Islam and Christianity. Most of the temples, churches and all religious spots require respectful wear (covered shoulders and knees) also please keep the bikinis just for the beach. Topless is strictly prohibited.

## HOW IS THE FUEL/ELECTRICITY SITUATION?

In the past year due to the country economical crisis, the government was imposing daily power cuts, there was fuel, gas and diesel deficiency with long queues all around. Currently the emergency is already ceased, sometimes power cuts can still happen, but we are covered by our generator, and the fuel, gas and diesel are again available.

## WHAT DO I NEED TO ENTER SRI LANKA?

-A passport with a minimum of 6 months validity

-Tourist 30 days visa is required, better to buy in advance on <https://eta.org.lk>

## IS THERE ANY COWORKING FACILITIES?

There are no actual coworking offices, but we offer free wi-fi throughout our premises, it's easy to work from remote in our beautiful garden or directly in the privacy of your own ocean facing room where a small desk is available in each room.

## DO YOU HAVE THE ROOM SERVICE?

Yes, we do offer room service from 07:00 to 22:00, advance booking for breakfast is recommended.

## IS THE HOTEL CHILD FRIENDLY?

Yes, our hotel is child friendly, we will be pleased to provide baby cot free of charge in the room and kids menu is available in the restaurant. Available upon request: Baby bath, baby chair, baby toilet

## WHAT IS THE RECEPTION OPENING HOURS?

We are pleased to offer 24h reception.

## HOW TO REACH THE HOTEL FROM COLOMBO AIRPORT?

Our hotel is located on the south coast, Matara district, 180km from Colombo.

### **Private transfer by car**

We will be happy to arrange a direct transfer by air-conditioned car directly from the airport, our accredited driver will be meeting you at the arrival gate and will assist you with the luggage.

All road tolls and toilet breaks are included in the journey.

We kindly require your full name and flight number in order to confirm the transfer.

Total transfer time 3h\*

One way \$100

Round way \$200

If you arrive by your own transfer, please provide your driver with the exact address, our hotel is located on the main road, around 600m from Dikwella bus station towards Matara, ocean side of the road.

*\*Overall expected time can be affected by break time and road traffic.*

### **By Train**

From Colombo Fort to Wewurukannala, the nearest station, the journey will take around 3.5h.

Train schedule: Search Train ([railway.gov.lk](http://railway.gov.lk))

It's a lovely scenic trip, mostly ocean view, unfortunately you cannot prebook your train seat and the tickets are sold just at the station on the departure date, however, the tickets cannot sell out.

The cost is \$1/2\$.

From the airport to Colombo fort, the easiest and suggested way is by taxi, around \$20 for a 40m trip, otherwise there is also a possibility to reach Colombo train station by bus from the Airport Aviation Admin Complex, total around 1,5h trip (13m walking time).

From Wewurukannala station to our hotel is a short trip by car/tuk-tuk of 6 minutes, we can arrange a pickup, in this case we kindly require your train number.

The cost is \$

Useful links:

Train Schedules and fares: <http://slr.malindaprasad.com>

Overview of Trains: [www.seat61.com/SriLanka](http://www.seat61.com/SriLanka)

## WHAT DO I NEED FOR THE CHECK-IN?

A valid ID-card or passport is required. No other proof of identity will be accepted.

## WHEN IS THE CHECK-IN AND CHECK-OUT?

Our check-in time is 14:00 and check-out at 12:00, we will be pleased to arrange early check-in and late check-out upon prior request and hotel availability.

You will be welcome to enjoy our pool/restaurant/bar and beach area while waiting.

Please kindly advise the reception in advance in case of early morning and late evening check-in.

## WHAT IS THE RESTAURANT OPENING HOURS?

Breakfast: 07:00-10:30

Lunch: 12:00-14:30

Dinner: 19:00-22:00

The pool bar is open from 09:00 until the last guest in the evening with a wide range of soft drinks, alcohol, bites, fresh fruits and coffee.

## DO YOU PROVIDE LINEN/TOWELS?

Yes, we are pleased to provide room linen/towels a beach towel for each guest.

## IS THERE A SAFE, TV, MINIBAR IN THE ROOM?

Yes, there is a safe, tv, minibar in each room.

## DO YOU SELL ALCOHOL AT THE BAR?

Our bar is fully stocked with soft drinks, coconuts, beer, wine and a wide range of spirits and cocktails.

## DO YOU HAVE WI-FI AND GENERATOR?

We are pleased to offer free Wi-Fi within our premises and a generator in case of power cut.

## WHAT IS THE TEMPERATURE LIKE?

The average temperature whole year round is 26-30°C (78-86°F), you will hardly need a jacket on the oceanside.

## DO YOU OFFER LAUNDRY FACILITIES?

We do not have laundry facilities in house, however is possible to send clothes to a laundry.

## CAN I SMOKE IN MY ROOM?

All our rooms are non-smoking rooms; however, you can smoke on the balcony and in the outdoor area.

Please do not throw the butts in the pool, use the provided ashtrays.

## WHAT CURRENCY DO YOU ACCEPT?

We accept payments by bank transfer, payment link, card upon arrival or cash (sri lankan rupees, USD dollars, EURO)

## IS THERE ATM MACHINES AROUND?

The closest ATM machine is 280m away, DFCC bank in front of the filling station. Only rupees can be withdrawn.

## **DO YOU HAVE A PARKING SPACE?**

We offer a free secure parking space just in front of the hotel.

## **DO YOU ACCEPT GROUP BOOKINGS?**

Yes, we do accept groups, minimum 8 people maximum 22. We will be happy to offer a special rate upon request and availability.

## **HOW CAN I CONFIRM MY BOOKING?**

We kindly require a partial deposit to secure the reservation, the remaining balance can be settled upon arrival.

## **WHAT FOOD AND DRINKS DO YOU SERVE IN THE RESTAURANT?**

Our exclusive courtyard encloses a bespoke intimate Italian restaurant and offers an authentic mouth-watering yet healthy cuisine. Our chef will surprise you with delicious A la Carte Breakfast selection, light lunches and superb International, Mediterranean and local dinners.

What better place to chill your stress away than in our lovely pool facing the ocean with a delicious cocktail or glass of wine. Our pool bar has everything you need from the indulging coffee and cappuccino to soft drinks and tasty fresh juices and of course a special selection of wines, cocktails and spirits. Come toast with us!

## **WHAT KIND OF ADAPTER DO I NEED TO CHARGE MY DEVICES?**

We have 3 pins UK sockets in the rooms, the most common in Sri Lanka. 230V supply voltage and 50Hz. We offer international adaptors upon request, but we suggest bringing your own just in case.

## **DO I NEED A TRAVEL INSURANCE?**

Better safe than sorry as they say, get yourself secured and enjoy your holidays carefree. Is not mandatory anymore but strongly suggested. There are public free clinics around, but we won't recommend them, better a safe & clean private clinic if needed.

## **CAN I CHANGE MY CURRENCY TO LKR IN THE HOTEL?**

We can change small amounts in reception, but is better to exchange money in the bank or in airport. We do not always have a lot of cash money as we mostly receive card/bank payments.

We advise to bring cash with you as not every place accept card payments.

## WHAT CLOTHES TO BRING?

The weather is warm all year round, you will hardly need a sweater or a jacket even in the evening. Take your fav shorts, t-shirts and of course the swimming suit. Pack your hat, slippers, sunglasses and you are set! We suggest a strong sunscreen and a mosquito repellent for the evening.



PLEASE CONTACT US FOR FURTHER ASSISTANCE AND  
INFORMATION

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