

SRI LANKA

Essential Information

KNOW BEFORE YOU GO

PASSPORTS

All travellers must have a passport that is valid for six months after the holiday package return date. Always carry your passport and other travel documents in your hand luggage. Keep photocopies of these documents in a separate bag while travelling and leave a copy at home with family or friends in case of an emergency. TravelMarvel is not responsible for delays or missed portions of the holiday package resulting from incorrect travel documents.

TRAVEL INSURANCE

Travel Insurance is not included in your holiday package. We recommend you purchase comprehensive travel insurance that includes (without limitation) medical costs including medical evacuation, loss of luggage, land and air charges that may occur due to cancellation, flight changes and cancellation fees, coverage for the

full cost of your holiday package, events such as itinerary disruption as we will not be liable for any direct or indirect costs that you incur as a result of such an event or other factors beyond our control such as natural disasters or strike.

Be sure to pack your policy in case you need to make a claim while on tour. Confirm that your insurance covers you for the whole time you'll be away and check what circumstances and activities are not included in your policy. Ensure all pre-existing medical issues are declared to the insurer so that non-covered conditions are ascertained in advance. Have the details recorded and accessible at all times during travel.

VISAS

You must consult with the appropriate consulates to ensure that you have any applicable visas for countries included in the holiday package prior to departure.

Sri Lanka

All Australian, New Zealand and British Passport holders require an Electronic Travel Authorization (ETA) for stays up to 30 days. We recommend this to be obtained prior to departure. To apply for an e-visa please refer to: <https://eta.gov.lk/slvisa>

All other nationalities not mentioned above please contact your local consulate for visa requirements.

For further information or queries, please refer to your itinerary or speak with your booking agent.

Please note that visa conditions are subject to change, please consult the respective consulate for up-to-date information.

WHAT TO PACK

LUGGAGE

Luggage limit on your tour is one piece of luggage that does not exceed 160cm (63 inches) or weigh more than 20kg (44 pounds). It is advisable to keep your luggage to a minimum weight, as you may be required to look after your luggage yourself at airports, train stations and hotels. An extra charge will be imposed to cover portage handling of any additional luggage. Your Tour Director will advise you of the exact additional charge.

Clothing and Footwear

We recommend that you pack a variety of light-to-medium weight clothing, plus rainwear in case of cooler or wet weather. Layers are a good option to cover a range of temperatures and to suit changing conditions.

The dress code is casual light. Comfortable clothing is ideal for during the day. Comfortable footwear is a must, as some walking excursions involve walking over uneven ground, on steps or ramps to embark and disembark coaches and trains.

Sri Lanka is a developing country yet highly religious with conservative dress standards, and you should dress accordingly.

A general guideline, shoulders and knees should always be covered (for both men and women). The wearing of shorts is not allowed as it will restrict your entry into buildings of a religious nature. At times you will be required to wear ankle length pants and a t-shirt with sleeves. Smart casual clothing is acceptable

when you dine at restaurants, however singlets and thongs are not permitted in dining rooms. A lightweight water and windproof jacket is useful and a hat is essential. We suggest lightweight shoes with good, sturdy soles that provide traction, support the ankles and stabilize the leg muscles. Closed-in shoes are recommended to keep out the dust. When entering into temples and mosques, shoes and socks will need to be removed.

Travel Documents

- Passport and Visas (if required).
- Travel Insurance Policy including policy number and 24hr emergency contact number.
- Travel Vaccination certificates (if required)
- Airline e-Tickets, Travelmarvel Itinerary and Essential Information (electronically).
- Wallet or money belt (cash, credit cards, bank cards)
- Photocopies of important documents, such as spare passport photos, important addresses and contact numbers.

Personal Items

- Backpack (extra layers, water, rain gear, snacks, sunglasses, small umbrella etc.)
- Re-useable Water Bottle
- Medications and copies of prescriptions
- Sunscreen, lip balm, hand sanitizer, sunglasses and sunhat
- Clear zip-lock plastic bag to contain all liquids, gels, and aerosols from inside your carry-on luggage.
- Antibacterial gel/wipes

- Travel-size toiletries (shampoo, conditioner, soap, body lotion, Insect repellent).
- Smart Casual Clothing such as Long-/short-sleeved shirts, Jeans/trousers/shorts/skirts, Socks/underwear and Sleepwear
- Comfortable Footwear such as sneakers, temple socks.
- Windproof jacket

Travel Accessories:

- Electronics such as mobile phone, iPad/ Tablet, laptop.
- Camera/memory card and charger
- Plug adaptor and current converter for the country you are travelling to.

Pack a Medical Kit

A small medical kit is recommended for all travellers. Pharmacies in large cities will likely stock most basic medicines and supplies but they may be difficult to access and a script may be required for some medications.

PORTERAGE

Generally, portage services are provided for most situations. However, there may be instances where you will be required to handle your own luggage when boarding trains or checking in at hotels.

VALUABLES AND SECURITY

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Carry all documents, money, passport, and

tickets with you. Do not carry these important items in your suitcase. You may find a money belt (worn inside clothing) useful while travelling.



KNOW BEFORE YOU DEPART

GENERAL PHYSICAL FITNESS

Travelmarvel tours in Sri Lanka can be physically demanding, especially due to the heat, humidity and developing infrastructure. Due to the nature of many of the sites you will visit, the majority of tours will require a high level of fitness as well as health and mobility to participate. Some trips may not be appropriate if you have any certain medical conditions and mobility restrictions. In some destinations there is extensive excursions by foot which includes standing on your feet for extended period of time, uneven and loose ground and may include stairs as well as steep inclines. It is your responsibility to advise Travelmarvel of any pre-existing medical or mobility conditions that may affect the normal conduct of a holiday package and the enjoyment of other guests. You may be required to fill out a Health, Fitness and Mobility questionnaire to assist Travelmarvel in assessing your abilities.

SPECIAL ASSISTANCE

Coaches and minibuses used for transfers and daily excursions may not be equipped with wheelchair ramps. Facilities and services for guests with disabilities vary by destination and may be limited or unavailable. If you require special assistance, you must be accompanied by someone who is responsible for you and physically able to provide all necessary assistance.

Get Walking

As your tour will involve most sightseeing by foot you will be required to embark/disembark coaches and/or other forms of transport. You will enjoy it more if you start exercising ahead of time. In the lead up to your trip, we recommend you start walking three times a week (including steps), building up to an hour at a time. This will ensure you have the stamina to see and appreciate all the sights your tour/cruise has to offer. You should ensure your walking shoes fit properly and have been broken in prior to departure.

See your GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend you consult your GP or local travel clinic for detailed advice to ensure maximum pre-travel preparation. Please take a copy of your travel itinerary with you to assist with the recommendations and ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalization, and a list of vaccinations and dates. A copy of your prescriptions is vital in case of any health problems. It is also a good idea to bring a copy of your prescription for glasses or contact lenses.

Vaccinations

Vaccinations may be required for travel to Sri Lanka. We recommend you consult your GP or travel clinic prior to your travels for the latest travel vaccinations and medical advice no less than 8-10 weeks before departing.

Medications

Prepare a list of your medications, including the name, dosage, prescribing doctor, and their phone number. Pack sufficient medication for the duration of your tour. Your medication should be kept close at hand in your purse or carry-on bag. It is always good to carry a list of your medications in case they are lost and remember to leave everything in its original container so it can be easily identified. If you are taking any prescription medicines, we recommend that you take a picture of the medicine box to ensure that should this be required on tour by a medical professional it is readily available.

Allergies

Travelmarvel requires you to advise of any allergies or dietary requirements when the booking is created as well as your Tour Director upon arrival, as most suppliers require advance notice to cater for your condition. Travelmarvel will pass these requirements on to the relevant suppliers but cannot guarantee that it will be able to be accommodated. Please note that you may be required to fill out forms relating to your allergy for our third-party suppliers.

AT THE AIRPORT AND IN THE AIR

Reconfirmation of Flights

We recommend you check your booking directly on the airline's website to ensure there have been no last-minute schedule changes. Your airline booking number can be found at the top of your e-ticket.

Check-In

It is important that you arrive at the airport at least two hours before domestic flights and three hours in advance for international flights. This will allow time to check in your baggage, present your passport and ticket, get seat assignments and boarding passes, and make your way through security procedures to the boarding area. Please ensure you check with your airline and the airport for the current recommended times and you arrive at the airport at the correct time.

Internal Flights

Flights are included in the tour price where stated on the itinerary. These flights are booked

by Travelmarvel's ground operator, and the flight details will not appear on your final documentation. Your Tour Director or local guide will carry all necessary documents for these flights. Please note all flights included in your tour are in economy class and have a luggage limit of 20-23kgs. If this weight is exceeded, an excess luggage fee may be charged at the time of check-in for each flight.

Checked Luggage Restrictions

International airlines may impose fees or require you to remove articles if weight or size limits are exceeded. We recommend that you carefully check your airline ticket for maximum luggage allowance on each flight.

Lost or Delayed Luggage

Sometimes luggage is delayed during air transit. It is recommended to take a change of clothing and any essential medication in your hand luggage or pack some clothing in your

travel companion's bag. Place a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you. Should your luggage be delayed, it is the responsibility of the airline to deliver it to you. Claims for reimbursement should be submitted directly to the airline – a claim form should be filled out at the appropriate airline desk upon arrival. If you need assistance in contacting the airline for information regarding your delayed luggage, please ask your Tour Director or local guide.

Delayed or Missed Flights

In the unfortunate event that you miss your flight or that you are delayed substantially, please advise the airline representative that you are booked on a group tour with specific start location, date and time. Be sure to advise Travelmarvel of your new travel arrangements immediately.

ARRIVAL AND DEPARTURE INFORMATION

AIRPORT TRANSFERS

Airport transfers are included on the first and last day of the tour package. They are also included if you have booked pre- or post-tour accommodation with Travelmarvel at the hotel. Flight details need to be provided at least 60

days prior to your departure to confirm transfers, otherwise transfers cannot be guaranteed. If you are arriving at the airport on the first day of the tour, you will be welcomed by a local representative holding a Travelmarvel Sign. Transfers cannot be re-routed to other pick-up

points or destinations. If you miss your pre-booked transfer you must make your own way to the hotel at your own expense. Please check your Travelmarvel personalised itinerary in your travel documents to make sure transfer details are indicated and correspond to your flight information.

TRANSFERS NOT ARRANGED BY TRAVELMARVEL

If you have independent travel arrangements prior to your Travelmarvel tour and do not have a transfer, the Tourist Information Office at your arrival city will be able to offer further assistance with directions to the hotel. All hotel addresses and contact details are outlined towards the end of your personalised itinerary.

HOTEL INFORMATION

Check-In: Hotel check-in time is generally around 3pm local time but where possible, the hotel will try and have your room available earlier. If your flight arrives in the morning, your luggage can be stored at the hotel until your room is ready.

Check-out: Check-out times may vary. However, they are generally between 11am and noon. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store your luggage until your departure.

Safety Deposit Box: All hotel rooms are equipped with a personal safe. It is recommended that you place your valuables in the safe when away from your room.

GENERAL INFORMATION

TOUR DIRECTOR

Your Tour Director is a highly trained industry professional, committed to making your holiday memorable. Their informed and entertaining commentary will showcase their passion for and knowledge of the area and, backed by our dedicated support staff, their organizational skills will ensure that your trip is truly hassle-free. From the moment you join the tour, nothing is too much trouble. They are on hand to ensure your comfort, take care of all arrangements and answer any queries. The official language used by Travelmarvel staff worldwide during holidays is English. All staff, crew and local guides speak English.

GUEST FEEDBACK

As part of our commitment to providing quality touring experiences, we welcome and encourage your feedback. Towards the end of your tour, your Tour Director will ask you to complete a feedback form. Please take the time to answer the questions and make relevant comments. Every feedback form is read at our Head Office and a summary of each tour is given

to all members of Travelmarvel management. Where necessary, relevant action is taken to rectify any problems.

GRATUITIES

On all Travelmarvel holidays, gratuities to your Tour Director, local guides and drivers are included in the tour price. Should you dine at a restaurant or purchase additional services such as a taxi ride or additional touring that is not included as part of your Travelmarvel package, you will be expected to tip on top of the bill provided. In general, the expected tip is between 10-15% and may appear on a bill as a service charge.

CREDIT CARDS

Credit cards are widely accepted in Sri Lanka, particularly Visa and Mastercard. When making a payment within the country, you must select Sri Lankan rupees (LKR) as the transaction currency, as the use of foreign currencies for local card transactions is not permitted. Be sure to carry some cash while travelling, as card facilities may not be available in all areas. It's

also important to inform your bank that you'll be travelling abroad, as some card issuers may block your card if they detect unfamiliar or suspicious activity.

INTERNET ACCESSIBILITY

Wi-Fi is widely available in hotels, restaurants, and cafes across Sri Lanka's main tourist areas. If you'd like to stay connected throughout your trip, consider purchasing a tourist SIM card for mobile data access.

EMERGENCY CONTACT INFORMATION

With your final documentation, we have provided you with some important phone numbers and other information. Our local representatives are also available to assist with any needs, that may arise while you are on tour. In an emergency, your family/friends can call Travelmarvel during normal business hours on:

Australia: 1300 300 036

New Zealand: 0800 278 800

UK: 0800 012 6686

STAYING HEALTHY ON HOLIDAY

It's important for you to be as healthy as possible before you travel and to maintain your health by applying good hygiene practices while on tour. Practicing good hygiene is vitally important in stopping the spread of common viral infections such as colds, flu or gastro, which can spread quickly. Respiratory and gastrointestinal illnesses, while usually minor in nature, can spread rapidly within a tour group and have a major impact on everyone's enjoyment. Travelmarvel is committed to reducing the spread of infections on all tours, and asks that you read and follow our recommendations, to ensure a healthy, safe and enjoyable holiday for yourself and your fellow travellers.

TRAVELMARVEL HEALTH & SAFETY PROTOCOL

Travelmarvel has created Health & Safety protocols that all our Tour Directors are required to adhere to. You may be requested to assist in reducing the spread of viruses if you are showing symptoms while on tour. If you are showing symptoms of a cold or a virus while on tour, you may be asked to wear a face mask, have meals in your room instead of the dining room, or remain in your room until the symptoms improve. Refer to our website for our most up to date protocols.

Practice Good Hygiene:

- Washing your hands is the most effective way to reduce the risk of contracting and spreading infections.
- Health experts recommend you wash your hands often with hot water and soap for 20 seconds or longer before eating, after sneezing or coughing, and after touching high-contact surfaces (such as door knobs, elevator buttons and railings).
- Please be mindful of your fellow travellers with respect to coughing, sneezing and the disposal of used tissues.
- We recommend you bring your own hand sanitiser for personal use when in airports on your coach, train or touring.

Colds and Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesy – wash your hands often, cover your coughs and sneezes, and use anti-bacterial wipes/hand sanitiser frequently i.e. after excursions, prior to meals and throughout the day. Influenza is commonly contracted while travelling overseas. The 'Flu Vaccine' protects against flu viruses. You should discuss this with your GP.

Gastro and Traveller's Diarrhoea

Traveller's diarrhoea is the second most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact, whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water. Symptoms can include fever, nausea, vomiting, diarrhoea and abdominal pain. The incubation for the illness is variable depending on the cause. Symptoms are generally self-limiting and treatment includes rest, rehydration, simple diet, anti-nausea and anti-diarrhoeal medications. Antibiotics are generally reserved for use when symptoms are more severe or protracted, e.g. fever, abdominal pain, bloody diarrhoea or duration of symptoms for more than two days. Strict personal hygiene measures, particularly hand washing, helps protect you from getting sick and spreading the infection to others.

Water and Food Safety

Tap water in Sri Lanka is generally not recommended to drink. Be mindful of different meals you will consume day to day while on holiday. It's a good idea to pack some medicine to alleviate symptoms should you experience an upset stomach from eating foods that are not usually a part of your regular diet.

It is best to drink bottled or filtered water when travelling. Always ensure the seal is intact prior to consuming.

Bottled or filtered water should always be used for cleaning your teeth, unless you are specifically advised the tap water is safe for cleaning your teeth.

If you are unsure, please ask your Tour Director.

Water Bottles

Travelmarvel is committed to reducing waste, the use of plastic water bottles and the environmental impact of our tours. We

encourage you to bring your own refillable water bottle or alternatively purchase one in country.

Street Food

When visiting countries where you are unsure about general hygiene practice, please take care if buying food from street vendors or in small restaurants away from your hotel or recommended venues. At these places, avoid raw fruit and vegetables, dairy products (including ice-cream) as well as meat and fish not properly cooked. It is generally safe to eat cooked meats and vegetables prepared in tourist hotels and tourist area restaurants. Fruit

that you peel yourself is considered safe. You can feel safe eating anything served to you at the tour hotels. Don't buy alcohol from street vendors.

Sun Exposure and Dehydration

Weather conditions will be variable on tour. Drinking plenty of water is important to prevent dehydration. A hat and high-quality sunscreen are important for preventing sunburn, even on overcast days. Please ensure you bring a refillable water bottle, to ensure you keep hydrated.

LEARN ABOUT YOUR DESTINATION

It may be useful to do a little research on the locations that you will be visiting. Familiarise yourself with the area, cities, the language spoken and transport information. Refer to your itinerary when researching and try to prepare yourself for anything that may eventuate. The more that you know about your destination, the more you'll appreciate all that you see. During your travels, you will encounter new customs and different lifestyles. Appreciate and enjoy the differences. This process of discovery and

understanding is one of the many benefits of travelling. Despite language barriers, a smile is universal. Friendliness and tolerance towards others, including your fellow travellers, Tour Director and crew, is essential for everyone's enjoyment of the tour.

SUPPORTING LOCAL COMMUNITIES

One Tomorrow is the APT Travel Group's (ATG) not-for-profit charitable fund. One Tomorrow's

goal is to have a beneficial and long-lasting impact on the environment and the communities we interact with. This is achieved through immediate and long-term influence in various environmental and humanitarian causes. Travelmarvel have a list of recommended organisations to support through the established One Tomorrow Charitable Fund.

More details and information can be found at www.onetomorrow.com.au

SRI LANKA

Culture & People

Smiling faces and generous hospitality welcome visitors to Sri Lanka. The country has opened its arms to tourists, and in its main cities, such as Colombo and Kandy, English is readily spoken. The Sri Lankan way of life is very humble and simple, yet fulfilling, which helps make the local people some of the friendliest in the world.

Language

Sinhalese, Tamil is the most widely spoken used in Sri Lanka.

Currency

The local currency in Sri Lanka is the Sri Lankan Rupee (LKR). LKR is widely used in the country and most will not accept any other currency,

though occasionally some will accept USD. LKR comes in both notes and coins. ATMs and foreign exchange outlets are available in all major cities throughout the country. Please note that Sri Lanka has a closed currency policy, meaning you cannot take money in or out of the country. Although Rupees may be available for purchase in your home country, it is not advised to do so as it may be confiscated at Customs.

Time Zone

(GMT+05:30) Sri Jayawardenepura.

Weather

The climate of Sri Lanka makes it one of few countries that are all year-round holiday destinations. The island is quite tropical with

distinct wet and dry seasons throughout the year. In the southwest of the country, the dry season runs from December to March, with the monsoon season typically occurring between May and late August.

Electricity

Sri Lanka primarily uses Type D and Type G power sockets. It's a good idea to bring a universal travel adapter if your devices use a different plug type.





USEFUL WEBSITES

Travel Doctors

Australia:

traveldoctor.com.au or
travelclinic.com.au or
traveltax.com.au

New Zealand:

worldwise.co.nz or Your Local Travel Clinic

United Kingdom:

fitfortravel.nhs.uk/home or
travelhealthpro.org.uk or
masta-travel-health.com

Travel Advisory:

Australia: smartraveller.gov.au
New Zealand: safetravel.govt.nz
United Kingdom: gov.uk

Customs:

Australia: homeaffairs.gov.au
New Zealand: customs.govt.nz
United Kingdom: gov.uk/browse/abroad/travel-abroad

Climate: climate-zone.com

Time: timeanddate.com/worldclock

Currency Conversion: xe.com

Visa Information

Australia: smartraveller.gov.au
New Zealand: safetravel.govt.nz
United Kingdom: gov.uk

TRAVELMARVEL TRAVEL CENTRES

Australia

Building 4, Level 1, 15 Cochrane Rd
Moorabbin, VIC 3189

P: 1300 300 036 (within Australia)

E: info@travelmarvel.com.au

W: travelmarvel.com

New Zealand

Level 1, 20 Augustus Terrace, Parnell,
Auckland 1052

P: 0800 278 800 (within New Zealand)

E: info@travelmarvel.co.nz

W: travelmarvel.com

United Kingdom

3rd Floor, 52 Grosvenor Gardens,
London SW1W 0AU

P: 0800 012 6686 (within the UK)

E: info@aptouring.co.uk

W: travelmarvel.com

North America

Suite 530, World Trade Centre,
999 Canada Place, Vancouver,
British Columbia, V6C 3E1

P: +1 778 300 1058 (within North America)

W: travelmarvel.com



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