

Dear tourists!

Thank you for choosing Join UP! tour operator services.

Please carefully read the contents of this guide.

Tourist GUIDE for Sri Lanka

Registration at the airport begins 3 hours before departure and ends 40 minutes prior. Before the trip ensure you have all necessary travel documents:

- passport;
- insurance policy;
- accommodation voucher.

* We are not responsible for crossing the border.

At the airport:

You go through flight registration and passport control on your own. When registering for a flight, it is necessary to show a passport for traveling abroad and a plane ticket. At the check-in desk, the airline will issue you a boarding pass with a seat number on the plane.

Arrival at destination airport.

Arrival at destination airport:

Upon arrival at the airport in Mattala, after getting off the plane, you go to the passport and customs control area. Please, contact the consular offices of your country regarding the rules of entry into the destination country. When leaving the airport, you will be met by representatives of the DMC* with a **Join UP!/ Delux Holidays**. They will take a look at your voucher and indicate where you should go for the transfer you booked.

Check-in:

Upon arrival at the hotel present your passport and voucher at the reception desk.

Check-in time is from 14:00.

We recommend taking the business card of the hotel so that, if necessary, you can easily return to the hotel from any part of the resort.

Meeting with hotel guide, representative of DMC Delux Holidays

During the meeting, the representative will:

- Tell you about the country, tour, and hotel specifics;



Контакти

Центральний офіс Join UP!
Україна, м. Київ, 02121
Харківське шосе, 201/203-2А

Телефони контакт-центру
для туристів 24/7:
тел. (044) **303-9-303**

тел. **0 800 30 97 97***

*дзвінки безкоштовні по всій Україні

- Answer your questions;
- Provide information on checking return transfer and departure details;
- Give detailed information about available excursions.

Excursions

You can obtain the list of excursions from the DMC's representative. All tourists who visit excursions organized by the DMC are insured. Tickets purchased through the representative guarantee quality and safety. Join UP! and the DMC are not responsible for tourists buying excursions from third parties/companies.

Medical services and insurance

Every tourist must have insurance they can use if needed. In case of an incident, contact your representative and the insurance company using the phone number specified in the policy before going to a clinic or hospital.

Hotel check-out

The hotel guide will inform you of the transfer time to the airport the evening before your departure, this information will be also indicated on the Join UP! information stand at the reception.

10-20 minutes before the scheduled return transfer, descend to the lobby with your belongings. Return your room keys at the reception and settle all bills (drinks, minibar, phone calls, additional services, etc.). Vacate the room by 12:00 according to international checkout time (unless late checkout is arranged). Ensure you haven't forgotten anything in the safe and collect your passport at the reception.

At the airport

Flight registration at the airport starts 3 hours before departure and ends 40 minutes prior. Please note, according to airline rules, baggage weight is limited to 23 kg, and hand luggage is restricted to 7 kg per passenger. When departing from Mattala airport, you only need your passport and return ticket, with which you'll receive a boarding pass at the registration counter.

*DMC – Destination Management Company

A decorative graphic consisting of a dashed line that starts from the bottom left, loops around to the top left, and then extends as a tail behind a simple line drawing of an airplane flying towards the right.

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 **CONTACT INFORMATION**

Join UP! company hotline:

+38 044 303 9 303

+ (380) 67 583 35 67 (Telegram, WhatsApp)

Working hours:

Mon – Fri: 19:00 – 10:00, Sat: 17:00 – 24:00, Sun: 24 hours

Destination Management Company:

Delux Holidays

Hotline: +94 11 523 88 63 / +94 11 268 76 53
(09.00 – 17.00)

Your guide: Tel/WhatsApp: +94 77 954 6475

We wish you a happy and vibrant journey!



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