

TERMS AND CONDITIONS

1. The patients signing this form and accepting these terms and conditions shall be deemed to have signed and accepted the same for and on behalf of those persons whose names are listed in this form.
2. The hotel and Hospital strictly advises against keeping of valuables in the guest room, neither the hotel nor Hospital shall not be held liable for loss of such items.
3. Consumption of liquor and smoking is strictly prohibited during the stay at hotel premises.
4. Loitering outside the room is strictly prohibited under any circumstance, in case if a patient requires assistance, they should contact the nurse station through intercom by dialing the given number for the respective floor or mobile number.
5. In no event either hotel or hospital will be liable for indirect, unforeseen consequential damages, future loss of profits or loss of revenues arising from any loss/damage suffered by the guest.
6. The guest is responsible for any loss or damage to hotel property owing or attributable to any act or omission of the guest and shall be held personally liable for such charges incurred during their stay and such damage or loss shall be charged to guest's account as a liability for guests to be paid before discharge.
7. The room keys will not be handed over to the guest patient and the guest patient shall not lock his/her room under any circumstance during his/her stay at hotel.
8. Complaints and suggestions must be notified to the nurse station or coordinating officer in charge and cannot be published on social media to tarnish NawalokaHospital's brand name or Mount Lavinia Hotel's brand name at any event. In case if any incident is notified, patient is liable to pay the damage or consequence of such event due to loss of reputation without any debate.
9. Admission to the hotel shall be set out under the supervision and approval of The Hospital and The Ministry of Health following safe management measures.
10. No pets shall be permitted in the hotel premises.
11. The guest patient is required to provide full and accurate details in the form in order for us to process the admission. We are not in a position to confirm or process any

admission made by the patient in the event that the patient shall not provide valid personal data and admission is subject to initial screening of the patient by Medical officer.

12. Mount Lavinia Hotel along with Nawaloka Hospital confirm that all personal information provided by you will be used for the purpose of facilitating the admission. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorized by law).
13. We may collect and use your personal data for any or all of the following purposes:
 - (a) performing obligations in the course of or in connection with our provision of the services requested and provided;
 - (b) verifying your identity;
 - (c) responding to, handling, and processing queries, requests, complaints, and feedback from you
 - (d) managing your relationship with us;
 - (e) processing payment or credit transactions;
 - (f) sending marketing information to promote the products and services of the two companies and its brands
 - (g) complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
14. We may disclose your personal data:
 - (a) where such disclosure is required for performing obligations in the course of or in connection with our provision of the services requested by you.
 - (b) Purposes listed in the above **clause 13** may continue to apply even in situations where your relationship with us has been terminated or altered in any way, and shall remain for a period of 5 years.

15. The patients shall not use the hotel for any illegal purpose or bring in any goods such as explosives, or dangerous or offensive nature to the hotel.
16. Full payment should be made in advance at the admission to the Mount Lavinia Hotel, the package includes following during the stay at the hotel. Menu is included in the attachment one. Patient can order extra food if needed from the ala carte menu provided in the hotel room. Extra charge will be applied.
 - 1) Air conditioned room
 - 2) 3 Meals (Breakfast, Lunch, Dinner)
 - 3) 1 Evening snack per person per day
 - 4) Mineral water
 - 5) Tea/Coffee making facility (Tea bags, creamer, sugar, nescafe sachets)
 - 6) Wi-fi
 - 7) Cable TV
17. Meals will be served to guest patients as follows,
 - 1 Breakfast – 7.30A.M – 8.30A.M
 - 2) Lunch – 12.30P.M – 1.30P.M
 - 3) Snacks – 4.00P.M – 4.30P.M
 - 4) Dinner - 7.00P.M - 8.00P.M
 - 5) Extra meals available between 10 A.M. to 7 P.M (A la carte menu)
18. Patients are not allowed to bring any liquor, cigarettes or any illegal drugs to the hotel premises. No outside food is allowed.
19. The luggage will be screened at the reception counter.
20. The Patients are allowed to bring dry snacks to the hotel premises subject to declaration at the hotel, no luggage will be permit after check in of the patient.
21. Patient is not permitted to bring any guardians to the hotel room, he/she shall not invite any visitors to his/her room.

22. Patient should manage housekeeping of the room (cleaning the room, changing linen, cleaning washroom) Furthermore, detergents and other cleaning material will be provided in each room. The patient will be responsible for cleaning his/her own room, washroom using necessary equipment provided.
23. All patients are abided by the rules and procedures laid by the hospital to maintain the quality of care and dignity for all patients.
24. Patient is advised to use room equipment with care subject to clause 6. Patient should accept general wear & tear. Patient can request a room change and such request will be accommodated based on room availability.
25. Hospital reserves the right to transfer any patient to a government hospital due to any misconduct or noncompliance with safety measures instructed and provided by the hospital staff. Subject to clause 25 payments referred to herein shall not be refundable under any circumstances.
26. Patients shall bring their own medication(s) which are being used for their ailments; patients should declare all necessary information relating those medication(s) in advance and take the prior approval from the hospital before the usage.
27. Following are the medical treatments included in the package
 - 1) 24*7 nursing care
 - 2) 24*7 medical officer care
 - 3) Clinical observation
 - 4) Maintain medical records on regular basis
28. Patients will be transferred to Intensive to Covid Unit at Nawaloka Hospital due to deterioration of the medical coordinator; patients should bear extra cost.

Standard applicable per day charges are as follows,

- 1) Room Charges - Rs. 13,000
- 2) Nursing Fee - Rs. 5,850
- 3) Medical Fee - Rs. 5,900
- 4) Admission Fee - Rs. 8,500
- 5) Linen Charge - Rs. 750

Further patient will be charged for medicine and investigation. Consultant fee will be added to the bill.

Patient will be given an interim Bill daily basis and it should be paid within 24 hours.

29. Room inventory included following,

- 1) Bed
- 2) Chair
- 3) Cupboard with hangers
- 4) Side cupboard
- 5) Tea Mugs and Teaspoon
- 1) Kettle
- 2) 3 Bottles of mineral water – 1000ml
- 3) Open Safety Lockers
- 4) Shampoo & conditioner tubes
- 5) 1 extra set of linen will be provided for the entire stay at hotel
- 6) English Breakfast tea, Nescafe sachets, white and brown sugar sachets and coffee mate sachets

30. Patient will be given the final bill one day before the departure. Extra charges should be settled before departure.

31. Patients are strictly advised to follow the regulations laid by the Hotel/Hospital on garbage/waste removal procedure, patients are requested to dispose their food waste and any other waste in the garbage bags provided in the room. Garbage removal will be done

on daily basis. Patients are required to keep garbage bag outside the room door at the designated time. Kindly ensure the bags are properly tied to avoid external spillage.

32. The facilities such as swimming pool, restaurants, gymnasium etc will not be available to patients during their stay at the Hotel.
33. SAFETY –Pay your attention for emergency exit plan pasted on the door. In case of a fire or smoke, elevators should not be used.
34. Air conditioning must be kept turned on throughout the stay
35. It is strictly advised not to feed animals.
36. Wi-Fi facility is provided only for general work for the patient. If heavy/ strong Wi-Fi usage is expected during the stay, it is advised to bring own Wi-Fi connection
37. Contact List
 - I. Nawaloka Hospital Covid Management Hotline – 077 116 6116
 - II. Medical Inquiries – Nurse Station – 1st floor 1160 / 2nd floor 1260 / 3rd floor 1360 / 4th floor 1460 / 5th floor 1560
 - III. Chief Medical Officer – 077 251 2932
 - IV. Billing Department – 076 334 6413
 - V. For Inquiries and Suggestions - 0777385321
38. Patient are provided one additional linen set. Kindly place your soiled linen in the yellow laundry bag provided.

Nawaloka Hospital and Mount Lavinia Hotel will use reasonable of care in the performance of our duties under the terms and conditions stated herein ensuring compliance with the safety guidelines provided by the Ministry of Health Sri Lanka.

Your In Room Dining Meal Plan

THURSDAY

Breakfast

String Hoppers
Fish Mirisata
Potato Curry
Pol Sambol
Yoghurt
Cut Fresh Fruits

Lunch

Steamed Rice
Chicken Devilled
2 Vegetable Dishes
Gotukola Sambol
Papadam / Fried Chilli
OR Vegetarian Rice & Curry

Dessert

Dinner

Soup
Bread Roll
Mixed Salad
Penne Pasta with Chicken Arrabiata Sauce
OR Vegetarian Meal
Dessert

FRIDAY

Breakfast

Roast Paan
Fish Kirata or Vegetable Curry
Dhal Curry
Yoghurt
Cut Fresh Fruits

Lunch

Nasi Goreng
Fried Egg
Chicken Satay
OR Vegetarian Nasi Goreng

Dessert

Dinner

Chicken Kottu
Roast Chicken
Chicken Gravy
OR Vegetarian Meal
Dessert

SATURDAY

Breakfast

String Hoppers
Pol Sambol
Fish Curry or Vegetable Curry
Potato Curry
Yoghurt
Cut Fresh Fruits

Lunch

Steamed Rice
Cuttlefish Theldala
2 Vegetable Dishes
Greens
Papadam / Fried Chilli
OR Vegetarian Rice & Curry

Dessert

Dinner

Soup
Garlic Rice
Thai Chicken Red Curry
Stir Fry Vegetables
OR Vegetarian Meal
Dessert

SUNDAY

Breakfast

Savoury Scrambled Eggs
Chicken Sausages
Baked Beans
Potatoes
Yoghurt
Cut Fresh Fruits

Lunch

Dunthel Bath
Roast Chicken
Beans White Curry
Dhal Tempered
Papadam / Fried Chilli
OR Vegetarian Rice & Curry

Dessert

Dinner

String Hopper Pilau
Chicken Black Curry
Potato White Curry
Seeni Sambol
OR Vegetarian Meal
Dessert

Your In Room Dining Meal Plan

MONDAY

Breakfast

Roast Paan
Pol Sambol
Fish or Vegetable Curry
Dhal Curry
Yoghurt
Cut Fresh Fruits

Lunch

Steamed Rice
Chicken Curry
2 Vegetable Dishes
Greens
Papadam / Fried Chilli
OR Vegetarian Rice & Curry
Dessert

Dinner

Soup
Bread Roll
Grilled Fish with Lemon Cream Sauce
Steamed Vegetables
Potatoes
OR Vegetarian Meal
Dessert

TUESDAY

Breakfast

String Hoppers
Pol Sambol
Fish Ambulthiyal or Vegetable Curry
Potato Curry
Yoghurt
Cut Fresh Fruits

Lunch

Yellow Rice
Chicken Black Pepper Curry
Dhal Tempered Curry
Brinjal Moju
Polos Cutlet
OR Vegetarian Rice & Curry
Dessert

Dinner

Fried Rice
Chilli Fish
Vegetable Chop Suey
OR Vegetarian Meal
Dessert

WEDNESDAY

Breakfast

Scrambled Eggs
Chicken Sausages
Baked Beans
Potatoes
Yoghurt
Cut Fresh Fruits

Lunch

Vegetable Biryani
Tandoori Chicken or Vegetables
Carrot & Pea Curry
Boiled & Fried Egg
Mint Chutney
Dessert

Dinner

Soup
Pol Roti
Fish Mirisata
Dhal Curry
Lunu Miris
OR Vegetarian Meal
Dessert

- This is the Standard Menu. Company reserves the right to change it without any prior notice -