

## 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 Nawaloka Hospital's brand name or OZO Colombo 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. OZO Colombo 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 OZO Colombo 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 provide 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 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.

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. Chief Medical Officer – 077 251 2932
  - III. Billing Department – 076 334 6413
  - IV. For Inquiries and Suggestions - 077738532

38. Patient are provided one additional linen set. Kindly place your soiled linen in the yellow laundry bag provided.

**Nawaloka Hospital and OZO Colombo 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.**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>SRI-LANKAN BREAKFAST</b>	<b>SRI-LANKAN BREAKFAST</b>	<b>SRI-LANKAN BREAKFAST</b>	<b>SRI-LANKAN BREAKFAST</b>	<b>SRI-LANKAN BREAKFAST</b>	<b>SRI-LANKAN BREAKFAST</b>	<b>SRI-LANKAN BREAKFAST</b>
Mixed Fruit Juice on Availability	Watermelon Juice on Availability	Passion Fruit Juice on Availability	Papaya Juice on Availability	Mixed Fruit Juice on Availability	Mixed fruit Juice on Availability	Pineapple on Availability
Watermelon Slice	Cut Fruits	Watermelon Slice	Papaya Slice	Fresh Fruits	Fruit Salad	Papaya Slice
Red Rice	String Hoppers	Paratha Three Pieces	Chicken or Soya Meat Curry	String Hoppers	Roast Paan 2 Piece	Pol Rotti 3 Pieces
Chicken or Vegetable Curry	Chicken Ambulthiyal or Soya Meat Curry	Pav Bread	Dosa	Red Chicken or Vegetable Curry	Chicken or Soya Meat Curry	Chicken or Vegetable Curry
Dhal Curry	Pol Sambol	Chicken or Vegetable Curry	Tomato Chutney	Pol Sambol	Dhal Curry	Lunu Miris
Pol Sambol	Kiri Hodi	Dhal Curry	Sambar	Kiri Hodi	Pol Sambol	
<b>WESTERN BREAKFAST</b>	<b>WESTERN BREAKFAST</b>	<b>WESTERN BREAKFAST</b>	<b>WESTERN BREAKFAST</b>	<b>WESTERN BREAKFAST</b>	<b>WESTERN BREAKFAST</b>	<b>WESTERN BREAKFAST</b>
Mixed Fruit Juice on Availability	Watermelon Juice on Availability	Passion Fruit Juice on Availability	Mixed Fruit Juice on Availability	Papaya Juice on Availability	Mixed Fruit Juice on Availability	Pineapple Juice on Availability
Watermelon	Cut Fruits	Watermelon Slice	Fruit Salad	Sour Banana 2 Piece	Fresh Fruits	Papaya slice
Slice Bread /Butter & Jam	Slice Bread /Butter & Jam	Slice Bread /Butter & Jam	Slice Bread /Butter & Jam	Slice Bread /Butter & Jam	Slice Bread /Butter & Jam	Slice Bread /Butter & Jam
Fried Egg with 2 Eggs	Scramble Eggs	2 Boiled Eggs	Vegetable Omelet	Scramble Eggs	Fried egg with 2 Eggs	Plain Omelet 2 Nos
Chicken Sausage	Chicken Sausage	Chicken Sausage	Chicken Sausage	Chicken Sausage	Chicken Sausage	Chicken Sausage
Hash Brown Potato	Fried Potato Wedges	Roast Potatoes	Hash Brown Potato	Fried Potato Wedges	Roast Potatoes	Hash Brown Potato
Baked Beans/Grilled Tomato	Baked Beans/Grilled Tomato	Baked Beans/Grilled Tomato	Baked Beans/Grilled Tomato	Baked Beans/Grilled Tomato	Baked Beans/Grilled Tomato	Baked Beans/Grilled Tomato
<b>SRI-LANKAN LUNCH</b>	<b>SRI-LANKAN LUNCH</b>	<b>SRI-LANKAN LUNCH</b>	<b>SRI-LANKAN LUNCH</b>	<b>SRI-LANKAN LUNCH</b>	<b>SRI-LANKAN LUNCH</b>	<b>SRI-LANKAN LUNCH</b>
Steamed Rice	Vegetable Biryani	Steamed Rice	Kashmiri Pilaf	Vegetable Fried Rice	Yellow Rice	Steamed Rice
Chicken Pepper Stew	Tandoori Chicken or Bangalore Veg: Pakora	Black Chicken Curry or Veg: Tempered	Mutton Rogan Josh or Chicken Tikka	Chicken or Soya Devilled	Spicy Fried Chicken	Chicken or Soya Badum
Long Bean Dry Tempered	Aloo Gobi Masala	Manioc Curry	Bindi Masala	Vegetable Chop Suey	Mixed Vegetable Curry	Beetroot Dry Curry
Cabbage and Potato Curry	Raitha	Brinjal Moju	Dhal Makini	Chili Paste	Dhal Tempered	Capsicum Tempered
Chana Dhal Curry	Dessert of the day	Dhal and Spinach Curry	Dessert of the day	Mixed Salad	Keselmuwa Seeni Sambol	Dhal Dry Curry
Dessert of the day		Dessert of the Day		Dessert of the day	Dessert of the day	Dessert of the day
<b>WESTERN LUNCH</b>	<b>WESTERN LUNCH</b>	<b>WESTERN LUNCH</b>	<b>WESTERN LUNCH</b>	<b>WESTERN LUNCH</b>	<b>WESTERN LUNCH</b>	<b>WESTERN LUNCH</b>
Vegetable Soup	Cream of Tomato Soup	Potato & Leek Soup	Lentil Soup	Minestrone Soup	Carrot & Orange Soup	Tom Yam Soup
Bread Roll	Bread Roll	Bread Roll	Bread Roll	Bread Roll	Bread Roll	Bread Roll
Grilled Chicken with Pepper Jus	Pasta Mushroom Cream Sauce	Grilled Chicken with Pepper Sauce	Steamed Rice	Pasta Pink Sauce	Fried Chicken	Steamed Rice
Fried Potatoes	Grilled B.B.Q.Chicken	Butter Vegetables	Chicken Alla king	Herb Roast Chicken	Cajun Potatoes	Thai Chicken or Veg: Curry
Buttered Vegetables	Mixed Salad	Mash Potatoes	Sauteed Beans	Green Salad	Garlic Buttered Vegetables	Wok Fried Vegetables
Dessert of the Day	Dessert of the Day	Dessert of the Day	Dessert of the Day	Dessert of the Day	Dessert of the Day	Dessert of the Day
<b>SRI-LANKAN DINNER</b>	<b>SRI-LANKAN DINNER</b>	<b>SRI-LANKAN DINNER</b>	<b>SRI-LANKAN DINNER</b>	<b>SRI-LANKAN DINNER</b>	<b>SRI-LANKAN DINNER</b>	<b>SRI-LANKAN DINNER</b>
Young Chow Fried Rice	Roast Paan	Vegetable Pilaf	Roast Paan	Paratha 3 Pieces	Vegetable Mongolian Rice	String Hoppers
Pepper Chicken	Spicy Chicken Curry	Chicken Masala	Black Chicken or Soya Meat Curry	Butter Chicken	Pepper Chicken	Chicken or Mutton Potato Black Curry
Stir Fried Vegetable	Tomato and Capsicum Tempered	Mixed Vegetable Korma	Onion Tempered	Aloo Mutter Masala	Mixed Vegetable in Oyster Sauce	Kiri Hodi
Chilli Paste	Dhal Curry	Dal Tadka	Kiri Hodi	Kachumber Salad	Chilli Paste	Pol Sambol
Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day
<b>WESTERN DINNER</b>	<b>WESTERN DINNER</b>	<b>WESTERN DINNER</b>	<b>WESTERN DINNER</b>	<b>WESTERN DINNER</b>	<b>WESTERN DINNER</b>	<b>WESTERN DINNER</b>
Cream of Spinach Soup	Mulligatawny Soup	Corn & Egg Drop Soup	French Onion Soup	Cream of Mushroom Soup	Coriander Flavor Vegetable Broth	Hot and Sour Vegetable Soup
Bread Roll	Bread Roll	Bread Roll	Bread Roll	Bread Roll	Bread Roll	Bread Roll
Vegetable Pasta	Millennium Baked Chicken Diane Sauce	White Steamed Rice	Lebanese Baked Chicken	B.B.Q. Chicken	Chicken Hot Pot	Mongolian Roast Chicken
Chicken Salona	Garlic Butter Vegetables	Roast Chicken with Mushroom Sauce	Garlic Mashed Potato	Herb Roast Potatoes	Steamed Basmati Rice	Lyonnais Potatoes
Green Salad	Parsley Potato	Butter Mixed Vegetables	Boiled Vegetables	Garlic Butter Carrots	Butter Vegetables	Herb Roasted Pumpkin
Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day	Dessert of The Day

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