

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 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 wonder 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. Wonder Hotel Colombo 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 permitted 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. Patients 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 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
 - 6) Kettle
 - 7) 3 Bottles of mineral water – 1000ml
 - 8) Open Safety Lockers
 - 9) Shampoo & conditioner tubes
 - 10) 1 extra set of linen will be provided for the entire stay at hotel
 - 11) 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 connectio

37. Contact List

- I. Nawaloka Hospital Covid Management Hotline – 0741703592
- II. Chief Medical Officer – 077 251 2932
- III. Billing Department – 0315577124
- IV. For Inquiries and Suggestions – 0770021211

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

Nawaloka Hospital and Wonder Hotel Colombo will use reasonable 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**Breakfast****Lunch****Dinner**

Roast Pan 2 Pol Sambol Chicken Curry Onion Tempered Dhal Curry Yoghurt Cut Fresh Fruits	Steamed Rice Fish / Chicken Curry Greens Beans Tempered Dhal Curry Greens Papadam/ Fried Chili Or Vege Rice & Curry Soya Tempered Fruit Salad	Soup Bread Roll Grilled Fish With lemon Cream Sauce Steamed Vegetable Potatoes Or Vegetable Meal Vegetable Cutlet Bread Pudding
---	---	--

Tuesday

String Hoppers Pol Sambol Fish Ambulthiyal Potato Curry Capsicum onion Tempered/ Dhal Curry Fruits	Yellow Rice Chicken Black pepper Curry Dhal Tempered Curry Brinjal Moju Polos Cutlet Or Vegetarian Rice and Curry Devilled Soya Sego Pudding	Fried Rice Chili Fish or Chicken Vegetable chop suey or Vegetarian meal Stuffed Fried Capsicum Biscuit Pudding
--	--	--

Wednesday

Kakulu Bath with Dhal Curry Pol Sambol Dry Fish Boiled Egg Or Sri Lankan Bread(Thati Pan) Pol Sambal Fish Curry Dhal Curry	Vegetable Biryani Tandoori Chicken Fish Or vege Carrot and Pea Curry Boiled and Fried Egg Mint Chutney Jelly + fruits	Soup Of the Day Pol roti Fish Mirista Dhal Curry Lunu Miris Or Vegetarian Meal Soya Tempered Banana
---	---	--

Thursday

Kiri Bath Katta Sambol Fish Curry Or Maniyok Scrap Coconut Katta Sambal	Steamed Rice Chicken or Fish Curry Dhal Curry Cabbage / Long beans Tempered Gotukola Sambol Papadam/ Fried Chili Or Vegetarian Rice and Curry	Fruit Salad Soup of The Day Bread Roll Mixed Salad Macaroni with chicken Arrabbiata Sauce or Mushroom Arrabbiata Sauce Chocolate Fudge
---	---	---

Kola Kanda	Soya Mustard Curry	
------------	--------------------	--

Friday

Breakfast

Lunch

Dinner

Pol Roti Fish Mirisata Dhal Curry Onion Tempered Dhal Curry Fruits	Nasi Goreng Fried Egg Chicken Satay Or Vegetarian Nasigoreng Vegetable Tempura Mixed Salad Chocolate Brownies	Chicken Kottu Roast Chicken Mixed Salad Chicken gravy Or Vegetarian Meal Vegetable Kottu Vegetable Masala Curry Omali
--	--	---

Saturday

String Hoppers Pol Sambol Chicken Curry Dhal curry Tomato, Capsicum Curry Yoghurt	Vege Fried Rice Devilled Sea Food Vege Chop Suey Chili Paste Papadam/ Fried Chilli Or Vegetarian Rice & Curry Pepper Soya Banana Custard	Soup of the Day Garlic Rice Thai Chicken Rice Stir fry Vegetable or Vegetarian Meal Thai Vegetable Curry Jelly
---	--	---

Sunday

Tempered Chickpea Scrape Coconut Fried Chili Katta Sambal Kola Kanda Or Veg Fried Noodles Boiled Egg Chicken Sausage One Gravy Juice	Dunthel Bath Roast Chicken Beans White Curry Dhal Tempered Papadam/ Fried Chilli or Vegetarian Rice & Curry Paneer Red Curry Samolina Pudding	String Hoppers Pilau Chicken Black Curry Potato white Curry Seeni Sambol Or Vegetarian Meal Soya Masala Curry Chocolate Moose
---	---	--

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