



# HUMMING BIRDS SUITES

**Humming Birds Suites**  
**(Operated by Hashonaa (Pvt) Ltd)**  
**No. 200, Sivan Pannai Road,**  
**Jaffna, Sri Lanka**

## Refund Policy & Terms and Conditions

Dear Guest,

Thank you for choosing Humming Birds Suite for your stay. We strive to provide the best hospitality experience, and we kindly request you to review the following terms and conditions that apply to your reservation:

### Hotel Information

- Hotel Name: Humming Birds Suite
- Legal Entity: Hashonaa (Pvt) Ltd
- Official Website: <https://hummingbirds.lk/>
- Official Email: [support@hummingbirds.lk](mailto:support@hummingbirds.lk)
- Hotel Address: No. 200, Sivan Pannai Road, Jaffna

### Check-in & Check-out

- Check-in Time: 11:00 AM
- Check-out Time: 11:00 AM (24-hour basis)
- Late check-out may incur additional charges.

### Identification & Age Restrictions

- All guests must present a valid National Identity Card (NIC) or Passport at check-in.
- The minimum age requirement for guests is 21 years and above, except for family customers, where there is no age restriction.

### Payment Policy

- Reservations require advance payment to confirm the booking.
- Guests may pay the remaining balance at the property.
- Bank Details:
  - Account Number: 1000792148
  - Account Name: Hashonaa (Pvt) Ltd
  - Bank: Commercial Bank

### Refund Policy

- Cancellations made at least 48 hours before check-in are eligible for a refund.
- Cancellations within 48 hours of check-in are non-refundable.

### General Policies

- Guests must comply with all hotel rules and regulations.
- Management reserves the right to refuse service to anyone violating hotel policies.
- Any illegal activity will be reported to law enforcement authorities.
- By making a reservation, guests acknowledge and agree to these terms and conditions.
- Humming Birds Suite **(operated by Hashonaa (Pvt) Ltd)** reserves the right to update or modify these policies at any time without prior notice.

For any inquiries or assistance, please contact us at [support@hummingbirds.lk](mailto:support@hummingbirds.lk)  
We look forward to welcoming you and ensuring a pleasant stay.

**Best Regards,**  
**Humming Birds Suites**  
**(Hashonaa(PVT)Ltd).**