

## ***Expo Rail Terms & Conditions***

Our Booking Terms define the conditions of your purchase on [exporail.lk](http://exporail.lk). You must agree to these conditions before completing your purchase.

### **Validity of ticket**

- This ticket issued is non-refundable and non-transferable
- The tickets issued will be valid only for the day it is issued.

### **Exchange**

- Unused tickets bought at [exporail.lk](http://exporail.lk), Expo Rail Office, Dialog 444 and at the Railway Stations cannot be exchanged for a different date unless exchange request is made 48hrs prior to the booked passage by sending an email to [reservations@exporail.lk](mailto:reservations@exporail.lk)
- A date change requires 48 hour prior notice from the date of travel and can be extended only for one month from the initial date of travel. The next available date is purely subject to seat availability

### **Refunds**

- Partially used or validated tickets are 100% non-refundable
- In case of an accidental double order, a 100% refund minus an administrative fee of SL Rs. 100.00 per ticket or the equivalent of SL RS. 100.00 in local currency will apply,

### **Payment**

- Payments can be made with Visa or Master Card.

### **Lost tickets and passes**

- Lost or stolen rail tickets are not refundable but replaceable by providing the proof of purchases or identity of person.

### **Responsibility/Liability**

- All bookings are accepted and all tickets are issued on the express condition that Expo Rail is not responsible nor liable for any loss (consequential or otherwise); damage (including, but not limited to, loss of, or damage to passengers' clothes, baggage, property, whatsoever); death, injury, delay, inconvenience or irregularity caused by, or arising from, or in connection with, any defect in any train, vehicle or other land or sea conveyance used, rented, or traveled in; or through the negligence, willful misconduct, strikes, or other acts, defaults, or omissions of any railroad carrier, car rental or other provider of goods and services.
- Expo Rail is an independent company and Expo Rail does not own or control any of the railroads used by Expo Rail.

## **Fraud**

- Every booking accepted is subject to a fraud check. Potentially fraudulent bookings will be manually reviewed, and the customer will be contacted, if needed. This will happen within 48 hours after booking, during business days. [exporail.lk](http://exporail.lk) is neither responsible nor liable for any loss (consequential or otherwise); damage, delay, inconvenience or irregularity caused by, or arising from, or in connection with this process.

## **General terms and conditions**

- Passengers travelling on train should be on board 20 minutes prior to the departure time. Please give this reference no or a print out of this message to the Station Ticket Counter and obtain your Rail Ticket (Boarding Pass) for Travel.
- Travel on an Expo Rail ticket is subject to the conditions, tariffs and regulations imposed by Expo Rail.
- Expo Rail shall not be responsible for any claim, damage or compensation arising out of any technical failures that are beyond the control of Expo Rail and train delays/ strikes as the train timings are purely depended on the timings/ schedule of Sri Lanka Railways.
- Train schedules and fares are subject to change without prior notice. Fares and Departure times will be confirmed upon purchase conformation.
- A date change requires 48 hour prior notice and can be extended only for one month from the initial date of travel. The next available date is purely subject to seat availability.
- Each passenger is permitted to carry a maximum of 7KG of baggage. Any passenger requiring to carry baggage in excess to the stipulated 7KGs is kindly requested to make the required arrangements at the time of booking his / her seat(s) at an extra cost by contacting Expo Rail Head office.
- Terms & conditions for traveling on Expo Rail will be available on Expo Rail website [www.exporail.lk](http://www.exporail.lk) or copies will be available at ticketing counters on request.
- General Term and Conditions agreed by the Customer at the time of reservations made in the Expo Rail website or over the counters will be part and parcel of this Acceptance Note or Receipt.
- Travelers are responsible for ensuring that they have all necessary travel documents & necessary identification to verify authenticity.
- Travel Insurance is recommended.



## **Privacy policy**

Expo Rail respects your privacy and we want you to understand the ways in which we collect and use information about you when you, whether you visit to browse, purchase as a guest, or register for an account with us via [exporail.lk](http://exporail.lk). Please review this Privacy Policy carefully. You are agreeing to its terms by visiting or using [exporail.lk](http://exporail.lk) site. Notice of all changes that materially affect ways in which your personally identifiable information may be used or shared will be posted in updates to our Privacy Policy. If you continue to use the [exporail.lk](http://exporail.lk) site after notice of changes have been sent to you or published on [exporail.lk](http://exporail.lk) site, you hereby provide your consent to the changed practices.

Please note that this Privacy Policy does not apply to information that our affiliates may collect, or for our websites outside of the jurisdiction noted in our [Terms of Use](#). Please visit any such other site, as applicable, in order to review those policies and manage your communication preferences. **Website for information purposes only**

This website is intended for general information purposes only. The information should not be used as a substitute for any form of advice on Expo Rail tickets or other activities of [exporail.lk](http://exporail.lk) (hereafter referred to as "Expo Rail"). All information on this website is free of obligations and is subject to change. The information (including prices) mentioned on this website does not constitute a legally binding purchase offer.

## **Accuracy of information**

Expo Rail has composed this website with utmost care. However, no warranty or representation, express or implied, is given as to the accuracy or completeness of the information. In no event will Expo Rail, nor any of its members, directors, employees or advisors accept any responsibility or liability for any (consequences of) mistakes, inaccurateness or incompleteness of the (information on) this website. In particular, Expo Rail will not be liable for any mistakes or incorrectness as to prices and conditions with respect to the use and/or validity of Expo Rail tickets or other Expo Rail services.

## **Other sites**

This website may contain hyperlinks to other websites or may make reference to other websites. The (accuracy of) the information on these websites has not been investigated nor analyzed by Expo Rail. Expo Rail is not responsible for and will not be liable for the content of these websites.

## **(Intellectual) Property rights**

Expo Rail reserves all copyright, trademark, patent, intellectual and other property rights in the information on this website, and no express or implied license is granted in respect thereof. Any unauthorized use or reproduction of the information or proprietary rights contained in this website is strictly prohibited.

## **Compliance**

[exporail.lk](http://exporail.lk) adheres to and is in compliance with the Safe principles imposed by the Telecommunications Regulatory Commission of Sri Lanka

## **Information collection**

### Personal Information

At various locations on our websites, such as in our order forms (and surveys and polls), we may request that you supply us with "personal information," such as your name, email address telephone number, Identification numbers/travel document numbers and/or credit card information. You will always know when we are collecting personal information, because we only collect personal information when you voluntarily submit it to us through our online forms and questionnaires. Although you do not have to provide us with any information to visit our websites, you may not be able to fully utilize all of the services on our websites if you choose not to provide certain information. If you do choose to give us personal information through our websites, we will collect and retain that information.

### Non-Personal Information

When you use our websites, we may also collect "non-personal information," which is information that, by itself, cannot be used to identify or contact you, such as demographic information (your age, gender, income, education, profession, zip code, etc.). Non-personal information may also include technical information, such as your IP address, the type of browser you are using, the websites you visit immediately before and immediately after you visit our websites, and other anonymous data involving your use of our websites. Non-personal information may also include information that you provide us through your use of our website.

### Online Orders

We collect personal information from you when you purchase products from our online order process. For example, we require you to provide your name, contact information, Identification or travel document numbers and a credit card number before we process your orders. We also collect information about your transactions with us. We may use the information that you provide to communicate with you about products purchased through our online service, to provide customer support in connection with those products.

### Cookies

We use "cookies" to enhance your visits to our websites. A cookie is a small amount of data that is sent to your browser from a web server and stored on your computer's hard drive. Cookies do not store personal information about you, unless you knowingly provide it. Cookies can store non-personal information, such as what websites, or pages your browser has accessed. We use cookies to store information and personalize your experience with our websites. For example, cookies allow our websites to recognize your browser as a previous visitor, and thus save and remember any preferences that may have been set while you were previously browsing our websites. Our cookies can also store information you have placed in a "shopping cart."

You do have control over cookies. Most browsers can be set to notify you when a cookie is being placed on your computer. Most browsers can also be set to refuse to accept cookies, although this may affect your Internet experience. You can also erase cookies that are already on your computer. For more information about working with cookies, you should consult your user manual, FAQ, or "help" function of your specific browser and operating system software.

## **What the information collected is used for**

### Our Services and Websites

We use your personal information to provide you any services that you may request or require, to communicate with you, to allow you to make purchases. We use aggregated non-personal information about our users to understand our website's demographics, such as the geographic distribution of our users, the age ranges of our users, or a combination of these or other demographics. We use the non-personal information we collect to analyze how our websites are being used, and to improve the content of our websites, online product offerings, and promotional efforts.

### Email Communications

If you send us an email with questions or comments, we may use your personal information to respond to your questions or comments, and we may save your questions or comments for future reference. However, aside from our reply to such an email, it is not our standard practice to send you email unless you request a particular service that involves email communications or in order to provide customer support in connection with those products. There may be times when you will have the opportunity to subscribe to an email list or electronic newsletter that will send information about our websites to your email address. However, we will provide you with the option to change your preferences and opt-out of receiving those communications.

### Online Services

If you make a purchase through our online ordering service, we may use the information you provide to send you important announcements and updates regarding our website or online service. In those instances, we will provide you with the option to change your preferences and opt-out of receiving those communications.

When you provide us with your personal information to make a purchase through our online ordering, we only use this information to process your online order and credit card number. We also use your address and billing information to bill you and provide associated support.

## **Disclosure of Information to Third Parties**

Except as specifically set forth in this Policy, we do not share your personal information with any non-affiliated third party without your permission. We may disclose aggregate information, such as demographic information, and our statistical analyses to third parties. This aggregate information does not include your personal information.

Our websites may contain links to other websites. We have no control over the privacy practices or the content of any of our business partners, sponsors or other websites to which we provide links from our websites. You should check the applicable privacy policy of the third-party website when linking to other websites.

## **Other Disclosures**

We may disclose personal information when we are required or requested to do so by law, court order or other government or law enforcement authority or regulatory agency; to enforce or apply our rights and agreements; or when we believe in good faith that disclosing this information is necessary or advisable, including, for example, to protect the rights, property, or safety of [exporail.lk](http://exporail.lk) and our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

## **Security of the Information We Collect**

The security of your personal information is important to us. We maintain physical, electronic, and procedural safeguards to secure your personal information. However, "perfect security" does not exist on the Internet, and there is always some risk in transmitting information electronically. This website takes every precaution to protect our users' information. When users submit sensitive information via the website, your information is protected both online and off-line.

When our reservation process asks users to enter sensitive information (such as credit card number), that information is encrypted and is protected with the best encryption software in the industry. If you have any questions about the security at our website, you can send an email to [reservations@exporail.lk](mailto:reservations@exporail.lk)

## **Accuracy of the Information We Collect**

Any questions you may have regarding our Privacy Policy, the accuracy of your personal information or the use of your personal information, or any requests that we correct, update, or remove your information in our databases, should be directed via email to [reservations@exporail.lk](mailto:reservations@exporail.lk)

After receiving a request to change your information, we will make reasonable efforts to ensure that all of your personal information stored in databases we actively use to operate our website will be updated, corrected, changed or deleted, as appropriate, as soon as reasonably practicable. However, we reserve the right to retain in our archival files any information we remove from or change in our active website databases. We may retain such information to resolve disputes, troubleshoot problems and enforce our terms of use.

This Policy is effective as of October 1, 2011. We reserve the right to change this Policy at any time, and will post any changes to this Policy as soon as they go into effect. Please refer back to this Policy on a regular basis.