



Rajadhani Express Terms & Conditions

Our online Reservation and payment system is subject to Terms and Conditions herein. This is a must read document for online transactions. Any customer who purchases a ticket from this system is assumed to have read and understood the terms and conditions as mentioned below.

Validity of ticket

- All Rajadhani Express rail tickets are non-refundable & non-transferable.
- The tickets issued will be valid only for the day it is issued.

Exchange

Unused tickets bought any counter or service location/office cannot be exchanged for a different date unless exchange request is made 14 days prior to the booked passage by contacting our Head Office on +94112677510 during office hours from Monday to Friday from 08.30 – 16.30 hours.

Refunds

- Partially used or validated tickets are 100% non-refundable
- In case of a refund an administration charge of Rs. 300 will be deducted from a ticket.

Payment

- Payments can be made with Visa or MasterCard.

Lost tickets and passes

- Lost or stolen rail tickets are not refundable but replaceable by providing the proof of purchases or identity of person 4 working days prior to the departure date..

Responsibility/Liability

- All bookings are accepted and all tickets are issued on Rajadhani Express on the condition that Rajadhani Express 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.

- Rajadhani Express is an independent Railway carriage operator and is not responsible for Rail Roads and its operations or failures which are beyond the control of Rajadhani Express.

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. Rajadhani Express 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

- Travelling and right to enter a Rajadhani Express carriage is reserved and is subject to a prior reservation and also the Tariffs, House Rules and other references which the company reserves the right to change from time to time with no notice to the public.
- Train schedules and fares are subject to change without prior notice. Fares and departure times will be confirmed upon purchase confirmation.
- Travelers are responsible for ensuring that they have all necessary travel documents and necessary identification to verify authenticity.
- Travel insurance is recommended and is not covered under this operation.

Privacy policy

Rajadhani Express respects individual privacy and firmly believes in measures to adopt when collecting customer data and information. Data/information is collected during your session irrespective of the purpose of your visit to our site.

This is your agreement with us as a guest/visitor to our website and use of its services. Therefore please do take a few minutes to go through this important document carefully as you are agreeing to its terms by visiting or using Rajadhani Express website or its associated. If you continue to use Rajadhani Express website (which may represent in different domain names from time to time) after notice of changes have been sent to you or published on Rajadhani Express corporate website its associate sites and alternative sites, 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.

Purpose of our website

This website is intended for general information purposes only. The information should not be used as an alternative for any form of advice on Rajadhani Express rail tickets or other activities of same. 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 and third party sites

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

This site may contain references to other websites. Rajadhani Express doesn't guarantee the accuracy and availability of such information and will not be liable for its contents as well.

Intellectual rights

Rajadhani Express 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

Rajadhani Express adheres to and is in compliance with the National Guidelines in Sri Lanka. This at times may not be compliant with guidelines of other countries. You are advised to refer in detail.

Data protection

Collection of 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.

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 Rajadhani Express 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 info@rajadhani.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 info@rajadhani.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 1st April 2012. 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.

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