

LSR – Frequently Asked Questions (FAQs)

1. How Can I Contact LSR to Arrange a Tour?

You can contact LSR Travel by emailing dharmadharma@lsrtravel.com,

2. What Information Should I Provide When Requesting a Tour?

Please provide information such as your preferred destinations, travel dates, number of travellers, if there are kids their ages, level of Hotels, meal plan, significant events during your planned stay if any, approximate budget excluding airfare and any other special requirements. Upon receipt, our team will prepare and send you a personalized itinerary and quotation based on your needs.

3. Can LSR Create Customized Tour Itineraries?

Yes. We specialize in curating tailor-made tours designed to match our clients' interests, budget, travel style, and schedule on private basis while promoting responsible and sustainable tourism.

4. How Do I Confirm My Booking?

Once you approve the itinerary and quotation probably after the exchange of a few mails, our team will provide the booking confirmation, payment instructions, and any additional information required to finalize your reservation.

5. What Payment Methods Do You Accept?

Payment methods and instructions will be provided during the booking process through our Accounts Department. Please contact our reservations team for the available payment options applicable to your booking.

6. What Is Your Cancellation Policy?

Cancellation conditions depend on the services booked and the suppliers' terms and conditions. Any applicable cancellation charges will be communicated at the time of booking on a case by case basis.

7. How Can I Make Changes to My Booking?

If you need to amend your booking, please contact us as early as possible. We will make every effort to accommodate your request, subject to availability, supplier conditions and applicable Cancellation Policies.

8. Does LSR Promote Sustainable Tourism?

Yes. LSR is committed to Sustainable Tourism by supporting local communities, protecting the environment, respecting cultural heritage, and encouraging responsible travel practices throughout our operations since we have built up an image as Specialist in Water and Nature based activities.

9. How Does LSR Support Local Communities?

We make maximum possible efforts to partner with locally owned accommodation providers, guides, transport providers, restaurants, and excursion operators with the objective of contributing to the development of local economies.

10. What Responsible Travel Practices Should I Follow During My Tour?

We encourage guests to respect local customs and traditions, minimize waste, avoid single-use plastics where possible, conserve water and energy, respect wildlife, and follow the guidance provided by local guides.

11. Does LSR Provide Guidance for Visiting Cultural and Religious Sites?

Yes. Guests are advised to dress appropriately, behave respectfully, follow local customs, and comply with any site-specific regulations when visiting temples, heritage sites, and cultural attractions.

12. How Does LSR Protect Wildlife and Natural Environments?

We work with responsible suppliers and encourage all guests to observe wildlife without disturbing animals or damaging their natural habitats. We will advise our Guests to refrain from engaging in Activities involving illegal wildlife trade practices including the purchase of items made out of animal body parts or exploitation are not supported.

13. Does LSR Consider Accessibility Requirements?

Yes. If you have mobility, medical, dietary, or other accessibility requirements, please inform us when making your inquiry. We will make every reasonable effort to recommend suitable services and facilities.

14. How Does LSR Protect My Personal Information?

LSR collects and processes customer information only for the purpose of arranging and managing travel services. Personal information is handled securely and in accordance with our Privacy Policy.

15. How Can I Submit Feedback or Make a Complaint?

We value customer feedback. If you wish to provide comments, suggestions, or lodge a complaint, please contact us via dharmal@lsrtravel.com. We aim to acknowledge and respond to all enquiries promptly and fairly. All our clients will be provided with a Comments Sheet at the end of the tour by your Chauffeur/Guide which you fill and hand over to that person or send it directly to our office at the address given.

16. What Should I Do If I Require Assistance During My Tour?

Please contact your assigned tour representative or LSR using the contact details provided in your travel documents. Our team will assist you as quickly as possible.

17. Does LSR Work with Responsible Suppliers?

Yes. We aim to work with suppliers who comply with applicable laws and support responsible business practices, including environmental protection, fair labour practices, health and safety policies and respect all local communities.

18. How Can I Learn More About LSR's Sustainability Commitments?

Information about our sustainability initiatives, responsible tourism policies, and business practices is available on our website or can be requested by contacting dharmal@lsrtravel.com.

19. Are Your Tours Suitable for Families and Children?

Yes. We can design family-friendly itineraries suitable for different age groups and interests while ensuring comfort, safety, and enjoyable experiences providing our Guests with memorable experiences in Sri Lanka.

20. Why Should I Choose LSR Travel?

LSR Travel combines professional travel planning with personalized service and a strong commitment to sustainable tourism. We strive to create unforgettable travel experiences while respecting people, culture, and the environment.