



## FAQs

In order for you to get answers to your questions as quickly as possible we have gathered together the most frequently asked questions here:

### ACTIVITIES

What is there to do at Reef Sri Lanka?

We have a 65 metre sand beach frontage, a spa with a wide range of treatments, a tennis court, a table tennis pavilion, yoga on request and a selection of local excursions.

### APP

Do you have an App?

Yes, we do, and you can download here;

[Android](#)

The App provides invaluable information for guests when staying at Reef Sri Lanka

Further, if the guests are on an excursion and are arriving back late to Reef they may order dinner on the App.

### BEACH

**Is the sea swimmable?**

Yes, in season the sea is swimmable from December to April.

**Do you have a life guard?**

Yes, we do.

**Is the beach private?**

None of beaches in Sri Lanka are private but we have a 65m sandy beach front with direct access to the beach and the Indian ocean.

### BUTLERS

Do you offer a butler service?

No but we offer a highly attentive individual service.

Guest are provided with a personal call button when they are by the pool, in the garden or the Plantation House.



## **CHECK IN AND CHECK OUT**

**At what time is check-in?**

2pm

**At what time is check out?**

11 am

## **CHILDREN**

**Can you accommodate children in the suites?**

Yes, in three of the Ocean Suites and the two Plantation House suites we can accommodate up to 3 additional children's beds

In the Lily Pond Suite, we can accommodate a cot.

**Do you have a children's menu?**

Yes, we do.

We also offer high chairs, booster seats, children's cutlery and crockery.

**Do you have a children's pool?**

We have two shallow pools running alongside the swimming pool.

## **COMMISSION**

**Do you pay commission to Tour Operators and Agents?**

Yes, we do.

Please [register up here](#) and we will contact you.

## **DINING**

**Do you have a restaurant?**

Yes, we do, and our restaurant menus are viewable on our [website](#).



**Do you offer Half Board?**

Yes, we do, and a set menu is provided.

**Is the Summer Breeze Restaurant open to non-residents?**

Yes, our restaurant is open for breakfast, lunch and dinner.  
Reservations are recommended.

**Are special requests, such as gluten-free meals.**

Yes, please contact us with information on any special needs.

**Are there any dining options in the area?**

Yes, there are other hotels nearby which have restaurants.

**Do you serve alcohol?**

Yes, we are fully licenced.

**DRIVER'S ACCOMMODATION?**

**Do you offer driver's accommodation?**

There is plenty of local accommodation for drivers in the vicinity.

**EXCURSIONS**

Do you offer excursions?

We offer short half day or whole day excursions.

**GIFT VOUCHERS**

How can a someone book a gift for a guest staying at Reef?

[Gift vouchers can be purchased on our website.](#)

**LOCATION**

Reef is about 40 minutes south of Colombo.



### **How far away is the airport?**

Bandaranaike Airport is about 1.5 hours away depending on the time of day.

Once the express way is fully completed (which is estimated to be mid 2020) we estimate that Reef Sri Lanka will be about 45 minutes away from the airport.

### **How far away is Galle?**

Galle is about 1 hour's way by express way.

### **Is Reef accessible by helicopter?**

For guests who wish to arrive by helicopter arrangements can be made to land a helicopter at the local playing field, about 3 minutes away.

### **Where is the nearest train station**

Wadduwa is the nearest train station but for fast trains to Galle it is better to pick up a train from Panadura, about ten minutes' drive away.

### **Do you have your own vehicles?**

Yes we have Nissan 4WD AC Jeeps with complimentary Wi fi.

We also have a liveried tuk tuk.

## **RATES**

### **How can I subscribe/unsubscribe for the rates, newsletter and information updates?**

Please [click here on the link to sign up](#)

If you wish to unsubscribe in the future, you will find a link at the bottom of each newsletter.

### **Do you have special offers?**

Yes, please sign up on this link and we will keep you up to date with our [special offers](#).



### **As a travel agent can I book special rates for my personal travel?**

Reef Sri Lanka partners with travel agents and travel agencies to reach customers that might not book directly with us. Through this partnership, we can offer travel agents themselves, as well as their families when the travel agent is present, special rates for personal travel.

[Please register](#) and we will advise of your code and how to access your special rate.

Proof of eligibility is required.

### **SPECIAL REQUESTS**

#### **How do you cater for wheelchair users?**

The grounds at Reef are generally level.

As guests' requirements are all different please contact us to advise specific requirements.

All Ocean Suites and the Lily Pond Suites are wheel chair accessible as is the restaurant and Reefresh Spa.

### **SUITES**

#### **How many suites are there?**

We have seven suites in total:

The [Lily Pond Suite](#)

Four [Ocean Suites](#)

[Manel Plantation House Suite](#)

[Nelum Plantation House Suite](#)

#### **Which suite has the best view of the Indian Ocean?**

For the best views of the Indian Ocean we recommend that either of the Plantation House suites are booked as they are on the first floor of the Plantation House.

#### **What size are the suites?**

The suites vary in size from 90m<sup>2</sup> to 150m<sup>2</sup>.



**Are all suites non-smoking?**

Yes, but for guests who wish to smoke they may smoke in the grounds and not in public areas.

**Do you have any interconnecting rooms?**

Yes, two of the Ocean Suites are interconnecting through the dressing rooms.

**Can I reserve a particular Ocean Suite?**

You are welcome to advise your preference for a particular Ocean Suite and we will do our best to accommodate you in a particular Ocean Suite, subject to operational requirements.

**Do you have twin suites?**

All suites have one King size four poster bed.

An additional single bed can be included at an additional charge.

**WATER**

**Is your water drinkable?**

Yes, our is potable and we have our own treatment plant at Reef.

**WEDDINGS**

**Can you arrange weddings?**

Yes, we can.

Please contact us for details.

**WIFI**

**Do you have Wi Fi?**

Yes, we do in all areas of Reef and it is complimentary.

**XMAS AND NEW YEAR SUPPLEMENTS**

**Are there any compulsory Xmas and New Year supplements?**

On Christmas Eve and New Year's Eve we do offer a celebratory dinner menu at an additional charge, but these are optional.

For the festive season there are Christmas trees and Christmas decorations.