



Ayubowan !



Thank you for booking at **The Mugatiya!** We will do our best to make your stay memorable. If you have any questions, please contact our Villa Manager **Sampath** at **07 7206 3689** or **+94 77 206 3689**.

In order for us to prepare for your stay, please take some time to answer the few questions below:

- 🐾 What time will you be arriving? **Check-in starts at 3pm**. We will try to accommodate check-in before 3pm if possible; otherwise you can come and leave your bag at the villa until your room is ready. Please note **check-out time is 11am**. Likewise, we will do our best to accommodate late check-out when possible. When a large group is ahead of you or after you please understand we need some time to prepare the Villa.
- 🐾 What would you like for your first breakfast? We serve continental and Sri Lankan breakfasts. Please advise the staff on a daily basis. **Breakfast is served everyday from 8am to 11am**.
- 🐾 **The house staff's working hours are from 7am to 6pm unless pre-arranged (cooking dinner for instance). Our night guard reports from 6pm to 7am.**
- 🐾 Do you have any food allergy?
- 🐾 Let us know if you require any assistance prior to your trip. **We partner locally with various services**. We trust them, we have a privileged access to them, we have discussed prices with them : this includes airport transfer, bike rentals, boards rental, massage, baby sitters ...etc

Only your breakfast is included in your booking. Please inform the Team if you require lunch or Dinner. This will be additionally charged: staff will buy the grocery for you, show you the receipts and give you back the change. There is a **cooking fee of USD25 for up to 8 people**. This fee goes entirely to the staff for their effort including giving up their designated rest time or working overtime.

Others services are available and will be charged separately: massage, yoga teacher, laundry, surf rental, bike rental, transportation etc. Please ask us.

In order to help our staff with their professional and personal developments, we do our best to interest them in our business and to incentivize them when the business is good. On the other hand (and this is really not compulsory), we leave it to you to give directly to the staff a gratuity/tip if you are happy with the service you have received. This is a great reward for the staff to receive it directly from the guests. In our opinion this is also the best way for them to be motivated, professional and give you a better service so that you have a great time. *Please treat our staff with empathy, if any issue it can always be addressed kindly*

Thank you again.

Looking forward to welcoming you!



The Mugatiya Team