

Terms and Conditions

GENERAL TERMS AND CONDITIONS APPLICABLE FOR USE OF THE ONLINE E-WARRANT SEAT RESERVATION SERVICE OF SRI LANKA RAILWAYS.

1. Please note that the reservation you make through the online seat reservation service by using your warrant will only be reserved as a temporary reservation and you need to visit a mTicketing enabled station and produce your physical warrant and temporary reservation confirmation within the stipulated time frame in order to have the temporary reservation confirmed.
2. You can make a temporary reservation for the warrant through the online seat reservation service provided you have met all the qualification to obtain a warrant document and the government organization of which you are employed shall also be responsible to issue the warrant according to rules and regulations of the Railway Department. Further, if there are any deficiencies in the written physical warrant document, the warrant holder shall be responsible to have the deficiencies corrected prior to making the online temporary reservation.
3. Warrant holder shall be responsible to enter the correct information to the online reservation system and the Department of Railways shall not be responsible for any mistake that warrant holder makes during the data entry process.
4. The temporary warrant reservation will be cancelled within 07 days from the date of the temporary reservation or 48 hours prior to the commencement of the respective train journey, whichever occurs first. (Reservation are available to be made through this method only if the reservation is done at least 04 days (96 hours) before the scheduled train departure.) Therefore, it is the passenger's responsibility to confirm the reservation and get the ticket reserved under the warrant by presenting the correct warrant document to a mTicketing enabled railway station before the said deadline. The tickets/reservations that failed to be confirmed will be released-back into the system and if the warrant holder fails to confirm temporary reservation after such cases and/ or two cases mentioned in the point number 5 below, the warrant holder's national identity card number and the mobile number will be blacklisted accordingly, and the concerned warrant holder will be temporarily deprived of the ability to reserve seats through the online reservation system and disciplinary action will be taken.
5. If the submitted warrant document is not correct or if there is any defect, it will be rejected by the station master. The temporarily reserved seats which fail to produce the correct written warrant document within the stipulated period will be released back into the system and after such cases and/ or 02 cases mentioned in the point number 4, the warrant holder's National Identity Card number and telephone number will be blacklisted. Accordingly, the warrant holder will temporarily lose the ability to make reservations using the online reservation platform. Therefore, it is the responsibility of the warrant holder to make reservations using a properly completed and correct warrant document and present the same document to the station master. Rejected warrant documents will not be returned to its owner and will be kept in the possession

of Station Master and an intimation to that effect will be given. The warrant document thus retained will be sent to the institution that issued the relevant warrant document through the official channel.

6. Only the warrant holder can personally make a reservation through the online reservation platform and accordingly, warrant holder can reserve the warrant reservations for any family member who is eligible for the warrants via online reservation and only the warrant holder should do the reservation.
7. Service charges are not applicable for warrant reservations.
8. Currently, maximum of 5 persons including the warrant holder can reserve the warrant reservations under the one warrant document via online reservation platform. If any warrant holder needs to make a reservation for more than 5 persons, the warrant holder can make the reservation from any online reservation facility enabled railway station.
9. In availing this facility, you should act in compliance with the provisions laid down in Chapter XIII and Chapter XVI of the Establishment Code and subsequent and future amendments thereto issued by the Ministry of Public Administration from time to time in relation to allotment of seats using warrant documents and the circulars issued. Those who do not follow these circulars and codes will be treated as having committed an undisciplined act.
10. Even if the system gives the opportunity to reserve seats temporarily, you who intend to reserve train seats using this system should have carefully read and understood all the provisions of the Establishment Code as well as all the circulars and terms and conditions issued in this regard and act accordingly.
11. You must also possess a correct and faultless warrant document issued by your organization in respect of your journey at the time of commencing the online seat reservation process.
12. You should visit a railway station which has the facility for online seat reservation using official warrant documents (i.e. mTicketing enabled station) in order to reserve or confirm your temporary reservation.
13. In the case of temporary reservation of seats by a warrant holder using his warrant document via online platform, in addition to the conditions mentioned above, the rules, terms and conditions issued in connection with the issuance of tickets through the online platform shall apply as appropriate subject to the provisions of the Railway Ordinance.

14. Select the correct train for your journey.
15. Ensure that you have a thorough understanding of the rates applicable.
16. Standard customer verification and other terms and conditions would apply.
17. NIC numbers of each and every passenger except "DEPENDENT" should be furnished.
18. A reference number along with the details of the temporary reservation will be sent via an email/SMS to commuters.
19. Passengers must provide the booking reference number along with their NIC and warrant in person at the Station Counter and ticket will not be issued to any third party.
20. A reservation only becomes guaranteed once valid and correct warrant has been received and accepted by Sri Lanka Railways.
21. No fresh tickets will be issued in lieu of misplaced or lost tickets.
22. The reserved tickets could be used only for specified trains.
23. Travelling on any other trains by using these types of tickets are strictly prohibited. An ordinary travelling ticket should be purchased for travelling to a transits station to catch a reserved train.
24. All tickets issued through the Service are the property of Sri Lanka Railways. Tickets are nontransferable and should be handed over to the destination station before leaving the station after the journey. Sri Lanka Railways officers have the authority to request and check the tickets at any given moment.

02. CANCELLATION POLICY

If you wish to cancel the journey, you have to visit the nearest Railway station where the mTicketing service is available together with reservation tickets issued to you and it is a mandatory requirement to provide your NIC/passport to the counter for verification purpose. Fill the appropriate application supplied carefully.

Cancellation of a ticket will be made in accordance with the departmental policies in force at the time of request.

04. LIABILITY CLAUSE

SLR shall not be held liable for any damages; loss or theft of personal luggage and belongings, nor can SLR be held liable for personal injury, accident, illness or death while guests are on an excursion made available by the train.

SLR shall also not be held responsible, when circumstances beyond its control lead to an interruption, early termination, delay or cancellation of any particular trip. Such circumstances shall include, but not be limited to instances of vis major/force majeure and/or casus fortuitus (natural causes such as floods and other natural disasters, fortuitous and unforeseen events, etc.).

Notwithstanding anything to the contrary, Sri Lanka Railways and its mTicketing Service Provider] shall not be liable to you and/or to any third party for any direct, indirect, consequential, special, incidental and/or punitive damages, lost profit, lost revenue, mental distress, inconvenience, hardship, loss/corruption or destruction of data and/or the like. Sri Lanka Railways and its mTicketing Service Provider are not liable for any claims, loss and/or damage suffered by any person due to fraudulent use of that person's debit/credit card and/or for refunding any payments made through such debit/credit card. Sri Lanka Railways' and its mTicketing Service Provider's liability is excluded and limited to the maximum extent permitted by law.

You shall indemnify and hold harmless Sri Lanka Railways, its mTicketing Service Provider and their respective employees and directors from and against any and all claims, losses, damages, liabilities, demands, suits, proceedings, costs and expenses, arising out of and/or in any way connected with your use of the Services and/or arising from your breach of any representation, warranty, terms and/or conditions specified herein.

05. CHILD POLICY

Children from the age of 3 (three) years and younger sharing a seat with their parents travel free of charge (maximum of 1 (one) child per adult). Due to space constraints, SLR will not be able to accommodate any additional seat(s) to accommodate the infant / children. Children will have to share the seat with their parents / guardians. Should this pose a problem, SLR recommends that the guests book an additional seat for the children (in which case the children's rate does not apply and the standard adult rate for the seat shall apply). Children from the age of 3 (three) years and older pay full adult rates. SLR does not serve or provide special meals for children and/ or infants or adults. Children should be kept under strict adult supervision by their parents/ guardians and should not inconvenience other guests.

06. DANGEROUS GOODS

For safety reasons, no guest is allowed to bring dangerous goods such as firearms, flammable substances, and fireworks, poisonous or toxic substances on board.

07. PETS

No pets are allowed onboard.

08. LUGGAGE

Each adult passenger will be allowed, to bring on board their luggage, free of charge as per SLR's general regulation. (Refer to general commercial rules set out below. For any enquiries meet a railway office.) The commuters will have to store luggage in the Luggage cabin by themselves. Luggage/baggage stored in the Luggage cabin is subject to availability. SLR would not provide additional space to accommodate their luggage. Heavy luggage is exclusively prohibited as little space available for commuters to store their luggage.

As per general commercial rules of SLR, followings are the limitations applicable on free luggage based on the type of ticket.

First Class tickets holder : 40 Kg.

Second Class tickets holder : 35 Kg.

Third Class tickets holder : 25 Kg.

Passengers are strictly recommended to ensure that their luggage is(are) securely locked. SLR is not responsible for any stolen or lost luggage.

09. GENERAL

You agree that Sri Lanka Railways at its sole discretion may revise the Terms and Conditions herein at any time without assigning any reasons therefore and you agree to be bound by all such revisions made by Sri Lanka Railways from time to time. It is your responsibility to periodically review the latest version of the Terms and Conditions uploaded at <http://www.railway.gov.lk/> to stay informed of updates.

The SLR retains the right to suspend or terminate this Service at any time without any notice to you.

Passengers must provide the temporary booking reference number, warrant along with their NIC to the counter and Tickets will not be issued to 3rd party for any reason.

10. GOVERNING LAWS

These terms and conditions and the Service shall be subject to and construed in accordance with the laws of the Democratic Socialist Republic of Sri Lanka and all disputes pertaining thereto shall be subject to the exclusive jurisdiction of the Courts of Sri Lanka.

Any enquiries or complaints should be forwarded in writing to the Deputy General Manager (commercial) - Sri Lanka Railways Headquarters, Colombo-10