

TERMS OF SERVICE

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Cancellation and Refund Policy:

If you wish to withdraw your membership application you can contact us at info@lakmahal.lk to cancel your payment and receive a refund. Refunds may be granted any time before the membership card is collected up to 30 days following the payment.

For membership renewals, cancellations and refunds may be requested for up to 24 hours following a payment.

Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card. Refund requests will be processed within 5 business days.

Return Policy

All ticket sales and programme participation sales are final. Ticket purchases cannot be returned, canceled or refunded.

Privacy and Data Policy

SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?

When you sign up for a membership or register for an event or programme, as part of the buying and selling process, we collect the personal information you give us such as your name, NIC or passport number, address and contact information. This information will be used for internal purposes only and will not be shared with any external parties. With your permission, we may send you emails about the library, upcoming events and programmes, and other updates.

When you provide us with personal information to sign up for a membership, verify your credit card, or place an order, we imply that you consent to our collecting it and using it for that specific reason only. If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at info@lakmahal.lk

SECTION 2 – DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

SECTION 3 - THIRD-PARTY SERVICES

We employ a third party service to process credit card payments (if any). This service provider has access only to the customer information reasonably necessary for the performance of their functions.

SECTION 4 – SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

If you choose a direct payment gateway to complete your purchase, your credit card data is encrypted via the Payment Card Industry Data Security Standard (PCI-DSS), using secure socket layer technology (SSL) and stored with an AES-256 encryption. Your purchase transaction data is stored only as long as necessary to complete your purchase transaction. Once it is complete, your purchase transaction information will be deleted.

All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our organization and its service providers. Although no method of transmission over the Internet or electronic storage is 100% secure, we follow all PCI-DSS requirements and implement additional generally accepted industry standards.