



F.A.Q

HOW TO ARRIVE TO SRI LANKA?

Sri Lanka is easily accessible by air through Bandaranaike International Airport (CMB) in Colombo and Mattala International Airport (HRI) in Hambantota. Direct and connecting flights are available from major cities across Europe, Asia, the Middle East, and Australia.

DO I NEED A VISA?

Most visitors require an Electronic Travel Authorization (ETA) before arrival.

Requirements:

- Passport valid for at least 6 months
- Return or onward ticket
- Proof of sufficient funds
- Accommodation details in Sri Lanka

The tourist ETA is generally valid for 30 days, allows double entry, and can be extended after arrival.

WHEN IS THE BEST TIME TO VISIT?

Sri Lanka is a year-round destination with a tropical climate and plenty of sunshine throughout the year. On the southern coast, including Dikwella and Hiriketiya, the best weather is typically from November to April, offering sunny days, calm seas, and ideal beach conditions.

The remaining months are also enjoyable, with warm temperatures, lush green landscapes, and many sunny days between occasional tropical showers. Rainfall is usually concentrated in short periods, often leaving plenty of time to enjoy the beach, sightseeing, and outdoor activities.

Average temperatures remain pleasant year-round, ranging between 26°C and 30°C (79°F-86°F).

IS SRI LANKA SAFE FOR TOURISM?

Yes. Sri Lanka is generally considered a safe destination for tourists and welcomes millions of international visitors every year. Popular tourist areas such as Dikwella, Hiriketiya, Mirissa, Galle, Ella, and Sigiriya are well-established destinations with a friendly local population and a strong tourism industry.

As with any destination, visitors should take normal travel precautions:

- Keep valuables secure and avoid leaving belongings unattended.
- Use reputable transportation providers.
- Exercise caution when swimming, especially during periods of strong currents or rough seas.
- Follow local advice regarding weather and ocean conditions.
- Carry copies of important travel documents.

The southern coast, including Dikwella and Hiriketiya, is considered one of the most relaxed and visitor-friendly regions of the country, offering beautiful beaches, excellent hospitality, and a welcoming atmosphere for families, couples, and solo travelers.

For the latest travel advice, we recommend consulting your country's official travel advisory before departure.

IS THERE ANY COWORKING FACILITIES?

There are no actual co-working offices, but we offer free FIBRE wi-fi throughout our premises, it's easy to work from remote in our beautiful garden or directly in the privacy of your own ocean facing room where a small desk is available in each room.

DO YOU HAVE THE ROOM SERVICE?

Yes, we do offer room service from 07:00 to 22:00, advance booking for breakfast is recommended.

IS THE HOTEL CHILD FRIENDLY?

Yes, our hotel is child friendly, we will be pleased to provide baby cot free of charge in the room and kids menu is available in the restaurant. Available upon request: Baby bath, baby chair, baby toilet

WHAT IS THE RECEPTION OPENING HOURS?

From 7:00 to 23:00 daily, a security guard is on duty during the night time.

DO YOU HAVE A PARKING SPACE?

We offer a free secure parking space just in front of the hotel. The capacity is limited, please inform us in advance.

HOW TO REACH THE HOTEL FROM COLOMBO AIRPORT?

Airport Transfers

For a comfortable and stress-free arrival, we can arrange private air-conditioned transfers directly from Bandaranaike International Airport (CMB) or any location in Sri Lanka. Our professional drivers will meet you upon arrival, assist with your luggage, and transport you safely to your selected property.

Journey Time from Colombo Airport: Approximately 2.5 – 3.5 hours.

Transfer services can be arranged upon request. To confirm a transfer, please provide:

- Full guest name
- Flight number
- Arrival date and time
- Number of passengers

Please note that travel times may vary depending on traffic conditions and weather.

By Train

Sri Lanka's coastal railway offers one of the most scenic train journeys in Asia, connecting Colombo with the southern coast. The nearest railway station is:

Wewurukannala Railway Station

Approximately 5 minutes from our properties by tuk-tuk or taxi.

Popular Route: Colombo Fort → Wewurukannala

Journey time is approximately 3.5 to 4 hours depending on the selected train service.

Our team can assist in arranging station pickups upon request.

By Private Vehicle

Guests arriving by private vehicle, taxi, or rental car can easily reach Smeralda Resorts via the Southern Expressway and the Matara-Tangalle coastal road.

Free parking is available for in-house guests, subject to availability.

WHAT DO I NEED FOR THE CHECK-IN?

A valid ID-card, passport or driving license is required. No other proof of identity will be accepted.

WHEN IS THE CHECK-IN AND CHECK-OUT?

Our check-in time is 14:00 and check-out at 11:00, we will be pleased to arrange early check-in and late check-out upon prior request and hotel availability.

You will be welcome to enjoy our pool/restaurant/bar and beach area while waiting.

Please kindly advise the reception in advance in case of early morning and late evening check-in.

WHAT IS THE RESTAURANT OPENING HOURS?

Breakfast: 07:00-10:30

Lunch: 12:00-14:30

Dinner: 19:00-22:00

The pool bar is open from 09:00 until the last guest in the evening with a wide range of soft drinks, alcohol, bites, fresh fruits and coffee.

DO YOU PROVIDE LINEN/TOWELS?

Yes, we are pleased to provide room linen/towels a beach towel for each guest.

DO YOU SELL ALCOHOL AT THE BAR?

Our bar is fully stocked with soft drinks, coconuts, beer, wine and a wide range of spirits and cocktails.

WHAT IS THE TEMPERATURE LIKE?

The average temperature whole year round is 26-30°C (78-86°F), you will hardly need a jacket on the oceanside.

DO YOU OFFER LAUNDRY FACILITIES?

We do not have laundry facilities in house, however is possible to send clothes to a laundry.

CAN I SMOKE IN MY ROOM?

All our rooms are non-smoking rooms; however, you can smoke on the balcony and in the outdoor area.

Please do not throw the butts in the pool, use the provided ashtrays.

WHAT CURRENCY DO YOU ACCEPT?

We accept:

- VISA
- Mastercard
- UnionPay
- Cash payments in LKR, USD, and EURO
- Bank transfers

Please note that foreign currency notes that are damaged, heavily marked, torn, or below a face value of 20 (USD/EUR) may not be accepted.

IS THERE ATM MACHINES AROUND?

The closest ATM machine is 280m away, DFCC bank in front of the filling station. Only rupees can be withdrawn.

WHAT FOOD AND DRINKS DO YOU SERVE IN THE RESTAURANT?

At Smeralda Resorts, our restaurants offer a selection of Italian, Mediterranean, International, Sri Lankan, and Indian specialties, prepared with fresh ingredients and served in relaxed beachfront settings.

Our Restaurants:

- Baia Restaurant at Smeralda Beach Hotel
- Lido Restaurant at Casa Smeralda
- Mare Restaurant at Dimora Ceylon

Food Highlights:

- Fresh seafood and grilled specialties
- Pasta and authentic Italian dishes
- Wood-fired pizzas (Lido Restaurant)
- Sri Lankan rice & curry selections
- Indian favorites and vegetarian options
- Salads, burgers, sandwiches, and light meals
- Homemade desserts and tropical fruits

Drinks & Beverages:

- Fresh fruit juices and smoothies
- Italian coffee and specialty teas
- Soft drinks and mocktails
- Local and imported beers
- Wines and spirits
- Signature cocktails and tropical drinks

Vegetarian, vegan, and special dietary requirements can be accommodated upon request. Our team will be happy to assist with allergies or specific dietary preferences.

WHAT KIND OF ADAPTER DO I NEED TO CHARGE MY DEVICES?

We have 3 pins UK sockets in the rooms, the most common in Sri Lanka. 230V supply voltage and 50Hz. We offer international adaptors upon request, but we suggest bringing your own just in case.

DO I NEED A TRAVEL INSURANCE?

While travel insurance is not mandatory to visit Sri Lanka, it is strongly recommended for your peace of mind.

Comprehensive travel insurance can provide coverage for medical emergencies, trip cancellations, lost luggage, and other unexpected situations during your stay.

Sri Lanka offers both public and private healthcare facilities; however, we recommend using private clinics and hospitals for faster service and international standards of care. For additional convenience and peace of mind, a doctor-on-call service is available upon request, and our team will be happy to assist you with any medical needs during your stay.

CAN I CHANGE MY CURRENCY TO LKR IN THE HOTEL?

We can change small amounts in reception, but it is better to exchange money in the bank or in airport. We do not always have a lot of cash money as we mostly receive card/bank payments. We advise to bring cash with you as not every place accept card payments.

WHAT CLOTHES TO BRING?

The weather is warm all year round, you will hardly need a sweater or a jacket even in the evening. Take your fav shorts, t-shirts and of course the swimming suit. Pack your hat, slippers, sunglasses and you are set! We suggest a strong sunscreen for the day and a mosquito repellent for the evening.



PLEASE CONTACT US FOR FURTHER ASSISTANCE AND
INFORMATION

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