



TRAVONOVA (A Part / Project of MACHPAY LLP)

TERMS AND CONDITIONS

These Terms and Conditions ("T&C") are a legal agreement between You (the "User") and Travonova (A Part / Project of Machpay LLP). They apply when You use Travonova's platform or book any services through Travonova.

By using our Platform, creating an account, or making a booking, You confirm that You have read, understood, and agreed to these T&C. If You do not agree, please stop using our Platform.

1. Key Definitions

- **User / You / Your:** Any individual or organization using or booking through Travonova's Platform.
- **Platform:** Travonova's websites, mobile apps, and official booking channels.
- **Booking:** A confirmed reservation for any service offered by Travonova.
- **Supplier / Third-Party Supplier:** Independent providers (e.g., hotels, airlines) that deliver services.
 - **Part A Bookings:** Suppliers operate independently.
 - **Part B Bookings:** Suppliers work under Travonova's coordination.
- **Services:** All products or arrangements offered by Travonova (e.g., tour packages, flights, hotels, activities, visa assistance).
- **Quotation:** A formal offer from Travonova detailing Your itinerary, inclusions, exclusions, pricing, and payment terms.
- **Force Majeure:** Unforeseeable events beyond Travonova's control (e.g., natural disasters, pandemics) that affect service delivery.

2. Scope of These Terms

These T&C cover two main types of bookings:

- **Part A - Direct Experience / Activity Bookings:** Individual events, attractions, or day tours (e.g., attraction tickets). Travonova acts as a facilitator.

- **Part B – Operated Tour Packages:** Multi-service itineraries managed by Travonova (e.g., flights, hotels, transfers, activities, visa facilitation, custom tours). Travonova acts as the principal tour operator. General provisions apply to both, unless stated otherwise.

3. Agreement & Eligibility

- You must be at least 18 years old and legally able to enter into contracts.
- If You book for others, You are responsible for ensuring they comply with these T&C.
- **For Part A:** Your booking confirmation and these T&C form Your contract.
- **For Part B:** The final paid Quotation and these T&C form Your binding contract.

4. Travonova's Role

- **Part A (Facilitator):** Travonova facilitates the booking of services provided directly by independent Suppliers. Supplier policies govern participation, cancellations, and refunds.
- **Part B (Principal Tour Operator):** Travonova designs, coordinates, and manages multi-service tours. We select and supervise partners, oversee execution, and provide on-ground support. Please note, Travonova does not own airlines, hotels, or vehicles.

PART A – DIRECT EXPERIENCE / ACTIVITY BOOKINGS

Travonova's role is limited to facilitating Your booking and assisting with refund processing, if applicable. All service delivery, participation rules, and specific cancellation/refund policies are set by the individual Supplier.

PART B – OPERATED TOUR PACKAGES

B1. Quotation & Contract

Your Quotation details Your itinerary, what's included and excluded, payment plan, and cancellation policy. Once payment is received, this Quotation becomes Your final, confirmed agreement. Only items listed in the final Quotation are part of Your booking; previous communications are not binding unless included.

B2. Your Responsibilities

- Provide accurate names, travel details, and necessary documents. You are responsible for issues arising from inaccuracies (e.g., visa or flight rejections).
- Meet payment deadlines. Missing them may lead to cancellation and fees.
- Arrive on time for all scheduled activities and transfers.
- Check local laws, restrictions, and requirements (e.g., dress codes) before traveling.

B3. Flights

Travonova books flights as part of packages, but airlines control schedules, delays, and rules. Refunds for flights follow airline policies and are processed only after Travonova receives them from the airline.

B4. Hotels & Accommodation

Travonova arranges hotel accommodations. In case a specific hotel is unavailable, a similar alternative will be provided where possible. You are responsible for direct payment of any local taxes or deposits required by the hotel.

B5. Visa Policy

Travonova assists with visa processing, but approval is solely at the embassy's discretion. Visa fees are generally non-refundable. Travonova is not liable for losses due to visa rejection, delays, or missed travel. You must secure any required transit visas independently. Travel insurance is highly recommended.

B6. Transfers & Transport

Transfers are arranged via partners. Travonova will try to minimize inconvenience during delays or breakdowns. You are responsible for Your personal belongings. Standard luggage allowance is 1 checked bag + 1 carry-on per person; extra charges may apply for additional or oversized bags. Unscheduled stops may be refused by drivers.

B7. Cancellations, Modifications & Refunds

- **Cancellations:** Follow the schedule outlined in Your Quotation. Refunds are processed only after confirmation and receipt from local teams, with convenience fees, TCS, and non-refundable costs deducted.
- **Modifications:** Changes to dates or itineraries depend on availability and may incur a fee (10% of package cost or ₹20,000, whichever is lower).
- **Refund Requests:** Submit any refund or complaint with supporting evidence within 5 days of trip completion. Late requests cannot be processed.

B8. Limitation of Liability

Travonova's total liability for any claim related to a booking is limited to the amount You paid for that booking. We are not responsible for indirect or consequential losses (e.g., missed flights, additional accommodation expenses, loss of enjoyment).

GENERAL PROVISIONS (APPLICABLE TO ALL BOOKINGS)

1. User Conduct & Content

- Do not post unlawful or inappropriate content on the Platform. Travonova may remove content that violates these T&C.
- By sharing reviews or photos, You grant Travonova the right to use them for marketing or operational purposes.

1.2. Data & Communication

- By using the Platform, You agree to receive updates and promotional communications (You can unsubscribe).
- Travonova may share Your data with partners (e.g., hotels, airlines) for operational purposes only. We do not sell or rent user data.
- Payment details are handled by secure third-party gateways (e.g., Razorpay, Tazapay); Travonova does not store Your card information.
- You consent to receive communications via email, SMS, or phone regarding Your bookings. These are considered transactional, not unsolicited marketing.

2. Indemnification

You agree to protect Travonova, its affiliates, and employees from any claims or losses arising from Your misuse of the Platform, breach of these T&C, or violation of law.

3. Intellectual Property

All content on the Platform (logos, text, graphics, etc.) belongs to Travonova or its licensors. You may not copy or distribute it without written permission.

4. Governing Law & Disputes

These T&C are governed by the laws of Rajasthan, India. Courts in Jaipur, Rajasthan, have exclusive jurisdiction, unless Your Quotation specifies arbitration.

5. Entire Agreement & Updates

Your final Quotation (for packages) or booking confirmation (for activities), along with these T&C, forms the complete agreement with Travnova. Travnova may update these T&C at any time, and your continued use implies acceptance of such changes.

6. Contact & Support

For support, clarifications, or disputes, please visit Travnova's official help page.

7. Tax Information (TCS / GST / Invoices)

- **TCS Certificates:** Issued 45 days after each quarter ends (e.g., after August 15 for April–June tours).
- **GST Invoices:** Provided upon request after tour completion and submission of required details.

8. Policy Changes

Travnova may modify these T&C or its Data & Privacy Policy at any time. Significant changes will be announced. While Travnova will reasonably try to help users secure refunds where possible due to changes, no guarantee can be provided.

ACKNOWLEDGEMENT: By using the Platform, creating an account, or completing a booking, You confirm that You have read and agree to all parts of these Terms and Conditions.

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