

1. Booking Amendment, Cancellation And Trip Abortion

If a Trip is amended between the Service Provider and End Customer, or cancelled or aborted anytime before or after the scheduled departure time for any reason, the Company shall have the sole authority to investigate and determine the cause of such amendment, cancellation or abortion or whether the Trip should be treated as aborted, completed or a no-show.

1.1 Booking amendment

Upon completion of Booking, the End Customer is legally bound to avail Services from the concerned Service Provider, subject to the terms and conditions set out herein and the Policies. Booking once made on the Platform, cannot be amended by the End Customer or the Service Provider through the Platform. If End Customer and Service Provider agree between themselves to amend the booking, then the booking and the Trip will be assumed to be as they were at the time of booking and the Company shall not be liable to refund or adjust the Booking Amount as per the new arrangement between the End Customer and the Service Provider.

1.2 Booking cancellation by the End Customer

In the event of cancellation of the trip by the End Customer prior to departure time, the Company shall be entitled to forfeit part of the Booking Amount and any refund of the remaining Booking Amount to the End Customer shall be only as follows:

1.2.1 Up to 12 hrs before departure time: 100% of the Advance will be refunded

1.2.2 Within 12 hrs of the departure time: 50% of the Advance will be refunded

1.2.3 At any time before departure time: Full Customer Service Charges plus taxes will be forfeited and retained within Company Account.

1.3 Booking Cancellation by the Company

The Company also reserves the right to cancel the Transaction and/or refund any payments made by the End Customer or part thereof including the Booking Amount which the Company has received, in any of the following:

1.3.1 If either the concerned Service Provider or the End Customer does not provide the requisite verification or Know Your Customer documents/information within the prescribed time frame communicated by the Company or as provided in this Agreement, Terms and Conditions and Policies; or

1.3.2 If the verification or Know Your Customer documents/information submitted either of the concerned Service Provider or the End Customer are invalid, tampered or forged; or

1.3.3 If the verification or Know Your Customer documents/information received from the concerned Service Provider or the End Customer suggest that the Services under the Transaction have not been rendered properly for e.g.: the Vehicle is wrongly despatched to an address, which is different from the departure address provided by

the End Customer or the Services have been considerably delayed or a Vehicle different from the Vehicle mentioned in the Selected Quote, has been despatched or Services mentioned in the Listing as available in the Vehicle are not available to the End Customer; or

- 1.3.4 If the Company discovers that the Service Provider has listed Services which violates this Agreement, the Terms and Conditions or the Policies; or
- 1.3.5 The Company is instructed by any Law enforcement agency or Authority to deny or decline or withhold such remittance or cancel the Transaction; or
- 1.3.6 The card or online payment of the Booking Amount is later declined by the payment gateway facility provider, card issuing bank or any third party service providers of the Company; or
- 1.3.7 In case of any breach of obligation, representation or warranty given by the End Customer hereunder.
- 1.3.8 In case of anticipation of any Force Majeure event or after receiving any information which in the opinion of the Company anticipates possibility of any harm or loss to the concerned Service Provider or End Customer.

The Platform, the Company its officers, directors, employees, agents and contractors shall not be held liable for any direct or indirect Loss incurred by the End Customer arising out of such cancellation of Transaction. In no event shall the Platform, the Company, its officers, directors, employees, agents and contractors be liable for consequential, remote, indirect, special, incidental or punitive loss, damage, compensation, costs, charges or expenses (including without limitation, loss of profits, loss of opportunity arising there from, etc).