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ACCEPTABLE MOBILE APPLICATION / WEBSITE USE :

(A) Security Rules:

Visitors are prohibited from violating or attempting to violate the security of this Mobile Application / Website including, without limitation, (1) accessing data not intended for such user or logging into a server or account which the user is not authorized to access, (2) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization, (3) attempting to interfere with service to any user, host or network, including, without limitation, via means of overloading, "flooding", "mail bombing" or "crashing", or (4) sending unsolicited electronic mail, including promotions and/or advertising of products or services. Violations of system or network security may result in civil or criminal liability. The business and / or its associate entities will have the right to investigate occurrences that they suspect as involving such violations and will have the right to involve, and cooperate with, law enforcement authorities in prosecuting users who are involved in such violations.

(B) General Rules:

B.1) Visitors may not use the Application / Website in order to transmit, distribute, store

or destroy material (a) that could constitute or encourage conduct that would be considered a criminal offence or violate any applicable law or regulation, (b) in a manner that will infringe the copyright, trademark, trade secret or other intellectual property rights of others or violate the privacy or publicity of other personal rights of others, or (c) that is libelous, defamatory, pornographic, profane, obscene, threatening, abusive or hateful.

TERMS OF THE AIRLINES

The aircraft tickets accessible through the Website are dependent upon the terms and states of the concerned carrier, including yet not restricted to abrogation and discount approaches.

Uvanafly only goes about as a facilitator to empower the User to book a flight ticket. The agreement of administration for use of the flight is consistently between the User and the concerned aircraft.

Aircrafts hold the privilege to reschedule flight times, course, change or drop flights or agendas free of and without earlier hint to Uvanafly. As a facilitator Uvanafly has no control or authority over the coordination of the carriers and in this way isn't at risk for any misfortune, immediate or accidental, that a User may cause because of such change or wiping out of a flight.

Various tickets on a similar aircraft may convey various limitations or incorporate various administrations and cost.

The things stipend on given passage is according to the terms chose by the carrier, and Uvanafly has no task to carry out in the equivalent. A portion of the charges appeared in the booking stream are "hand things admissions" which don't entitle the User with the expectation of complimentary check in stuff and in this way the User will be required to pay independently for check in things. The costs for adding registration stuff to a booking may shift from carrier to aircraft. The User is encouraged to contact the carriers for nitty gritty expenses.

CODE SHARE:

A few aircrafts go into "code share" concurrences with different Airlines. This implies on specific courses, the carrier transporter selling or promoting the flight ticker doesn't fly its own air ship to that goal. Rather, it agreements or accomplices with another carrier to travel to that goal. The accomplice carrier is recorded as "worked by" in the booking stream.

In the event that your flight is a code share, it will be revealed to you in the booking procedure and preceding installment.

Uvanafly will reveal any such code-share courses of action to the User, just when the

ticketing aircraft unveils it to Uvanafly in any case.

Estimating:

The absolute value showed on the Website on the installment page normally incorporates base charge, relevant government duties and accommodation expense. Clients are required to pay the whole sum preceding the affirmation of their booking(s). In the occasion the User doesn't pay the whole sum, Uvanafly maintains its authority to drop the booking. Client consents to make good on all statutory charges, additional charges and expenses, as material on the date of movement.

To benefit newborn child charges, the age of the youngster must be under two years all through the whole agenda. This incorporates both forward and return ventures. On the off chance that the baby is two years or above on the arrival venture, User will be required to make a different booking utilizing a kid charge. Any babies or youngsters must be joined by a grown-up according to the provisions of the carriers.

TRAVEL DOCUMENTS:

It will be the sole duty of the User to guarantee they are in control of legitimate travel reports, for example, character evidence, identification, visa (counting travel visa) and so forth to embrace the movement. Client concurs that if there should be an occurrence of failure to go for not conveying substantial travel records, Uvanafly will not the slightest bit be held at risk.

Client comprehends that the data (assuming any) gave by Uvanafly with respect to the movement reports is just warning in nature and can't be viewed as definitive. The User will guarantee checking the prerequisites of movement with the particular carriers of the separate wards the User may travel through or decide to visit.

Registration TERMS:

Client should check with the aircrafts legitimately in regards to the registration timings. As a rule, registration starts 2 hours before takeoff for residential flights, and 3 hours before flight for global flights.

Client should convey legitimate ID proofs, visa, age proofs as might be required to demonstrate the character, nationality and age of the travelers going on a ticket, including babies.

Utilization OF FLIGHT SEGMENTS:

In the occasion User doesn't set out on the ahead voyage, the whole PNR relating to that booking will be consequently dropped by the carrier. In such a situation Uvanafly has no control in the said procedure nor will be committed to give exchange appointments to the User. The scratch-off punishment in such an occasion will be

according to the relevant aircraft rules.

CHANGES TO EXISTING BOOKING:

Any progressions that are made to any current booking will be dependent upon specific charges demanded by the separate aircraft, aside from the administration expense charged by Uvanafly.

The User will be committed to pay material charges in case of any adjustment or alteration to a current booking. Be that as it may, contingent upon the carrier's approach and passage class, charges for changes or adjustments to existing appointments may fluctuate.

Discount:

Discounts will be handled according to the carrier toll rules and scratch-off arrangement. Such discounts will be liable to Uvanafly accepting the equivalent from the carriers. Be that as it may, the accommodation charge paid to Uvanafly paid at the hour of booking is a non-refundable expense.

All retractions made legitimately with the aircraft should be suggested to Uvanafly, so as to start the procedure of discount. The preparing time for discounts may fluctuate contingent upon the method of installment, bank and so forth. The discount will be prepared in the wake of deducting the Uvanafly administration charge which is free of the comfort expense as referenced previously.

The discount will be credited to a similar record from which the installment was made. For instance, if the User utilized a MasterCard, Uvanafly will make a proper charge inversion to a similar MasterCard; like-wise if the User utilized a plastic, Uvanafly will credit the cash to a similar check card.

In case of crossing out and discount of in part used tickets, forthright markdown and promotion code rebate profited at the hour of booking would be deducted from the discount sum.

MISSED FLIGHT CLAIM GUIDELINES:

A) Maximum claim amount –

A.1) One way - Upto 80% of the aggregate sum paid to the airlines for flight booking in the event that you miss only one way flight.

A.2) Round trip - Upto 60% of the aggregate sum paid to the airlines for flight booking in the event that you miss the flight both ways.

*Note - In the event that you miss just one way trip when you have opted for a round trip through UvanaFly, at that point you will be qualified to get upto 80% of the aggregate sum paid to the airlines for flight booking just for the flight you have missed.

A.3) Multi city - 40% of the aggregate sum paid to the airlines for flight booking in the event that you miss more than 1 flight.

B) Airport taxes and charges –

B.1) UvanaFly will assist you to get the airplane taxes and charges refunded. On the off chance that because of any reason, if you are denied to get the charges and taxes back from the airlines, UvanaFly isn't to be considered responsible.

B.2) The total claim amount includes airport taxes and charges.

B.3) Airport tax may vary airlines to airlines and that customers can only claim the amount in the event of missing their flight.

C) In the event that the flight is Cancelled, Rescheduled or Delayed, at that point you've to contact the airlines directly for any information. UvanaFly Claim isn't applicable in such cases as we only provide claim if you've missed your flight.

D) The amount can only be claimed within 30 days from the time you've missed your flight.

E) The claim will be paid in two parts. The initial part will be paid by UvanaFly in 3-5 business working days. The second part that is airport taxes will be paid by the airlines (Refer to point B) which may take upto 15 business working days.

F) In the event that the client cancels or reschedules their flight, the application sum paid to UvanaFly won't get refunded. Also, that, the individual needs to pay the application sum again to secure their rescheduled flight.

G) When booking Return / Multicity flights, there should be a difference of more than 2 days in Domestic flights and more than 5 days in International flights. Only then, the claim for both or more flights will be given or else only one way claim will be refunded.

(H) UvanaFly is only responsible for One way claim amount if the above mentioned (Point G) condition arises.

(I) The claim will be sent to the original payment method from which the customer paid the application money. However, in case the customer has paid from any recognized wallet and they need the claim in the bank account, they will have to contact UvanaFly customer support.

(J) If the customer intentionally plans to miss their flight, UvanaFly is not entitled for any claim in such cases. Therefore it is necessary to apply with UvanaFly at least 7 days before the travel date if the trip is booked before 15 or days or more of the travel date.

(K) If any of the information is found incorrect, misleading or fraud whether at the time of Application or at the time of Claim, UvanaFly is not entitled for any claim in such cases. UvanaFly also reserves the right to terminate that account immediately without any notice.

REFUND AND CANCELLATION POLICY:

UvanaFly does not allow cancellations or refunds once the service fee is paid. All the orders are final and can not be changed after submission.

In the event that the user reschedules their flight, the application sum paid to uvanafly would not get refunded. Also, the user has to pay the application sum again to secure their rescheduled flight.

INDEMNITY :

The User unilaterally agree to indemnify and hold harmless, without objection, the Company, its officers, directors, employees and agents front and against any claims, actions and/or demands and/or liabilities and/or losses and/or damages whatsoever arising from or resulting from their use of "UvanaFly Mobile Application / Website " or their breach of the terms .

LIABILITY :

User agrees that neither UvanaFly nor its group companies, directors, officers or employee shall be liable for any direct or/and indirect or/and incidental or/and special or/and consequential or/and exemplary damages, resulting from the use or/and the inability to use the service or/and for cost of procurement of substitute goods or/and services or resulting from any goods or/and data or/and information or/and services purchased or/and obtained or/and messages received or/and transactions entered into through or/and from the service or/and resulting from unauthorized access to or/and alteration of user's transmissions or/and data or/and arising from any other matter relating to the service, including but not limited to, damages for loss of profits or/and use or/and data or other intangible, even if UvanaFly has been advised of the possibility of such damages.

User further agrees that UvanaFly shall not be liable for any damages arising from interruption, suspension or termination of service, including but not limited to direct or/and indirect or/and incidental or/and special consequential or/and exemplary damages, whether such interruption or/and suspension or/and termination was justified or not, negligent or intentional, inadvertent or advertent. Sale or transfer of the service is not permitted and UvanaFly will not be held liable for any claim in such cases.

User agrees that Uvanafly is not liable for any claim if the user provides inaccurate information at the time of application or at the time of claim, due to which we are not able to fetch flight details or any other related detail.

User agrees that UvanaFly shall not be responsible or liable to user, or anyone, for the statements or conduct of any third party of the service. In sum, in no event shall UvanaFly's total liability to the User for all damages or/and losses or/and causes of action exceed the amount paid by the User to Company, if any, that is related to the cause of action.

DISCLAIMER OF CONSEQUENTIAL DAMAGES :

In no event shall Company or any parties, organizations or entities associated with the corporate brand name us or otherwise, mentioned at UvanaFly Mobile Application / Website be liable for any damages whatsoever (including, without limitations, incidental and consequential damages, lost profits, or damage to computer hardware or loss of data information or business interruption) resulting from the use or inability to use the Application / Website and the application / website material, whether based on warranty, contract, tort, or any other legal theory, and whether or nothing, such organization or entities were advised of the possibility of such damages.

2. HOTELS

ROLE OF UVANAFLY AND LIMITATION OF LIABILITY OF UVANAFLY

- Uvanafly acts as a facilitator and merely provides an online platform to the User to select and book a particular hotel. Hotels in this context include all categories of accommodations such as hotels, home-stays, bed and breakfast stays, farm-houses and any other alternate accommodations.
- All the information pertaining to the hotel including the category of the hotel, images, room type, amenities and facilities available at the hotel are as per the information provided by the hotel to uvanafly. This information is for reference only. Any discrepancy that may exist between the website pictures and actual settings of the hotel shall be raised by the User with the hotel directly, and shall be resolved between the User and hotel. Uvanafly will have no responsibility in that process of resolution, and shall not take any liability for such discrepancies.

INFORMATION FROM THE HOTEL AND THE TERMS OF THE HOTEL

- The hotel booking voucher which uvanafly issues to a User is solely based on the information provided or updated by the hotel regarding the inventory availability. In no circumstances can uvanafly be held liable for failure on part of a hotel to accommodate the User with a confirmed booking, the standard of service or any insufficiency in the

services, or any other service related issues at the hotel. The liability of uvanafly in case of denial of check-in by a hotel for any reason what-so-ever including over-booking, system or technical errors, or unavailability of rooms etc., will be limited to either providing a similar alternate accommodation at the discretion of uvanafly (subject to availability at that time), or refunding the booking amount (to the extent paid) to the User. Any other service related issues should be directly resolved by the User with the hotel.

- Hotels reserves the sole right of admission and uvanafly has no say whatsoever in admission or denial for admission by the hotel. Unmarried or unrelated couples may not be allowed to check-in by some hotels as per their policies. Similarly, accommodation may be denied to guests posing as a couple if suitable proof of identification is not presented at the time check-in. Some hotels may also not allow local residents to check-in as guests. Uvanafly will not be responsible for any check-in denied by the hotel due to the aforesaid reasons or any other reason not under the control of uvanafly. No refund would be applicable in case the hotel denies check-in under such circumstances.

RESPONSIBILITIES OF THE USER

- The User would be liable to make good any damage(s) caused by any act of him/ her/ or their accompanying guests (willful/negligent) to the property of the hotel in any manner whatsoever. The extent and the amount of the damage so caused would be determined by the concerned hotel. Uvanafly would not, in any way, intervene in the same.
- The primary guest must be at least 18 years old to be able to check into the hotel.
- The User has to be in possession of a valid identity proof and address proof, at the time of check-in. The hotel shall be within its rights to deny check-in to a User if a valid identity proof is not presented at the time of check-in.
- Check-in time, check-out time, and any changes in those timings, will be as per hotel policy & terms. Early check-in or late check-out request is subject to availability and the hotel may charge an additional fee for providing such services.

ADDITIONAL CHARGES BY THE HOTEL

- The booking amount paid by the User is only for stay at the hotel. Some bookings may include breakfast and/ or meals as confirmed at the time of booking. Any other services utilized by the User at the hotel, including laundry, room service, internet, telephone, extra food, drinks, beverages etc. shall be paid by the User directly to the hotel.

- 2.4.2. Hotels may charge a mandatory meal surcharge on festive periods like Christmas, New Year's Eve or other festivals as decided by the hotel. All additional charges (including mandatory meal surcharges) need to be cleared directly at the hotel. Uvanafly will have no control over waiving the same.

PAYMENT FOR BOOKINGS AND ANY ADDITIONAL PAYMENTS

- Booking of a hotel can either be “Prepaid”, or “Pay at hotel” as per the options made available by a hotel on the Website of uvanafly.
- In “Prepaid” model, the total booking amount is paid by the User at the time of booking itself. Such total booking amount includes the hotel reservation rate, taxes, service fees as may be charged on behalf of the actual service provider, and any additional booking fee or convenience fee charged by uvanafly.
- At the hotel’s or uvanafly’s sole discretion on case to case basis, the User may also be provided with an option to make a part payment to uvanafly at the time of confirmation of a booking. The balance booking amount shall be paid as per the terms of the bookings. For security purposes, the User must provide uvanafly with correct credit or debit card details. Uvanafly may cancel the booking at its sole discretion in case such bank or credit card details as provided by the User are found incorrect.
- Some banks and card issuing companies charge their account holders a transaction fee when the card issuer and the merchant location (as defined by the card brand, e.g. Visa, MasterCard, American Express) are in different countries. If a User has any questions about the fees or any exchange rate applied, they may contact their bank or the card issuing company through which payment was made.
- Some accommodation suppliers may require User and/or the other persons, on behalf of whom the booking is made, to present a credit card or cash deposit upon check-in to cover additional expenses that may be incurred during their stay. Such deposit is unrelated to any payment received by uvanafly and solely at the behest of the Hotel.
- In “Pay at hotel” model, the concerned hotel will collect the entire payment against the booking at the time of check-in. In case of international bookings, the payment will be charged in local currency or in any other currency, as decided by the hotel. For security purposes, the User must provide uvanafly with correct credit or debit card details. Uvanafly may cancel the booking at its sole discretion in case such bank or credit card details as provided by the User are found incorrect.

PAYMENT FOR BOOKINGS AND ANY ADDITIONAL PAYMENTS

- The Website may contain links to third party websites. Uvanafly does not control such websites and is not responsible for its contents. If a User accesses any third-party website, the same shall be done entirely at the User's risk and uvanafly shall assume no liability for the same.
- uvanafly is not responsible for any errors, omissions or representations on any of its pages, links or any linked website pages to the extent such information is updated or provided directly by the Service Providers or the advertisers.
- Uvanafly does not endorse any advertisers on its Website, or any linked sites in any manner. The Users are requested to verify the accuracy of all information provided on the third-party web pages.
- The linked sites are not under the control of uvanafly and hence uvanafly is not responsible for the contents of any linked site(s) or any further links on such site(s), or any changes or updates to such sites. Uvanafly is providing these links to the Users only as a convenience.