

USER AGREEMENT OF HONESTRIPS.COM:

This agreement incorporates the terms and conditions for Honest Trips Hospitality Pvt. Ltd. and its affiliate Companies ("Honestrip") to provide services to the users/person (s) intending to purchase or inquiring for any products and/ or services of Honestrip by using its website Honestrrips.com or using any other customer interface channels of Honestrip that includes its sales persons, offices, call centers, advertisements, information campaigns etc. The user/person(s) and Honestrip are individually referred to as 'Party' to the agreement and collectively referred to as 'Parties'.

The web site www.Honestrips.com (hereinafter for short referred to as the "Site") which include the mobile site, Smartphone Application Platforms viz. iOS, Android, Windows is published and maintained by Honest Trips Hospitality Private Limited (hereinafter for short referred to as "Honestrip"), a company incorporated and existing in accordance with the Companies Act, 1956 and the laws of the Republic of India. You agree to be bound by the terms and conditions set forth hereinbelow by accessing or using the Site or by using the Service on the Site, including any additional guidelines and future modifications. When you access any sub-site, webpage, hyperlink (whether belonging to an 'associate' of Honestrip or otherwise) through this site, then such sub-site may have its own terms and conditions of use which is specific to such sub-site, webpage, hyperlink. The sub-sites, webpage, hyperlink may contain such additional terms and conditions of use as may be set out in such sub-sites, webpage, hyperlink.

Honestrip may add, change or remove any part of these Terms and Conditions of Use at any time, without notice. Any change to these Terms and Conditions of Use or any terms posted on this Site apply as soon as they are posted. You shall re-visit the "Terms & Conditions" link from time to time to stay abreast of any changes that the "Site" may introduce.

Honestrip may send booking confirmation, itinerary information, cancellation, payment confirmation, refund status, schedule change or any such other information relevant for the transaction, via SMS or by voice call on the contact number given by the User at the time of booking; Honestrip may also contact the User by voice call, SMS or email in case the User couldn't or hasn't concluded the booking, for any reason what so ever, to know the preference of the User for concluding the booking and also to help the User for the same. The User hereby unconditionally consents that such communications via SMS and/ or voice call by Honestrip is (i) upon the request and authorization of the User, (ii) 'transactional' and not an 'unsolicited commercial communication' as per the guidelines of Telecom Regulation Authority of India (TRAI) and (iii) in

compliance with the relevant guidelines of TRAI or such other authority in India and abroad. The User will indemnify Honestrip against all types of losses and damages incurred by Honestrip due to any action taken by TRAI, Access Providers (as per TRAI regulations) or any other authority due to any erroneous complaint raised by the User on Honestrip with respect to the intimations mentioned above or due to a wrong number or email id being provided by the User for any reason whatsoever.

It is made clear that Honestrip is responsible only for the transactions that are done by the User through Honestrip. Honestrip will not be responsible for screening, censoring or otherwise controlling transactions, including whether the transaction is legal and valid as per the laws of the land of the User.

The Users undertake that they will abide by all such additional procedures and guidelines, as modified from time to time, in connection with the use of the services. The User further warrants that they will comply with all applicable laws and regulations regarding use of the services with respect to the jurisdiction concerned for each transaction.

The User represent and confirm that the User is of legal age to enter into a binding contract and is not a person barred from availing the Services under the laws of India or other applicable law.

Visa, Master and American Express Card payments are processed through an online payment gateway system. The User need not worry about your card information falling into the wrong hands because your bank will authorize the card transaction directly without any information passing through Honestrip. In approximately 25-30 seconds (depending on your internet connection) your bank will issue, using the online payment gateway, an authorization code and confirmation of completion of transaction. If the payment on the credit card is declined for some reason, alternate payment instructions must be received by Honestrip 72 hours prior to the time of departure; else, the order is liable to be cancelled.

Honestrip charges a service fee on all domestic and international airline bookings. In case of cancellation of booking, this fee is non-refundable.

If the User has an account with any of the public sector/nationalized banks, then he/she can pay for his/her order through the respective bank's net banking options and the amount will be automatically debited from his/her account. Honestrip processes payments through an online gateway system which enables safe and secure transactions.

The Users availing services from Honestrip shall be deemed to have read, understood and expressly accepted the terms and conditions of this agreement, which shall govern the desired transaction or provision of such services by Honestrip for all purposes, and shall be binding on the User. All rights and liabilities of the User and/or Honestrip with respect to any services to be provided by Honestrip shall be restricted to the scope of this agreement.

Honestrip reserves the right, in its sole discretion, to terminate the access to any or all Honestrip websites or its other sales channels and the related services or any portion thereof at any time, without notice, for general maintenance or any reason whatsoever.

In addition to this Agreement, there are certain terms of service (TOS) specific to the services rendered/ products provided by Honestrip like the air tickets, MICE, bus, rail, holiday packages etc. Such TOS will be provided/ updated by Honestrip which shall be deemed to be a part of this Agreement and in the event of a conflict between such TOS and this Agreement, the terms of this Agreement shall prevail. The User shall be required to read and accept the relevant TOS for the service/ product availed by the User.

With some of Honestrip's partner hotels Honestrip has negotiated a special facility where Honestrip customers can pay the hotel directly at the reception at the time of check-in at the hotel. (please contact customer support for an update)

Additionally, the Service Provider itself may provide terms and guidelines that govern particular features, offers or the operating rules and policies applicable to each Service (for example, flights, hotel reservations, packages, etc.). The User shall be responsible for ensuring compliance with the terms and guidelines or operating rules and policies of the Service Provider with whom the User elects to deal, including terms and conditions set forth in a Service Providers' fare rules, contract of carriage or other rules.

The services of Honestrip are offered to the User conditioned on acceptance without modification of all the terms, conditions and notices contained in this Agreement and the TOS, as may be applicable from time to time. For the removal of doubts, it is clarified that availing of the Services by the User constitutes an acknowledgement and acceptance by the User of this Agreement and the TOS. If the User does not agree with any part of such terms, conditions and notices, the User must not avail the services of Honestrip.

In the event that any of the terms, conditions, and notices contained herein conflict with the Additional Terms or other terms and guidelines contained within any other Honestrip document, then these terms shall control.

Honestrip is not responsible for any errors, omissions or representations on any of its pages or on any links or on any of the linked website pages. Honestrip does not endorse any advertiser on its web pages in any manner. The Users are requested to verify the accuracy of all information on their own before undertaking any reliance on such information.

Unless explicitly provided by Honestrip in any specific service or deliverable, obtaining sufficient insurance coverage is the obligation/option of the user and Honestrip doesn't accept any claims arising out of such scenarios.

The travel bookings done by Honestrip are subject to the applicable requirements of Visa which are to be obtained by the individual traveller. Honestrip is not responsible for any issues, including inability to travel, arising out of such Visa requirements and is also not liable to refund for the untraveled bookings due to any such reason.

Insurance, if any provided as a part of the service/ product by Honestrip shall be as per the terms and conditions of the insuring company. The User shall contact the insurance company directly for any claims or disputes and Honestrip shall not provide any express or implied undertakings for acceptance of the claims by the insurance company.

The linked sites are not under the control of Honestrip and Honestrip is not responsible for the contents of any linked site or any link contained in a linked site, or any changes or updates to such sites. Honestrip is providing these links to the Users only as a convenience and the inclusion of any link does not imply endorsement of the site by Honestrip.

The User understands and agrees that any material and/or data downloaded or otherwise obtained through the use of the Service is done entirely at their own discretion and risk and they will be solely responsible for any damage to their computer systems or loss of data that results from the download of such material and/or data.

Nevertheless, Honestrip will always make its best endeavors to ensure that the content on its websites or other information channels are free of any virus etc.

By using the Account Access service in websites of Honestrip, the User authorizes Honestrip and its agents to access third party sites, including that of Banks and other payment gateways, designated by them or on their behalf for retrieving requested information

While registering, the User will choose a password and is responsible for maintaining the confidentiality of the password and the account.

The User is fully responsible for all activities that occur while using their password or account. It is the duty of the User to notify Honestrip immediately in writing of any unauthorized use of their password or account or any other breach of security. Honestrip will not be liable for any loss that may be incurred by the User as a result of unauthorized use of his password or account, either with or without his knowledge. The User shall not use anyone else's password at any time

Honestrip reserves the right to charge listing fees for certain listings, as well as transaction fees based on certain completed transactions using the services. Honestrip further reserves the right to alter any and all fees from time to time, without notice.

The User shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of the services.

The User expressly undertakes to provide to Honestrip only correct and valid information while requesting for any services under this agreement, and not to make any misrepresentation of facts at all. Any default on part of the User would vitiate this agreement and shall disentitle the User from availing the services from Honestrip. In case Honestrip discovers or has reasons to believe at any time during or after receiving a request for services from the User that the request for services is either unauthorized or the information provided by the User or any of them is not correct or that any fact has been misrepresented by him, Honestrip in its sole discretion shall have the unrestricted right to take any steps against the User(s), including cancellation of the bookings, etc. without any prior intimation to the User. In such an event, Honestrip shall not be responsible or liable for any loss or damage that may be caused to the User or any of them as a consequence of such cancellation of booking or services.

The User unequivocally indemnifies Honestrip of any such claim or liability and shall not hold Honestrip responsible for any loss or damage arising out of measures taken by Honestrip for safeguarding its own interest and that of its genuine customers. This would also include Honestrip denying/cancelling any bookings on account of suspected fraud transactions.

The User is aware that Honestrip provides various services like hotel bookings, car rentals, holidays and would like to learn about them, to enhance their travel experience. The User hereby specifically authorizes Honestrip to

contact the User with offers on various services offered by it through direct mailers, e-mailers, telephone calls, short messaging services (SMS) or any other medium, from time to time. In case that the customer chooses not to be contacted, he/she shall write to Honestrip for specific exclusion at help@honestrips.com or provide his / her preferences to the respective service provider. The customers are advised to read and understand the privacy policy of Honestrip on its website in accordance of which Honestrip contacts, solicits the user or shares the user's information.

Unless otherwise specified, the Honestrip services are for the User's personal and non - commercial use. The User may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products or services obtained from the Honestrip website(s) without the express written approval from Honestrip.

The User expressly agrees that use of the services is at their sole risk. To the extent Honestrip acts only as a booking agent on behalf of third party service providers, it shall not have any liability whatsoever for any aspect of the standards of services provided by the service providers. In no circumstances shall Honestrip be liable for the services provided by the service provider. The services are provided on an "as is" and "as available" basis. Honestrip may change the features or functionality of the services at any time, in their sole discretion, without notice. Honestrip expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to the implied warranties of merchantability, fitness for a particular purpose and non-infringement. No advice or information, whether oral or written, which the User obtains from Honestrip or through the services shall create any warranty not expressly made herein or in the terms and conditions of the services. If the User does not agree with any of the terms above, they are advised not to read the material on any of the Honestrip pages or otherwise use any of the contents, pages, information or any other material provided by Honestrip. The sole and exclusive remedy of the User in case of disagreement, in whole or in part, of the user agreement, is to discontinue using the services after notifying Honestrip in writing.

The user agrees that there can be exceptional circumstances where the service operators like the airlines, hotels, the respective transportation providers or concerns may be unable to honor the confirmed bookings due to various reasons like climatic conditions, labor unrest, insolvency, business exigencies, government decisions, operational and technical issues, route and flight cancellations etc. If Honestrip is informed in advance of such situations where dishonor of bookings may happen, it will make its best efforts to provide similar alternative to its customers or refund the booking amount after reasonable service charges, if supported and refunded by that respective service operators. The user agrees that Honestrip being an agent for facilitating the booking services shall not be responsible for any such circumstances and the customers have to contact that service provider directly for any further resolutions and refunds.

If any provision of this agreement is determined to be invalid or unenforceable in whole or in part, such invalidity or unenforceability shall attach only to such provision or part of such provision and the remaining part of such provision and all other provisions of this Agreement shall continue to be in full force and effect.

The User agrees that in situations due to any technical or other failure in Honestrip, services committed earlier may not be provided or may involve substantial modification. In such cases, Honestrip shall refund the entire amount received from the customer for availing such services minus the applicable cancellation, refund or other charges, which shall completely discharge any and all liabilities of Honestrip against such non-provision of services or deficiencies. Additional liabilities, if any, shall be borne by the User.

Honestrip shall not be liable for delays or inabilities in performance or nonperformance in whole or in part of its obligations due to any causes that are not due to its acts or omissions and are beyond its reasonable control, such as acts of God, fire, strikes, embargo, acts of government, acts of terrorism or other similar causes, problems at airlines, rails, buses, hotels or transporters end. In such event, the user affected will be promptly given notice as the situation permits.

Without prejudice to whatever is stated above, the maximum liability on part of Honestrip arising under any circumstances, in respect of any services

offered on the site, shall be limited to the refund of total amount received from the customer for availing the services less any cancellation, refund or others charges, as may be applicable. In no case the liability shall include any loss, damage or additional expense whatsoever beyond the amount charged by Honestrip for its services.

In no event shall Honestrip and/or its suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the use or performance of the Honestrip website(s) or any other channel. Neither shall Honestrip be responsible for the delay or inability to use the Honestrip websites or related services, the provision of or failure to provide services, or for any information, software, products, services and related graphics obtained through the Honestrip website(s), or otherwise arising out of the use of the Honestrip website(s), whether based on contract, tort, negligence, strict liability or otherwise.

Honestrip is not responsible for any errors, omissions or representations on any of its pages or on any links or on any of the linked website pages.

Honestrip may provide the User with contents such as sound, photographs, graphics, video or other material contained in sponsor advertisements or information. This material may be protected by copyrights, trademarks, or other intellectual property rights and laws. The User may use this material only as expressly authorized by Honestrip and shall not copy, transmit or create derivative works of such material without express authorization.

The User further acknowledges and agrees that he/she shall not upload post, reproduce, or distribute any content on or through the Services that is protected by copyright or other proprietary right of a third party, without obtaining the written permission of the owner of such right. Any copyrighted or other proprietary content distributed with the consent of the owner must contain the appropriate copyright or other proprietary rights notice. The unauthorized submission or distribution of copyrighted or other proprietary content is illegal and could subject the User to personal liability or criminal prosecution.

In case, there is a short charging by Honestrip for listing, services or transaction fee or any other fee or service because of any technical or other reason, it reserves the right to deduct/charge/claim the balance subsequent to

the transaction at its own discretion.

Any increase in the price charged by Company on account of change in rate of taxes or imposition of new taxes by Government shall have to be borne by customer.

In the rare possibilities of the reservation not getting confirmed for any reason whatsoever, we will process the refund and intimate you of the same. Honestrip is not under any obligation to make another booking in lieu of or to compensate/ replace the unconfirmed one. All subsequent further bookings will be treated as new transactions with no reference to the earlier unconfirmed reservation.

The User shall request Honestrip for any refunds against the unutilized or 'no show' air or hotel booking for any reasons within 90 days from the date of departure for the air ticket and/or the date of check in for the hotel booking. Any applicable refunds would accordingly be processed as per the defined policies of Airlines, hotels and Honestrip as the case may be. No refund would be payable for any requests made after the expiry of 90 days as above and all unclaimed amounts for such unutilized or no show air or hotel booking shall be deemed to have been forfeited.

Honestrip reserves the right to charge listing fees for certain listings, as well as transaction fees based on certain completed transactions using the services. Honestrip further reserves the right to alter any and all fees from time to time, without notice.

The User shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of the services.

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Any information which is specifically mentioned by Honestrip as Confidential shall be maintained confidentially by the user and shall not be disclosed unless as required by law or to serve the purpose of this agreement and the obligations of both the parties therein.

The User agrees to indemnify, defend and hold harmless Honestrip and/or its affiliates, their websites and their respective lawful successors and assigns from and against any and all losses, liabilities, claims, damages, costs and expenses (including reasonable legal fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by Honestrip and/or its affiliates, partner websites and their respective lawful successors and assigns that arise out of, result from, or may be payable by virtue of, any breach or non-performance of any representation, warranty, covenant or agreement made or obligation to be performed by the User pursuant to this agreement. The user shall be solely and exclusively liable for any breach of any country specific rules and regulations or general code of conduct and Honestrip cannot be held responsible for the same.

You may book domestic and International flights by logging on to www.honestrips.com. While issuing domestic tickets you will be charged a convenience fee of Rs.150 for one way ticket and Rs.350 for return ticket. For all International bookings, you will be charged convenience fee of Rs.350.00 for one return sector and will be the same while booking even one way sector.

You can cancel your domestic flight bookings online. Log in to My Bookings, select the relevant booking and click on the Cancel button. For online cancellation, Honestrip will charge Rs. 225 per person per sector as standard cancellation charges.

To amend/cancel your ticket offline, call Honestrip Customer Care. For all offline cancellation of domestic flights a standard charge of Rs. 450 per person per sector, over and above the airline's own cancellation charge will apply. For international flight bookings a standard fee of Rs 500 per person would be charged for online cancellation and 1000 for any offline cancellation, over and above the airline's own cancellation charge.

For rescheduling of domestic flights, Honestrip will charge Rs. 225 per person per sector as standard rescheduling charges.

For no-show on domestic flights, Honestrip will charge Rs. 100 per person per sector as standard no-show charges.

Please refer to airline specific amendment and cancellation policy while using Honestrip Services. You may be required to directly contact the nearest airline office (of the concerned airline) to get your reservation cancelled.

[How do I get a refund after cancelling my ticket or reservation?](#)

In case of no-show or unutilized bookings, You shall be required to make requests for any valid and applicable refunds, as per the defined policies, within 90 days from the travel date in case of air/ rail/ cab/ bus tickets and/or the date of check-in for hotel bookings. No refund would be payable for any requests made after the expiry of 90 days of travel date/ check-in as aforementioned and all unclaimed amounts for such no-show or unutilized bookings shall accordingly be deemed to have been forfeited.

The refund shall be processed within 15-20 working days from the date of the cancellation request. If we have received the payment through a valid credit card, then the same will be refunded to your credit card. Payments made using any other form of payment will be refunded by cheque within a maximum of 30 days from date of receipt of ticket. All refunds shall be processed subject to processing of refunds by the respective airline/service provider.

Please note convenience fee charged at the time of booking will not be refundable.

What are the cancellation/amendment charges?

Cancellation and/or amendment of airline tickets are at all times subject to fees/charges/levies/payments as may be levied or may be payable to the relevant airline/carrier in accordance with such relevant airline/carrier cancellation/refund policy. Prior to booking tickets, you must acquaint yourself with the relevant airline/carrier cancellation/refund policy with respect to the ticket to be booked. Any cancellation/amendment fees/charges/levies/payments levied by/payable to the relevant airline shall be to your account. Except to the extent stated in the individual airline/carrier terms and conditions or otherwise applicable to specific tickets booked/issued, cancellation fee are payable as follows.

You can cancel domestic flight bookings online. Log in to My Bookings, select the relevant booking and click on the Cancel button. For online cancellation, Honestrip will charge Rs. 225 per person per sector as standard cancellation charges. To amend/cancel your ticket offline, contact Honestrip Customer Care. For international flight bookings, contact our Customer Support team. For all offline cancellation of domestic flights a standard charge of Rs. 450 per person per sector, over and above the airline's own cancellation charge will apply. While for international flight bookings a standard fee of Rs 500 per person would be charged, over and above the airline's own cancellation charge.

The customer must read individual airline specific terms and conditions in order to find out if the ticket proposed to be booked/purchased is subject to any additional cancellation fee or charge and Honestrip assumes no liability whatsoever in this regard.

Note: Unless expressly stated otherwise, it is mandatory to contact Honestrip for refunds and the airline will route the refund for your tickets booked on the website, through Honestrip.

The above mentioned cancellation process and refund processing time may vary. In case of lost or damaged tickets, the refund process cannot be initiated with the airline. Refund would be through cheque or demand draft.

In case you avail the website's hotel reservation service and are, thereafter, not contactable on the contact details provided in this regard, then the hotel reservation selected by you will stand cancelled and Honestrip would not be liable for any charges/expenses incurred by you, either directly or indirectly in this regard.

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Passport information:

Passport details are mandatory for e - ticket issuance to Europe, USA and Canada. A few airlines flying to these countries also require passport details for issuing the e-ticket. Refer below to check the list of such airlines:

- KLM
- Kuwait Airways
- Air France
- Saudi Arabian Airlines
- American Airlines
- Continental Airlines
- Delta Airlines
- United Airlines
- Kenya Airways
- China Southern Airlines
- China Eastern Airlines
- Aeroflot
- Egypt Air
- Biman Bangladesh Airlines

Uzbekistan Airways requires both passport details and visa copies for issuing an e-ticket.

In case you are flying to Europe, USA and Canada or with any of the above mentioned airlines, a Honestrip representative will contact you for your passport details. Please keep the following details handy:

Passport Details:

- Passport Number
- Issuing Country
- Date of Birth (DD/MMM/YY)
- Gender
- Expiry date of Passport (DD/MMM/YY)
- Last name/ Surname of traveller
- First name/ Given name of traveller
- Middle name of traveller (if any)