

## USER AGREEMENT

### **Payment Options**

#### **On line Card Payments**

Visa & Master Card payments are processed through an on line payment gateway system. You 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 us. In approximately 25-30 seconds (depending on your INTERNET connection) your bank will issue, using the on line payment gateway, an authorization code and confirmation of completion of transaction. "Travelocar", as a Verisign Certified Site, uses the latest 128 bit encryption technology and other sophisticated methods to protect your credit card information. You can book your product using SSL encryption (the internet standard for secure transactions). In fact, transacting on line with a credit card at the Website is even safer than using a credit card at a restaurant or shops because we do not retain your credit card information. You can be assured that "Travelocar" offers you the highest standards of security currently available on the internet so as to ensure that your shopping experience is private, safe and secure.

The payment on the credit card is declined for some reason, alternate payment instructions must be received by "Travelocar" 72 hours prior to the time of departure; else, the order is liable to be canceled. Travelocar" charges a service fee on all domestic airline bookings. In case of cancellation of booking, this fee is non-refundable.

#### **Internet Banking**

You have an account with any of the below mentioned banks, then you can pay for your order through respective bank's net banking options and the amount will be automatically debited from your account. "www.Travelocar.co.in" processes the payments through an on line gateway system which enables safe and secure transaction. Bank is not responsible for any inconvenience caused or non-receipt of the tickets or passengers not allowed on the basis of e-Voucher.

### **Transaction confirmation**

You should not take any action based on information on the Website until you have received a confirmation of your transaction. In case of confirmations to be received by email, if you do not receive a confirmation of your purchase/transaction within the stipulated time period, first look into your "spam" or "junk" folder to verify that it has not been misdirected, and if still not found, please contact our call center.

### **How will I get my e-Voucher details?**

Your e-Voucher details will be sent to your email address provided by you at the time of making the payment for your booking. In case you do not have an email address, the details will be given to you over the phone. If you do not receive your e-Voucher within 8 hours of making your booking on ‘Travelocar’., please call a Customer Care Representative at:+91 9320 36 4555 or +91 7933 68 5555. ‘Travelocar’ On line Pvt. Ltd. shall not be liable if customers do not comply with this requirement.

### **Is it mandatory to show my “Travelocar” Reference Number or Confirmation email at the time of boarding?**

It is not mandatory to show your “Travelocar” Reference Number Confirmation email. In case you are not carrying the ‘Travelocar’ Reference Number Confirmation email, you will need to show a photographic identity proof (passport, driver's license etc.) at the boarding time. However, it is advisable that you carry your ‘Travelocar’ Reference Number Confirmation email and e-Voucher together.

### **Is it necessary to carry my e-Voucher with me?**

Yes, it is mandatory for you to carry a copy of your e-Voucher as sent by “Travelocar”. In the event that you fail to present a copy of your e-Voucher, “Travelocar” On line will not be held responsible if the Chauffeur disallows you from traveling.

**How will I get my boarding for an e-Voucher?**

You will need to show your e-Voucher confirmation email and e-Voucher number along with a photographic identity proof (passport, driver's license etc.) to the chauffeur.

“Travelocar”.reserves the right to add, alter, modify, withdraw all or any of the Terms and Conditions or replace, wholly or in part, the program by any other program, whether similar to this program or not or withdraw it altogether without any prior notice.

In case of dispute with any party, “Travelocar”.’s decision will be binding and final.