

Terms and Conditions

Welcome to Urban Yatra Private Limited. By accessing and using our website <https://urbanyatrapvtltd.com> and services, you agree to the following terms and conditions.

1. General Terms

- By booking a service through our platform, you accept these terms and conditions.
- Urban Yatra acts as an intermediary between customers and travel service providers (airlines, hotels, tour operators, etc.).
- We reserve the right to update or modify these terms at any time without prior notice.

2. Booking & Payment

- All bookings are subject to availability and confirmation from service providers.
- Full payment is required at the time of booking unless stated otherwise.
- Prices are dynamic and may change based on demand, currency fluctuations, and supplier policies.
- Urban Yatra is not responsible for price changes by airlines, hotels, or other vendors.

Payment Methods:

- Credit/Debit Cards
- UPI & Net Banking
- Wallet Payments (Paytm, Google Pay, PhonePe)

3. Cancellations & Refunds

- Cancellation and refund policies vary based on the type of booking (flights, hotels, holiday packages, etc.).
- Customers must check specific cancellation terms before booking.
- Refunds, if applicable, will be processed within 7-15 business days after approval.
- No refunds will be issued for no-shows or last-minute cancellations.

(Read our detailed Cancellation & Refund Policy for more information.)

4. Travel Documents & Requirements

- Passengers must carry valid travel documents (passport, visa, ID proof, tickets, etc.).
- Urban Yatra is not responsible for denied boarding due to incomplete documentation.
- It is the traveler's responsibility to check visa, health, and entry requirements for international travel.

5. Liability & Limitations

- Urban Yatra acts only as a booking agent and is not liable for:
 - Delays, cancellations, or schedule changes by airlines, hotels, or tour operators.
 - Loss of baggage, travel delays, or missed flights due to personal negligence.
 - Any injury, illness, accident, or loss incurred during travel.
- In case of a dispute, the maximum liability of Urban Yatra will be limited to the service fee charged for the booking.

6. User Responsibilities

- Users must provide accurate information during booking.
- Misuse of the website or fraudulent transactions will result in cancellation and possible legal action.
- Any abusive, offensive, or harmful behavior towards our staff or service providers will not be tolerated.

7. Force Majeure

- Urban Yatra is not responsible for cancellations, delays, or changes due to unforeseen events like:
 - Natural disasters (earthquakes, floods, storms).
 - Government restrictions, strikes, pandemics, or political instability.
- In such cases, refunds or rescheduling will be subject to the service provider's policy.

8. Dispute Resolution & Governing Law

- Any disputes arising from these terms will be subject to the jurisdiction of Kolkata, India.
- Disputes must first be attempted to be resolved through customer support before legal action.

9. Privacy Policy

- Urban Yatra respects customer privacy and follows data protection laws.
- Personal information is collected for booking purposes and is not shared with third parties without

consent.

(Read our full Privacy Policy for details.)

10. Contact Us

For any queries or clarifications, reach out to us:

Phone: Phone: (+91)-90911 91911

Email: Email: urbanyatrapvtltd@gmail.com



URBAN YATRA

Private Limited 