

# 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](mailto:urbanyatrapvtltd@gmail.com)



**URBAN YATRA**

*Private Limited* ✈️