**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, COSMOS**

**Complaint No. \_\_\_\_\_\_ of 20\_\_**

**Bruno,**  
Aged 45 years,  
Occupation: Graphic Designer,  
Residing at 56/879, 4th Street, Sunset Avenue, Cosmos-32,  
...Complainant

**Vs.**

**Cenza Tours Private Limited,**  
2nd Cross Street, Jeevan Nagar, Cosmos-60,  
...Opposite Party

**COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019**

**RESPECTFULLY SHOWETH:**

1. **The Complainant**: Bruno, aged 45 years, residing at 56/879, 4th street, Sunset Avenue, Cosmos- 32, is a graphic designer by profession. The complainant purchased flight tickets from the opposite party for a journey scheduled from Infinity to Cosmos and return.
2. **The Opposite Party**: Cenza Tours Private Limited, located at 2nd Cross Street, Jeevan Nagar, Cosmos-60, is engaged in the business of providing travel and tour services, including booking of flight tickets.
3. On 12/09/2020, the complainant purchased flight tickets through the opposite party's online portal for a round trip from Infinity to Cosmos, with the journey commencing on 25/09/2020 and return on 01/10/2020, for a total fare of Rs 20,000/-.
4. Due to contracting Covid-19 on 15/09/2020, the complainant had to cancel the tickets and requested a refund as per the cancellation policy. However, the opposite party denied responsibility, stating that the payment gateway should initiate the refund.
5. Despite several attempts to communicate with the opposite party through emails and phone calls, the complainant received no response or refund.
6. **CAUSE OF ACTION** arose on 16/09/2020, the date the tickets were cancelled, and has been ongoing due to the opposite party's failure to refund the flight fare.
7. **JURISDICTION:** This Hon'ble Commission has jurisdiction as the cause of action, partly or wholly, arises within its territorial limits.
8. **LIMITATION:** The complaint is filed within the prescribed period of limitation under the Act.
9. **PRAYER:** The complainant prays for the Commission to:
   * Direct the Opposite Party to refund the flight fare of Rs 20,000/-.
   * Compensate the complainant with Rs 1,00,000/- for mental distress and legal expenses.
   * Provide any other relief deemed just and proper.

**PLACE:** Cosmos  
**DATE:** [Date of Filing]

**[Signature of the Complainant]**  
Bruno