

Terms & Conditions – VenueKart

Effective Date: 25 August 2025

These Terms and Conditions (“Terms”) constitute a legally binding agreement between **Virtues Seven Events Pvt. Ltd.**, a company incorporated under the Companies Act, 2013, having its registered office at *Pune, Maharashtra, India* (hereinafter referred to as “**VenueKart**”, “**Company**”, “**We**”, “**Us**” or “**Our**”), and any person or entity accessing or using the VenueKart platform, including but not limited to the mobile application and website (collectively, the “**Platform**”).

By accessing, browsing, registering, or using the Platform, you (“**User**” or “**Customer**”) and/or “**Venue Partner**” (venue owners, managers, or authorized representatives who list their properties on the Platform) expressly agree to be bound by these Terms.

1. Definitions

1.1 **Customer/User** – Any individual or entity browsing, registering, or booking venues via the Platform.

1.2 **Venue Partner** – Any individual, company, or entity listing, promoting, or offering their venue(s) for booking on the Platform.

1.3 **Services** – Includes venue discovery, booking management, digital listing, marketing support, and related services provided by VenueKart.

1.4 **Booking** – Any confirmed reservation of a venue made through the Platform.

2. Scope of Services

- VenueKart provides an online marketplace that connects Customers with Venue Partners for discovery, inquiry, and booking of venues.
- VenueKart acts solely as an *intermediary* and does not own, operate, or control any venue listed on the Platform.

3. User Obligations

- Users shall provide accurate information during registration and booking.
- Users must not misuse the Platform for fraudulent, illegal, or unauthorized purposes.
- Users agree to comply with all applicable laws, rules, and regulations while using the Services.

4. Venue Partner Obligations

- Venue Partners shall provide truthful, accurate, and updated information about their venues.
- Venue Partners shall ensure compliance with all statutory licenses, permits, and safety norms.
- VenueKart reserves the right to verify and/or delist any venue in case of non-compliance or fraudulent activity.

5. Bookings, Payments & Refunds

5.1 **Booking Confirmation** – A booking is confirmed only upon receipt of payment (full or partial, as applicable).

5.2 **Payment Gateway** – All payments shall be processed through authorized payment gateways.

VenueKart is not liable for any delays or failures caused by third-party payment processors.

5.3 **Cancellation by Customer** –

- Cancellations made **30 days prior** to the event date: 80% refund.
- Cancellations made **15–29 days prior**: 50% refund.
- Cancellations made **less than 15 days prior**: Non-refundable.

5.4 **Cancellation by Venue Partner** – In the event a Venue Partner cancels a confirmed booking, the Customer shall receive a full refund. VenueKart may impose penalties on the Venue Partner, including suspension/delisting.

5.5 **Refund Timeline** – Refunds shall be processed within **7–14 working days**, subject to bank/payment gateway policies.

6. Liability & Disclaimer

- VenueKart is only a facilitator and is not responsible for the condition, quality, safety, or legal compliance of venues.
- Customers agree that VenueKart shall not be liable for:
 - Cancellation by Venue Partner,
 - Disputes between Customer and Venue Partner,
 - Force Majeure events (natural calamities, government restrictions, strikes, etc.).
- VenueKart's maximum liability shall be limited to the booking amount paid by the Customer to VenueKart.

7. Privacy & Data Protection

- VenueKart collects, stores, and processes personal data in accordance with its **Privacy Policy**.
- Data may be shared with Venue Partners solely for the purpose of fulfilling bookings.
- VenueKart employs industry-standard security practices but does not guarantee protection against all cyber threats.

8. Intellectual Property

- All content on the Platform (logos, trademarks, text, designs, software, etc.) is owned by VenueKart or licensed to VenueKart.
- Unauthorized reproduction, distribution, or use is strictly prohibited.

9. Termination & Suspension

- VenueKart may suspend or terminate any User or Venue Partner account in case of violation of these Terms.
- Users may stop using the Platform at any time, subject to fulfillment of prior obligations.

10. Governing Law & Dispute Resolution

- These Terms shall be governed by and construed in accordance with the **laws of India**.
- Courts at **Pune, Maharashtra** shall have exclusive jurisdiction over any disputes arising hereunder.

11. Amendments

VenueKart reserves the right to modify, amend, or update these Terms at any time. Updated Terms will be posted on the Platform, and continued use shall constitute acceptance.

12. Contact Information

For any queries, grievances, or legal notices, please contact:

Virtues Seven Events Pvt. Ltd.

Email: support@venuekart.in

Registered Office: *Pune, Maharashtra, India*