

## Bookme Terms of Services

By using Bookme either online or through mobile apps, you agree to the following:

The Bookme services are owned and operated by Bookme Tickets Pvt. Ltd. These Terms of Service are a binding legal agreement between all our customers and Bookme.pk regarding your use of the services that have been made available.

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Bookme is a service that sends e-tickets in your sms/email if a bus or cinema company has enabled online access. Bookme is not responsible for any loss, refunds or any other damages in case of cancellation or any other circumstance.

For cinemas/bus companies that do not provide real time inventory access, for them seat plan is to get your preference only. It is clearly mentioned in the seat plan of offline cinemas.

Bookme is not a Bus operator:

Bookme is a ticketing platform that is only responsible for issuing a ticket. Bookme is not responsible for any delay, cancellation of bus or off boarding a passenger from any bus by any bus company. Moreover, during public holidays, it is highly likely that bus companies cancel departures or cancel operations for entire day. In that case, customer is entitled to either get their seat adjusted in their next order or a complete refund. For that, customer has to raise a complaint and request for refund or adjustment. Bookme will verify from the bus company and process customer query accordingly.

Privacy Policy:

Your use of the Site or applications and any information provided by you or gathered by Bookme or third parties during any visit to or use of the Site or applications is governed by the Bookme Privacy Policy which is incorporated by this reference. You agree to Bookme's collection, use and sharing of your information as set forth in the Bookme Privacy Policy. It is the responsibility of Bookme to make sure that information of each customer is kept private and safe.

Refund policy:

Cinema: No cancellation or refunds for Cinema tickets.

Events: No cancellation or refunds for Event tickets. Transport: In case of Bus drop you need to contact within 3 days of departure and full amount will be refunded. In case of missed bus no refund or cancellation; except Bilal travels. All transport tickets can be cancelled 1 hour before departure with certain amount of penalty and on spot requests won't be entertained.

Daewoo: 35% penalty of ticket price will be charged to customer. 2. Bilal Travels: 10% penalty of ticket price will be charged. In case of bus missed only for Bilal Travels 30% penalty on total ticket price will be charged for next ticket conversion. 3. Q-connect: 10% penalty on ticket price will be charged to customer if informed an hour before departure and 0% penalty would be charged if customer informs 6 hours before departure. 4. ITC Cruzer: 30% penalty of ticket price will be charged to customer. 5. Skyways: 10% of ticket price will be charged to customer as a penalty. 6. Islamabad Express: 10% of ticket price will be charged to customer as a penalty. 7. Niazi Express: 10% of ticket price will be charged to customer as a penalty. 8. Bashir Sons: 10% of ticket price will be charged to customer as a penalty. 9. Power International: 10% of ticket price will be charged to customer as a penalty. 10. New Khan: 10% of ticket price will be charged to customer as a penalty. 11. Bahawalpur Express: 10% of ticket price will be charged to customer as a penalty. 12. Rajput Travels: 10% of ticket price will be charged to customer as a penalty. 13. Abdullah Movers: 10% of ticket price will be charged to customer as a penalty. 14. Crystal Lines: 10% of ticket price will be charged to customer as a penalty. 15. Ali Express: 10% of ticket price will be charged to customer as a penalty. 16. Swat Coach: 10% of ticket price will be charged to customer as a penalty.

Call us @ 0313-7786-888 for cancellation/refund that will be processed within 5-10 working days after departure date. Bank accounts are mandatory for refunds. Cancellation/adjustment can be done just one time against one order. Permitted Use:

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Events Policy:

No refunds of tickets will be permitted under any circumstances.

Need Help

If you need help we would be more than happy to help you. Our customer support team is available 24/7, 365 days a year Call us @ 0313-7786-888