

## **Bookme Terms of Services**

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Bookme is a service that send 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. However if you miss the bus no refund will be given by any bus service company

### **Privacy Policy**

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### **Refund policy:**

Cinema: No cancellation or refunds for tickets.

Events: No cancellation or refunds for tickets.

- All transport tickets can be cancelled 2 hours before departure with a certain amount of penalty and on spot requests won't be entertained.

The following are the specifics for bus service providers:

Daewoo: 30% penalty of ticket price will be charged to customers.

Bilal Travels: In case of cancellation or adjustment 10% penalty of ticket price will be charged to the customer. There will be no refund in case of bus miss but customer can get the adjustment only in next 2 available departures with 30% penalty.

Q-connect: Upto 72 hours before scheduled departure free cancellation is allowed. Upto 48 hours before scheduled 20% of the ticket amount will be charged as penalty. Upto 24 hours before scheduled departure no refund.

Road Master: 72 hours before departure cancellation or adjustment will be free of cost.

Within 72 hours 20% penalty of ticket price will be charged to the customer. There will be no refund in case of bus miss but customer can get the adjustment within 24 hours with 30% penalty

According to NCOC, vaccination certificate is mandatory for traveling. You will not be allowed to travel without it, and Bookme will not be responsible for the refund of the ticket. Kindly get yourself vaccinated as soon as possible.

Please note that for all other bus service providers 10% of ticket price will be charged to customers as a penalty 2 hours before departure. Refunds 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. Call us @ 0313 -7786 - 888 for cancellation/refund.

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**Events Policy:**

No refunds or cancellation of tickets will be permitted under any circumstances.

**Need Help**

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