

## REFUND AND RETURNS POLICY:

You understand that use of the Services will result in charges to you for the services you receive from a Third Party Provider ("Charges"). After you have received services obtained through your use of the Service, Experioos will facilitate your payment of the applicable Charges on behalf of the Third Party Provider as such Third Party Provider's limited payment collection agent. Payment of the Charges in such manner shall not be considered the same as payment made directly by you to the Third Party Provider, as Experioos collects a fee for providing the intermediary service.

Experioos charges you a convenience fee ("Fee") for the Services provided by Experioos to you. The Fee may be charged from you at the time of booking of services on the platform or upon the completion of service.

Such Charges and Fee will be inclusive of applicable taxes where required by law. Charges and Fee paid by you are final and non-refundable unless otherwise determined by Experioos or required by the relevant Consumer Law legislation. Under the relevant Consumer Law legislation, you may be entitled to a refund for a major failure of the Services, or other remedies for a minor failure. You do not retain the right to request lower Charges or Fee from a Third Party Provider for services received by you from such Third Party Provider at the time you receive such services.

All Charges and Fee are due immediately and payment will be facilitated by Experioos using the preferred payment method designated in your Account, after which Experioos will send you a receipt by email. If your primary Account payment method is determined to be expired, invalid or otherwise not able to be charged, you agree that Experioos may, as the Third Party Provider's limited payment collection agent use a secondary payment method in your Account, if available.

As between you and Experioos, Experioos reserves the right to establish, remove and/or revise Charges for any or all services obtainable through the use of the Services at any time in Experioos' sole discretion. Further, you acknowledge and agree that Charges and Fees applicable in certain geographical areas may increase substantially during times of high demand. Experioos will use reasonable efforts to inform you of Charges and Fees that may apply, provided that you will be responsible for Charges and Fees incurred under your Account regardless of your awareness of such Charges, Fees or the amounts thereof. Experioos may from time to time provide certain users with promotional offers and discounts that may result in different amounts charged for the same or similar services obtained through the use of the Services, and you agree that such promotional offers and discounts, unless also made available to you, shall have no bearing on your use of the Services or the Charges applied to you. You may elect to cancel your request for services from a Third Party Provider at any time prior to such Third Party Provider's arrival, in which case you may be charged a cancellation fee equivalent to the Charges of the Third Party Provider. Additionally, the applicable taxes (whether direct or indirect) that are liable to be charged/ deducted on cancellation fee will be charged to you by Experioos.

Further, Experioos may from time to time offer subscription packages to you, wherein, in exchange for monetary consideration, additional benefits such as discounted services from Third Party Providers will be made available to you. The said benefits will only be available for a limited period as may be agreed with you in advance.

After you have received services through the Service, you will have the opportunity to rate your experience about your Third Party Provider.

It is clarified that the Charges and Fees (respectively) shall be made only for the services provided by the Third Party Provider to you and for the Services provided by Experioos to you.