

Terms and conditions: The services you are receiving is as per our agreement between Shohoj Limited or Shohoz.com (an online ticketing service) & PayPos Limited.

Shohoz.com is an online ticketing service. The company does not operate any buslines of its own.

- 1. Shohoz.com's liabilities are limited to:
 - Issuing a valid ticket for its network of transportation operators/event organizers ("operators").
 - Providing refund and support in the event of cancellation as per Shohoz.com's policy
 - Shohoz.com liability does not include the following:
 - The operator's vehicle/event not departing / reaching on time.
 - The bus operator's employees being rude.
 - The operator's seats etc. not being up to the customer's expectation.
 - The operator cancelling the trip, changing the type of vehicle or changing the seat.
 - The baggage of the customer getting lost / stolen /damaged.
- 2. Passengers are requested to arrive at the boarding point 30 minutes prior to bus departure. If not, the ticket is deemed cancelled.
- 3. Passengers need to bring a paper copy of the ticket at boarding or they may not be allowed to board the vehicle or attend the event. Without printed copy, customers taking digital copy of the e-tickets will be at their own risk of not being able to travel/attend the event.
- 4. The operator reserves the right to cancel/delay trips/events, change vehicles/venue and change seats due to unavoidable reasons.
- 5. Luggage policy is as per operator's policies. The operator or Shohoz does not bear any consequences for the passenger carrying illegal goods.

Communication Policy

- 1. By accepting the terms and conditions the customer accepts that Shohoz.com may send the alerts to the mobile phone number provided by the customer while registering for the service or to any such number replaced and informed by the customer. The customer acknowledges that the alerts will be received only if the mobile phone is in 'On' mode to receive the SMS. If the mobile phone is in 'Off' mode then the customer may not get / get after delay any alerts sent during such period.
- 2. Shohoz.com will make best efforts to provide the service and it shall be deemed that the customer shall have received the information sent from Shohoz.com as an alert on the mobile phone number provided during the course of ticket booking and Shohoz.com shall not be under any obligation to confirm the authenticity of the person(s) receiving the alert. The customer cannot hold Shohoz.com liable for non-availability of the service in any manner whatsoever.
- 3. The customer acknowledges that the SMS service provided by Shohoz.com is an additional facility provided for the customer's convenience and that it may be susceptible to error, omission and/ or inaccuracy. In the event the customer observes any error in the information provided in the alert, Shohoz.com shall be immediately informed about the same by the customer and Shohoz.com will make best possible efforts to rectify the error as early as possible. The customer shall not hold Shohoz.com liable for any loss, damages, claim, expense including legal cost that may be incurred/ suffered by the customer on account of the SMS facility.

- 4. The customer acknowledges that the clarity, readability, accuracy, and promptness of providing the service depend on many factors including the infrastructure, connectivity of the service provider. Shohoz.com shall not be responsible for any non-delivery, delayed delivery or distortion of the alert in any way whatsoever.
- 5. The customer agrees to indemnify and hold harmless Shohoz.com and the SMS/email service provider including its officials from any damages, claims, demands, proceedings, loss, cost, charges and expenses whatsoever including legal charges and attorney fees which Shohoz.com and the SMS/email service provider may at any time incur, sustain, suffer or be put to as a consequence of or arising out of (i) misuse, improper or fraudulent information provided by the customer, (ii) the customer providing incorrect number/address or providing a number/address that belongs to that of an unrelated third party, and/or (iii) the customer receiving any message relating to the reservation number, travel itinerary information, booking confirmation, modification to a ticket, cancellation of ticket, change in bus schedule, delay, and/or rescheduling from Shohoz.com and/or the SMS/email service provider.
- 6. By accepting the terms and conditions the customer acknowledges and agrees that Shohoz.com may call the mobile phone number/or email provided by the customer while registering for the service or to any such number/address replaced and informed by the customer, for the purpose of collecting feedback from the customer regarding their travel, the bus facilities and/or services of the bus operator.

Miscellaneous

- To the extent permitted by law, these terms and conditions and the provision of our services shall be governed by and construed in accordance with Bangladesh law. You agree to resolve amicably, first and foremost with Shohoj Limited, any dispute or claim related to the website or related to any services or products provided or any representations made by us. You also agree that in the event that you have contacted us and subsequent to discussion with Shohoj Limited, if we fail to resolve your claims within 60 days, you may refer the matter to arbitration and all such claims shall be resolved by binding arbitration. Any dispute arising out of these general terms and conditions and our services shall exclusively be submitted to the competent courts in Dhaka, Bangladesh. You also agree and confirm that failure to comply with such instructions shall result in a breach of Terms and Shohoj Limited will not held as liable as such.
- If any provision of these terms and conditions is or becomes invalid, unenforceable or non-binding, you shall remain bound by all other provisions hereof. In such event, such invalid provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and you will at least agree to accept a similar effect as the invalid, unenforceable or non-binding provision, given the contents and purpose of these terms and conditions.
- Due to maintenance demand service charges might be higher than usual during Eid period.
- Note: Terms and conditions might time to time update or change without any notice.

Before buying a ticket, customers are requested to read the following **cancellation and refund policies** carefully.

Cancellation Policy

Tickets bought through Shohoz.com can be cancelled as per the cancellation policy below. However, as a ticket selling agent, Shohoz.com is bound to comply with the terms set by the operator/event organizer/vendor whose ticket it is selling. So, if the operator/event organizer denies refund even though claim was made within the terms mentioned here, Shohoz.com will be unable to issue such refund.

Auto cancellation

No Show

- The Ticket will be automatically cancelled if the passenger fails to report at the boarding station 20 minutes before scheduled departure time. In such cases, bus operators' opinion will be counted as final.

Failure to Pay

- No ticket will be activated unless the customer has paid the full amount mentioned on the screen.
- For mobile payments, it is the responsibility of the customer to verify and activate his ticket himself. Shohoz.com sometimes does the verification for the customer as a courtesy, but it is not Shohoz.com's responsibility or service promise.
- Tickets will be automatically canceled if customer does not confirm payment within 30 minutes of reservation in case of mobile payments, 15 minutes in case of internet banking and upon arrival of delivery man, in case of COD. For mobile payments customer must complete payment and also verify ticket within this stipulated time. During Eid sales month, Shohoz.com will not do any verifications on behalf of the customers.

Ticket cancellation eligibility

Regular Time (Non-Eid Period)

To be eligible for refund, customer must cancel the ticket and provide accurate refund information (detailed below) within a certain number of hours before the trip time, as outlined below.

Operator	Hours before trip time	Remarks
Shohagh Paribahan	24	Excluding 12:00 am to 7:00 am
Abdullah Paribahan	12	Excluding 12:00 am to 7:00 am
TR Travels	24	Excluding 12:00 am to 7:00 am
Shyamoli SP	24	Excluding 12:00 am to 7:00 am
Kanak Paribahan Ltd	12	Excluding 12:00 am to 7:00 am
Relax Transport Ltd.	24	Excluding 12:00 am to 7:00 am
Saintmartin Hyundai	24	Excluding 12:00 am to 7:00 am
All Other Bus Operators	12	Excluding 12:00 am to 7:00 am
All Launch/Ferry Operators	24	Excluding 12:00 am to 7:00 am
Green Line Paribahan	36	Excluding 12:00 am to 7:00 am

Other Services	0	No Cancellation Allowed
Saintmartin Travels	12	Excluding 12:00 am to 7:00 am
Agomony Express	12	Excluding 12:00 am to 7:00 am
Akota Transport	12	Excluding 12:00 am to 7:00 am
Alhamra Paribahan	12	Excluding 12:00 am to 7:00 am
Comfort Line Pvt Ltd	12	Excluding 12:00 am to 7:00 am
Diganta Paribahan	12	Excluding 12:00 am to 7:00 am
Dipjol Enterprise	12	Excluding 12:00 am to 7:00 am
Emad Enterprise	12	Excluding 12:00 am to 7:00 am
Ena Transport (Pvt) Ltd	12	Excluding 12:00 am to 7:00 am
Hanif Enterprise	12	Excluding 12:00 am to 7:00 am
Haque Enterprise	12	Excluding 12:00 am to 7:00 am
Khaja Travels	12	Excluding 12:00 am to 7:00 am
Manik Express	12	Excluding 12:00 am to 7:00 am
Nabil Paribahan	12	Excluding 12:00 am to 7:00 am
Orin Travels	12	Excluding 12:00 am to 7:00 am
Royal Coach	12	Excluding 12:00 am to 7:00 am
S.R Travels (Pvt) Ltd	12	Excluding 12:00 am to 7:00 am
SAFE LINE PARIBAHAN	12	Excluding 12:00 am to 7:00 am
Sheba Green Line	12	Excluding 12:00 am to 7:00 am
Soudia Air Con	12	Excluding 12:00 am to 7:00 am
Soudia Coach Service	12	Excluding 12:00 am to 7:00 am
SP Golden Line	12	Excluding 12:00 am to 7:00 am
Tuba Line	12	Excluding 12:00 am to 7:00 am
Tungipara Express	12	Excluding 12:00 am to 7:00 am
Unity	12	Excluding 12:00 am to 7:00 am
Year-71	12	Excluding 12:00 am to 7:00 am
Barkat Travels	12	Excluding 12:00 am to 7:00 am
Chaklader Paribahan	12	Excluding 12:00 am to 7:00 am
M M Paribahan	12	Excluding 12:00 am to 7:00 am
Sagorika Enterprise	12	Excluding 12:00 am to 7:00 am
Sherpur Tennis Club	12	Excluding 12:00 am to 7:00 am
Shoukhin Paribahan	12	Excluding 12:00 am to 7:00 am
Shyamoli Express	12	Excluding 12:00 am to 7:00 am
Tanzila Travels	12	Excluding 12:00 am to 7:00 am
Safe Line Hamzaa	12	Excluding 12:00 am to 7:00 am
ARAFAT Carrage Ways	12	Excluding 12:00 am to 7:00 am
SHOHAGH PARIBAHAN	24	Excluding 12:00 am to 7:00 am

Customers will be eligible for refund after the grace period mentioned above only if

- the trip was cancelled after the grace period AND
- the customer has filed for the refund within 24 hours of the cancelled trip time AND

- the bus operator has confirmed that the customer has not traveled. Confirmation of travel is solely at the discretion of the bus operator. In case of dispute, Shohoz.com is bound to take the bus operators decision as final.

During Eid

- For eid tickets, customers are eligible for refund ONLY if the operator cancels the trip and cannot provide an alternative arrangement.

Refund Policy

Regular Time (Non-Eid Period)

- No ticket will be refunded unless it has been cancelled as per the cancellation policy above.
- No refunds will be processed without a written request in the correct format (as outlined below) sent to info@shohoz.com within the timeframe requirement given above
- Refund Request Format
 - Ticket PNR (required if a ticket was issued)
 - Mobile number used while buying the ticket
 - Category (e.g Bus/Launch)
 - Date of payment
 - Method of Payment (e.g., bKash, COD, card)
 - Mobile payment trxID (for mobile payments)
 - Card type (e.g. Visa) and last 4 digits (for card payments)
 - Where refund should be given to:
 - Personal bKash Number (If paid through bKash) OR
 - OR Bank details (if paid through card/online banking/DBBL mobile banking) with Account Number, Bank Account Name, Bank Name, Branch Name and Routing Code.
 - No cash refund given
 - For cards, refund will be given only to the card used for purchases

During Eid

- Customers MUST claim refund at the operator's counters in case of trip cancellations.

Timeline of refund

Regular Time (Non-Eid Period)

- Upon receiving refund requests accurately in the format outlined above, Shohoz.com will process refund within 10 business days (excluding holidays / weekends), subject to verification by the transportation operator/event organizer.
- For clarity, timing commitment starts from the time of receiving the ACCURATE information, mistakes will cause delays
- Further if the operator/event organizer takes time to verify eligibility or denies refund, Shohoz.com will not be able to fulfil its ref
 - In case of payments through credit card, debit card or internet banking, after Shohoz.com processes the refund, the payment gateway or bank may take up to 1 week to 2 weeks to credit the amount to customer account, which is beyond Shohoz.com's responsibility. Once

Shohoz.com has processed the refund, customers are requested to enquire at their respective bank(s) about the status of the refund.

During Eid

- Customer must claim refund from bus operator's counter before trip time

Amount of refund

- Fees charged by payment gateways, credit / debit cards, mobile payment gateways (e.g. bKash) are non-refundable due to the policies of the respective organizations, which is beyond Shohoz.com's control.
- Shohoz.com convenience fee is refundable only in case of trip cancellations by operators during non-eid times. For Eid tickets, Shohoz fee is non-refundable even if the operator has cancelled the trip. This fee is also non-refundable if the passenger cancels the tickets due to a change of decision to travel.
- Shohoz.com Ticket delivery fee is non-refundable.
- As per policy of an operator, Shohoz.com may deduct a certain percentage (%) of the ticket price towards cancellation fee, where-ever applicable.
- For refunds through mobile payment gateways (e.g. bKash), a fee is charged by the mobile payment company which will be deducted from the eligible refund amount. Similar condition will apply if the bank charges any such additional fee.

Special circumstances

- If a customer has sent payment to SHohoz.com without booking a ticket, i.e., there is no transaction ID or tickets booked/reserved by the mobile number of the mobile payment account, he can claim for refund in the similar procedure as above, without the PNR number. Such refunds will be given 20 business days (excluding Friday and Saturday) AFTER the event/trip has taken place. This is applicable for eid times also.
- Customers are requested not to pay
 - by mobile payments before booking/reserving the ticket or
 - by any means other than our accepted modes of payments. In such cases, we will not be able to process any refund.
- If a customer has made an excess payment for a ticket accidentally, he is eligible for refund but he must claim for the refund within 24 hours of making the payment
- If a customer has reserved a ticket and made a payment, however, for some reason, the ticket purchase process was not successful and a ticket was not issued, a customer can claim refund as per the policy above. PNR number is not required, but mobile # used for booking and other information are required. In case of card payments, last 4 digits of the card, type of card is also needed. It is to be noted that for reasons beyond Shohoz.com's control, card payment may sometimes require time to post on the payment gateway's panel which Shohoz.com uses to verify payment. Shohoz.com can only verify payment after it has been posted on the said panel.

Eid tickets are non-refundable and CAN NOT be cancelled or rescheduled