**Vendor Policy – Destination Vista**

This Vendor Policy sets forth the rules, obligations, rights, and procedures that govern the use of the **Destination Vista** platform by **registered vendors**, including tour operators, agencies, local service providers, and individual travel professionals (collectively referred to as "vendors"). By registering and offering travel packages through Destination Vista, vendors agree to comply with this policy in full.

**1. Vendor Eligibility & Onboarding**

1.1 Vendors must be:

* At least **18 years of age** (if an individual), or a **legally registered business entity** in India or abroad,
* Capable of entering into legally binding contracts as per the **Indian Contract Act, 1872**,
* Willing to provide documentation including **PAN, GSTIN, business licenses, government ID**, or any other verification requested by the platform.

1.2 Destination Vista reserves the right to:

* Approve or reject vendor applications at its sole discretion,
* Request additional documentation for background checks, credibility, or legal compliance,
* Suspend onboarding for vendors with known service violations or fraud history.

**2. Package Listing Guidelines**

2.1 Vendors are responsible for creating **complete, accurate, and legally compliant** travel package listings. Every package must include:

* Destination and itinerary,
* Package validity/expiry dates,
* Pricing (inclusive of applicable taxes),
* Inclusions and exclusions,
* Cancellation & refund conditions (if different from platform standard),
* Traveler eligibility (age, visa, medical clearance, etc.),
* Package images and descriptive content.

2.2 Listings must adhere to:

* Indian consumer protection laws,
* Tourism industry norms,
* Platform design and content quality guidelines.

2.3 Vendors are strictly prohibited from:

* Plagiarizing content from other sources,
* Using stock images without rights,
* Misrepresenting inclusions or offering unlicensed activities.

**3. Booking & Transaction Handling**

3.1 All bookings must be confirmed through the **Destination Vista dashboard**. Bookings initiated off-platform to avoid platform fees are strictly prohibited and may result in delisting or legal action.

3.2 Vendors will receive **automated email/SMS alerts** on new bookings and must:

* Acknowledge the booking within **24 hours**,
* Coordinate with customers as needed,
* Ensure on-time delivery of services.

3.3 Cancellation initiated by the vendor must be communicated to:

* The user (with full explanation),
* Destination Vista (for refund processing and complaint handling).

**4. Wallet & Payment Structure**

4.1 All payments are processed via integrated gateways (e.g., Razorpay) and follow this structure:

* 3% payment gateway fee (non-refundable),
* 2% platform commission credited to **Super Admin wallet**,
* Remaining 95% credited to **Vendor wallet** after transaction verification.

4.2 Vendors may request a **wallet withdrawal** subject to:

* Minimum withdrawal threshold (e.g., ₹500),
* No pending disputes or fraud flags,
* Approval by Super Admin within **3–7 working days**.

4.3 Vendors must ensure that any applicable **GST or tax liabilities** are fulfilled as per Indian tax law. Destination Vista does not deduct TDS unless required by future compliance rules.

**5. Customer Service & Delivery Obligations**

5.1 Vendors must:

* Ensure all trip components (accommodation, transport, activities) are delivered as listed,
* Maintain professional, polite, and responsive communication,
* Handle issues like delays, rescheduling, or partial cancellations swiftly.

5.2 Any **service deficiency, non-delivery, or miscommunication** may lead to:

* Negative user reviews,
* Refund claims,
* Platform penalties or suspension.

5.3 Repeated service failures may result in **blacklisting**.

**6. Prohibited Activities**

Vendors are strictly prohibited from:

* Listing illegal or banned destinations,
* Promoting gambling, unsafe activities, or discriminatory tours,
* Encouraging users to **transact off-platform**,
* Using user data for any purpose **other than booking fulfilment**,
* Offering fake discounts or using false urgency tactics (e.g., “5 spots left” when not true).

Violation may result in:

* Immediate account suspension,
* Forfeiture of wallet balances,
* Legal prosecution under the **Information Technology Act, 2000** or **Indian Penal Code**.

**7. Reviews, Ratings, and Vendor Score**

7.1 Vendors receive platform-generated **ratings based on user feedback**, booking volume, and cancellation rate.

7.2 These scores influence:

* Vendor visibility in search,
* Trust signals to users,
* Eligibility for platform campaigns and promotions.

7.3 Vendors may respond to negative reviews professionally. False counter-claims or harassment of reviewers will not be tolerated.

**8. Compliance & Dispute Resolution**

8.1 Vendors agree to:

* Cooperate with audits, verifications, or service quality reviews,
* Maintain logs of all customer communication and trip execution evidence (e.g., photos, receipts),
* Submit requested documents in case of disputes.

8.2 Disputes raised by users will be handled under the **Refund & Cancellation Policy** and may involve partial/full refunds.

8.3 Vendors may also initiate disputes against unfair complaints, which will be reviewed internally within **7 working days**.

**9. Termination & Exit**

9.1 Destination Vista reserves the right to **suspend or terminate a vendor account** at any time if:

* Terms are violated repeatedly,
* Fraud or misconduct is detected,
* User experience is consistently negative.

9.2 Vendors may also **voluntarily exit** the platform by:

* Sending a written notice to [**vendor.support@destinationvista.in**](mailto:vendor.support@destinationvista.in),
* Ensuring all pending bookings are fulfilled or transferred.

9.3 Wallet balances will be processed for withdrawal **after 14 days** from the date of last booking to account for refund risks.

**10. Legal Jurisdiction**

This Vendor Policy is governed by the laws of **India**. All disputes shall be subject to the exclusive jurisdiction of the courts located in **[Insert City, e.g., Delhi/Mumbai]**.

For clarifications or assistance, vendors may contact:  
📧 [**vendor.support@destinationvista.in**](mailto:vendor.support@destinationvista.in)  
📞 +91-XXXXXXXXXX