

TravAcs Welfare Foundation

Terms of Use

Effective Date: 01/12/2024

Last Updated: 01/08/2026

1. INTRODUCTION

Welcome to TravAcs.

These Terms of Use ("Terms") govern your access to and use of the TravAcs mobile application, website, and any related products, services, features, content, communications, and technology platforms (collectively referred to as the "Platform") operated by **TravAcs Welfare Foundation**, a not-for-profit company incorporated under Section 8 of the Companies Act, 2013 (CIN: U88900UP2024NPL203107), having its registered office at 128 Smith Ganj, Neer Gulzar Dary, Meerut, Uttar Pradesh – 250002, India ("TravAcs", "we", "our", or "us").

TravAcs is committed to making mobility and travel more accessible by facilitating assistance services for visually impaired individuals through trained travel companions ("TravAcers") and other accessibility-related services offered through the Platform.

These Terms constitute a legally binding agreement between you and TravAcs. By accessing, downloading, installing, registering for, or using the Platform in any manner, you acknowledge that you have read, understood, and agree to be bound by these Terms, our Privacy Policy, and any other policies published by TravAcs from time to time.

If you do not agree with any part of these Terms, you must immediately discontinue the use of the Platform.

2. ACCEPTANCE OF TERMS

By using the Platform, you represent and warrant that:

- You have carefully read and understood these Terms.
- You have the legal capacity to enter into a binding agreement under applicable laws.
- All information provided by you during registration and while using the Platform is accurate, complete, and up to date.
- You will comply with these Terms and all applicable laws, regulations, and policies.
- You will use the Platform only for lawful purposes.

Your continued use of the Platform after any modifications to these Terms shall constitute your acceptance of the revised Terms.

3. DEFINITIONS

Unless the context otherwise requires, the following terms shall have the meanings assigned below:

"Account" means the registered account created on the Platform to access TravAcs services.

"Applicable Laws" means all laws, rules, regulations, notifications, governmental directions, judicial orders, and statutory requirements applicable within India.

"Booking" means a request made through the Platform for any service facilitated by TravAcs.

"Community Guidelines" means the behavioural standards, safety expectations, and conduct requirements published by TravAcs from time to time.

"Content" includes all text, graphics, images, logos, software, databases, videos, audio recordings, documents, training materials, user reviews, ratings, and other information available on or through the Platform.

"Platform" means the TravAcs mobile application, website, software, communication systems, APIs, customer support channels, and all associated digital services.

"Policies" means all operational, safety, pricing, refund, privacy, accessibility, community, cancellation, and other policies published by TravAcs from time to time.

"Services" means all accessibility, travel assistance, coordination, support, booking, technology, training, or related services offered or facilitated by TravAcs.

"TravAcser" means an individual approved by TravAcs to provide travel assistance or accessibility support through the Platform.

"Trip" means any confirmed service session facilitated through the Platform.

"User" means any individual or entity accessing or using the Platform, including visually impaired travellers, TravAcSers, visitors, volunteers, representatives, and any other registered or unregistered users, unless the context specifically refers to a particular category.

"User Content" means any information, documents, photographs, reviews, ratings, messages, feedback, or other material uploaded, submitted, or shared by users on the Platform.

4. ELIGIBILITY

To access or use the Platform, you must satisfy the following eligibility requirements:

1. You must be at least eighteen (18) years of age or such other age as may be prescribed under applicable law for entering into legally binding agreements.
2. If you are below the age of eighteen (18), you may use the Platform only under the supervision and responsibility of your parent, legal guardian, or any person legally authorised to act on your behalf.
3. You must possess the legal capacity to enter into a binding agreement under Indian law.
4. You must not be prohibited from using the Platform under any applicable law or governmental order.
5. TravAcS reserves the right to require proof of age, identity, disability status (where relevant to the Services), emergency contact information, or any other information reasonably necessary to provide the Services safely and effectively.
6. TravAcS may refuse registration or access to any individual if:
 - the information provided appears false, misleading, incomplete, or fraudulent;
 - the individual has previously violated TravAcS policies;
 - the individual's conduct poses a safety, legal, operational, or reputational risk to TravAcS or other users; or
 - TravAcS reasonably believes that permitting access would not be in the best interests of the Platform or its community.

Eligibility to use specific Services may be subject to additional requirements communicated by TravAcS from time to time.

5. ACCOUNT REGISTRATION

Certain features of the Platform require you to create an Account.

By creating an Account, you agree that:

1. All information submitted by you shall be accurate, complete, current, and truthful.
2. You shall promptly update your information whenever there is any change.
3. You shall maintain only one active personal account unless expressly permitted otherwise by TravAcs.
4. You are solely responsible for maintaining the confidentiality of your login credentials, passwords, OTPs, and other authentication methods.
5. You shall not share your Account with any other person or permit another person to use your credentials.
6. You shall immediately notify TravAcs if you become aware of any unauthorised access to your Account or any suspected security breach.
7. TravAcs may verify your identity using mobile verification, email verification, government-issued identification, photographs, video verification, or any other reasonable verification process.
8. Registration on the Platform does not guarantee access to any specific Service, Booking, assignment, or opportunity.
9. TravAcs reserves the right to suspend, restrict, verify, or permanently deactivate any Account where it reasonably believes that:
 - false information has been submitted;
 - the Account has been compromised;
 - multiple fraudulent accounts have been created;
 - the Platform is being misused; or
 - continued operation of the Account poses a safety or legal concern.

Users remain solely responsible for all activities conducted through their Accounts unless they have promptly informed TravAcs of any unauthorised access.

6. IDENTITY VERIFICATION

To maintain a safe, trustworthy, and accessible community, TravAcs may require identity verification before permitting access to certain Services.

Depending on the nature of the Service, TravAcs may request:

- Government-issued identification.
- Recent photograph.
- Mobile number verification.
- Email verification.
- Emergency contact details.
- Address verification.
- Disability-related information where relevant to providing accessibility services.
- Background verification for TravAcers or other service providers.

- Any additional documentation reasonably required for safety, regulatory compliance, or fraud prevention.

TravAcs reserves the right to engage authorised third-party verification service providers for identity verification.

Submission of verification documents does not automatically guarantee approval or continued access to the Platform.

Providing forged, altered, misleading, or fraudulent documents may result in immediate suspension or permanent termination of your Account and may be reported to the appropriate authorities where required by law.

7. PERMITTED AND PROHIBITED USE OF THE PLATFORM

The Platform is intended solely for lawful purposes and in accordance with these Terms and all applicable laws.

By using the Platform, you agree to use it responsibly, ethically, and in a manner that respects the rights, safety, dignity, and privacy of all users.

7.1 Permitted Use

Subject to these Terms, you may use the Platform to:

- Create and manage your account.
- Request or provide services offered through the Platform, as applicable.
- Schedule, manage, modify, or cancel bookings in accordance with applicable policies.
- Communicate with TravAcs through authorised communication channels.
- Submit ratings, reviews, and feedback regarding completed services.
- Access educational resources, accessibility information, and other content made available by TravAcs.
- Participate in programmes, events, campaigns, or initiatives organised by TravAcs.

7.2 Prohibited Activities

You shall not, directly or indirectly:

- Use the Platform for any unlawful, fraudulent, deceptive, or misleading purpose.
- Provide false, inaccurate, outdated, or misleading information.

- Impersonate another individual or organisation.
- Create multiple accounts without prior written approval from TravAcs.
- Share your account credentials with another person.
- Allow another person to use your account.
- Attempt to gain unauthorised access to the Platform, its servers, databases, or systems.
- Interfere with or disrupt the security, stability, or operation of the Platform.
- Upload malware, viruses, malicious software, or harmful code.
- Reverse engineer, decompile, modify, copy, scrape, or reproduce any part of the Platform except as expressly permitted by law.
- Use bots, scripts, automated software, or similar technologies to access or interact with the Platform without prior written authorisation.
- Attempt to manipulate ratings, reviews, payments, bookings, or platform metrics.
- Use the Platform to advertise, promote, market, or sell products or services unrelated to TravAcs without prior written consent.
- Engage in any conduct that may harm the reputation, goodwill, or operations of TravAcs.

7.3 Fraud Prevention

TravAcs maintains a zero-tolerance policy towards fraud.

The following actions may constitute fraudulent activity:

- Fake bookings.
- Fake identities.
- Identity theft.
- Submission of forged documents.
- Fraudulent payment claims.
- Intentional chargebacks without valid grounds.
- Misrepresentation of trip details.
- Abuse of promotional offers or referral programmes.
- Any attempt to obtain financial or operational benefits through dishonest means.

TravAcs reserves the right to investigate suspected fraudulent activity and may suspend or terminate accounts, withhold payments, cancel bookings, recover losses, and report such activities to law enforcement authorities where appropriate.

8. NATURE OF SERVICES

TravAcs is an accessibility-focused platform that facilitates travel assistance and related support services for visually impaired individuals and other users through trained TravAcsters and authorised partners.

TravAcs strives to provide safe, reliable, and accessible services. However, users acknowledge and agree that TravAcs primarily acts as a facilitator and coordinator of services and does not independently provide transportation or guarantee uninterrupted availability of services.

8.1 Platform Role

Depending on the nature of the service, TravAcs may:

- Facilitate bookings between users and TravAcscrs.
- Coordinate accessibility support.
- Assist in trip planning.
- Provide customer support.
- Facilitate communication related to bookings.
- Process payments through authorised payment channels.
- Provide training and operational guidance.
- Maintain quality standards through ratings, feedback, and monitoring.

8.2 No Transportation Services

Unless expressly stated otherwise, TravAcs does not:

- Own or operate taxi services.
- Operate buses, trains, flights, or other transportation systems.
- Guarantee availability of public or private transport.
- Control third-party transportation providers.
- Guarantee uninterrupted access to public infrastructure.

Where transportation services are utilised during a trip, they remain subject to the policies and terms of the respective transportation provider.

8.3 Service Availability

All services are subject to:

- Availability of TravAcscrs.
- Operational feasibility.
- Geographic coverage.
- Safety considerations.
- Applicable laws.
- Weather and environmental conditions.
- Resource availability.
- Other operational factors beyond TravAcs' reasonable control.

TravAcs does not guarantee that every booking request will be accepted.

9. BOOKINGS AND SERVICE REQUESTS

9.1 Booking Requests

Users may request services only through authorised TravAcs channels.

Submission of a booking request does not constitute confirmation of a booking.

A booking shall be considered confirmed only after confirmation is communicated by TravAcs through the Platform or any other authorised communication channel.

9.2 Booking Information

Users are responsible for providing accurate booking information, including but not limited to:

- Date and time.
- Pick-up location.
- Destination.
- Estimated duration.
- Number of travellers.
- Accessibility requirements.
- Emergency contact details where required.
- Any special instructions relevant to the service.

TravAcs shall not be responsible for delays, inconvenience, or service issues arising from inaccurate or incomplete information.

9.3 Changes to Bookings

Users may request modifications to bookings in accordance with applicable policies.

TravAcs shall use reasonable efforts to accommodate such requests but does not guarantee that modifications can be accommodated.

Changes may affect availability, pricing, assigned TravAcser, duration, or other booking details.

9.4 Right to Refuse or Cancel Services

TravAcs reserves the right to refuse, suspend, reschedule, or cancel any booking where it reasonably believes that:

- Safety may be compromised.

- False information has been provided.
- Payment has not been successfully received.
- Operational constraints prevent service delivery.
- Weather or environmental conditions make travel unsafe.
- Applicable laws or governmental directions require cancellation.
- A user has violated these Terms or other TravAcs policies.
- Continuing with the booking may expose TravAcs, TravAcSers, or other users to unreasonable risk.

Where appropriate, refunds shall be governed by the applicable Refund and Cancellation Policy.

9.5 Additional Participants

Users must accurately disclose the number of individuals expected to receive assistance.

TravAcs reserves the right to revise pricing, assign additional TravAcSers, modify operational arrangements, or decline service where additional participants are present but were not disclosed during booking.

9.6 Waiting Time

TravAcs may prescribe waiting time limits through its operational policies.

Where a user fails to arrive within the applicable waiting period, the booking may be treated as a no-show and handled in accordance with the applicable Cancellation Policy.

10. PAYMENTS, PRICING AND FINANCIAL TERMS

10.1 Pricing

The pricing applicable to any service shall be that displayed or communicated by TravAcs at the time of booking.

TravAcs reserves the right to revise, update, introduce, or withdraw pricing structures, discounts, promotional offers, travel reimbursements, convenience fees, cancellation charges, late payment charges, subscription plans, or any other financial components at its sole discretion.

Current pricing shall be published through the Platform or other authorised communication channels.

10.2 Dynamic Pricing

Certain services may be subject to dynamic pricing based on factors including but not limited to:

- Duration.
- Distance.
- Time of day.
- Peak demand.
- Availability of TravAcSers.
- Geographic location.
- Public holidays.
- Special events.
- Operational complexity.
- Accessibility requirements.

The applicable charges shall be communicated before confirmation of the booking wherever reasonably practicable.

10.3 Payment Processing

Payments shall be processed through payment gateways, banking partners, or other authorised payment methods approved by TravAcs.

TravAcs is not responsible for failures, delays, interruptions, or errors attributable to third-party payment service providers.

10.4 Outstanding Dues

Users shall remain responsible for all applicable charges arising from services availed through the Platform.

TravAcs reserves the right to:

- Restrict future bookings.
- Suspend accounts.
- Recover outstanding dues through lawful means.
- Apply late payment charges in accordance with applicable policies.
- Offset refunds against outstanding dues where permitted by law.

10.5 Taxes

Unless otherwise specified, all applicable taxes, statutory levies, government charges, and regulatory fees shall be payable in accordance with applicable law.

10.6 Promotional Offers

TravAcs may, from time to time, introduce promotional offers, discounts, coupons, referral programmes, or incentives.

Such offers:

- May be modified or withdrawn without prior notice.
- Shall remain subject to separate terms and conditions.
- Shall not create any continuing right or entitlement.
- May be revoked in cases of misuse, fraud, or violation of these Terms.

TravAcs reserves the right to cancel promotional benefits obtained through fraudulent or abusive conduct.

11. COMMUNITY STANDARDS AND CODE OF CONDUCT

TravAcs is committed to fostering a safe, respectful, inclusive, and accessible environment for all members of its community. Every individual using the Platform is expected to conduct themselves with professionalism, courtesy, and respect.

By using the Platform, you agree to comply with these Community Standards at all times.

11.1 Respect and Inclusion

Every user shall:

- Treat all individuals with dignity, courtesy, and respect.
- Respect differences in disability, gender, age, religion, language, ethnicity, sexual orientation, or any other legally protected characteristic.
- Cooperate with TravAcs personnel during service delivery.
- Maintain professional and appropriate communication at all times.

11.2 Prohibited Behaviour

The following conduct is strictly prohibited:

- Physical, verbal, emotional, or psychological abuse.
- Sexual harassment or unwanted physical contact.
- Intimidation, threats, coercion, or stalking.
- Bullying or discriminatory behaviour.
- Use of abusive, obscene, or offensive language.
- Deliberate damage to property.
- Carrying or using illegal weapons.
- Possessing, consuming, distributing, or being under the influence of illegal drugs during any TravAcs-related activity.
- Engaging in criminal or unlawful activities.
- Encouraging others to violate these Terms.
- Any conduct that compromises the safety, dignity, or well-being of another person.

TravAcs maintains a zero-tolerance policy towards harassment, violence, discrimination, and abuse.

11.3 Professional Boundaries

To maintain transparency and fairness within the TravAcs ecosystem:

- All bookings must be initiated and managed through authorised TravAcs channels.
- Users and TravAcscers shall not intentionally bypass the Platform for future service arrangements.
- Neither party shall solicit private bookings, commissions, or business opportunities arising from introductions made through the Platform without TravAcs' prior written consent.
- Users and TravAcscers shall not exchange payments outside authorised payment channels where payment is intended for TravAcs services.
- Users and TravAcscers shall not misuse personal information obtained through the Platform for unrelated purposes.

Nothing in this clause prevents individuals from maintaining ordinary social interactions or friendships that may naturally arise. However, any professional engagement involving services substantially similar to those facilitated by TravAcs must comply with applicable TravAcs policies.

11.4 Alcohol, Drugs and Intoxication

TravAcs may refuse, suspend, or terminate any service where a participant appears to be under the influence of alcohol or any intoxicating substance to an extent that reasonably compromises safety, dignity, or service quality.

Nothing in this clause prevents lawful consumption of alcohol where unrelated to TravAcs services and where such consumption does not adversely affect safety or conduct.

11.5 Reporting Misconduct

Users are encouraged to promptly report:

- Safety concerns.
- Harassment.
- Fraud.
- Abuse.
- Misconduct.
- Criminal activity.
- Policy violations.
- Emergencies.

TravAcs may investigate such reports and take appropriate action, including suspension, termination, reporting to authorities, or other lawful measures.

12. SAFETY AND EMERGENCY RESPONSIBILITIES

Safety remains a shared responsibility between TravAcs, Users, TravAcscers, and any participating third parties.

12.1 General Safety

Every participant shall:

- Exercise reasonable care during services.
- Follow lawful instructions issued by emergency authorities.
- Cooperate during emergencies.
- Immediately report any accident, injury, or unsafe situation.

12.2 Medical Emergencies

Where a medical emergency arises during a service:

- TravAcscers may assist in obtaining emergency medical attention.

- TravAcs may contact emergency contacts where reasonably necessary.
- TravAcs may coordinate emergency response to the extent reasonably practicable.

TravAcs does not provide medical diagnosis, treatment, ambulance services, or healthcare services.

12.3 Emergency Contacts

Users may be requested to provide emergency contact information.

TravAcs may communicate with such contacts where reasonably necessary for the safety of the user.

12.4 Right to Suspend Services

TravAcs may immediately suspend or terminate any ongoing or scheduled service where continuing the service would reasonably pose a risk to:

- Human life.
 - Health.
 - Personal safety.
 - Public safety.
 - Property.
 - Compliance with applicable law.
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13. PRIVACY, DATA PROTECTION AND COMMUNICATIONS

TravAcs values the privacy of its users and is committed to protecting personal information in accordance with applicable laws.

Use of the Platform is also governed by the TravAcs Privacy Policy, which forms an integral part of these Terms.

13.1 Information Collected

TravAcs may collect information including:

- Identity information.

- Contact details.
- Accessibility-related information.
- Booking information.
- Device information.
- Location information.
- Communication records.
- Payment information.
- Feedback and ratings.
- Verification documents.
- Any other information necessary for providing services.

13.2 Purpose of Collection

Personal information may be used for:

- Providing services.
- Identity verification.
- Customer support.
- Fraud prevention.
- Quality assurance.
- Regulatory compliance.
- Safety monitoring.
- Improving accessibility.
- Research and analytics.
- Product development.

13.3 Communications

By using the Platform, you consent to receive communications through:

- Mobile calls.
- SMS.
- WhatsApp.
- Email.
- Push notifications.
- In-app notifications.
- Other authorised electronic communication channels.

Such communications may include:

- Booking confirmations.
- OTP verification.
- Safety alerts.
- Service updates.

- Policy updates.
- Payment confirmations.
- Customer support communications.
- Promotional or awareness campaigns, where permitted by law.

Users may opt out of non-essential promotional communications where such option is made available.

14. LOCATION SERVICES

Certain features of the Platform may require access to your device's location information.

By enabling location permissions, you acknowledge and consent that TravAcs may use location information for purposes including:

- Facilitating bookings.
- Matching users with TravAcers.
- Route coordination.
- Safety monitoring.
- Emergency assistance.
- Improving service quality.
- Fraud prevention.

Location information may not always be accurate due to limitations of GPS, network connectivity, hardware, or third-party services.

TravAcs shall not be responsible for inaccuracies in location data originating from third-party technologies.

Users may disable location permissions; however, certain Platform features may become unavailable or function with reduced effectiveness.

15. ARTIFICIAL INTELLIGENCE AND TECHNOLOGY-ASSISTED SERVICES

TravAcs may utilise artificial intelligence ("AI"), machine learning, automation, or similar technologies to improve user experience and operational efficiency.

Such technologies may assist in functions including:

- Accessibility support.
- Trip recommendations.
- Customer support.
- Content generation.
- Scheduling assistance.
- Fraud detection.
- Service optimisation.
- Analytics.

AI-generated outputs are intended to assist users and shall not be regarded as professional, medical, legal, or financial advice.

TravAcs reserves the right to review, modify, override, or discontinue AI-generated outputs where necessary.

16. USER-GENERATED CONTENT

Users may voluntarily submit:

- Ratings.
- Reviews.
- Feedback.
- Testimonials.
- Audio recordings.
- Photographs.
- Videos.
- Suggestions.
- Other content.

By submitting such content, you represent that:

- You own or have the necessary rights to the content.
- The content does not infringe any third-party rights.
- The content is accurate to the best of your knowledge.
- The content complies with applicable laws.

You grant TravAcs a worldwide, non-exclusive, royalty-free, transferable licence to use, reproduce, modify, publish, display, distribute, translate, and otherwise utilise such content for operating, improving, promoting, documenting, or marketing the Platform, subject to applicable law and the Privacy Policy.

TravAcs reserves the right to remove any content that it reasonably believes violates these Terms or applicable laws.

17. INTELLECTUAL PROPERTY

Unless otherwise expressly stated, all intellectual property rights associated with the Platform remain the exclusive property of TravAcs or its licensors.

This includes, without limitation:

- The TravAcs name.
- Logos.
- Trademarks.
- Service marks.
- Software.
- Mobile application.
- Website.
- User interface.
- Designs.
- Graphics.
- Training materials.
- Databases.
- Written content.
- Audio-visual material.
- Technology.
- Source code.
- Documentation.

No user acquires ownership of any intellectual property merely by using the Platform.

Users shall not copy, reproduce, modify, distribute, commercially exploit, reverse engineer, or otherwise use any part of the Platform except as expressly permitted by applicable law or with TravAcs' prior written consent.

18. BETA FEATURES AND PLATFORM IMPROVEMENTS

TravAcs may, from time to time, introduce experimental or beta features.

Such features:

- May be incomplete or under development.
- May contain errors or interruptions.
- May be modified or withdrawn at any time.
- May not be supported continuously.
- Are provided on an "as available" basis.

User feedback relating to beta features may be used by TravAcs for product improvement without creating any obligation to implement suggested changes.

19. ELECTRONIC RECORDS AND DIGITAL CONSENT

You acknowledge and agree that:

- Electronic records maintained by TravAcs shall constitute valid records of transactions conducted through the Platform.
- Acceptance of these Terms by clicking "I Agree", "Accept", "Continue", registering an account, booking a service, or otherwise using the Platform shall constitute valid electronic consent and a legally binding agreement.
- Electronic communications, notifications, invoices, receipts, confirmations, and other records generated through the Platform may be relied upon by TravAcs as evidence of transactions and communications, subject to applicable law.
- You are responsible for ensuring that the contact details associated with your account remain accurate so that important communications can be delivered to you.

20. THIRD-PARTY SERVICES

The Platform may integrate with or provide access to third-party products, services, software, websites, payment gateways, mapping services, communication providers, cloud infrastructure, analytics providers, or other technologies.

Such third-party services are governed by their respective terms and privacy policies.

TravAcs does not own or control such third-party services and, except where required by applicable law, shall not be responsible for:

- Their availability.
- Accuracy of information.
- Security practices.
- Service interruptions.
- Pricing.
- Performance.
- Content.
- Acts or omissions.

Users access and use such third-party services at their own discretion and subject to the applicable third-party terms.

21. PLATFORM AVAILABILITY

TravAcs strives to maintain uninterrupted availability of the Platform.

However, the Platform may occasionally become unavailable due to:

- Scheduled maintenance.
- System upgrades.
- Technical failures.
- Internet disruptions.
- Cybersecurity incidents.
- Third-party service interruptions.
- Governmental restrictions.
- Events beyond TravAcs' reasonable control.

TravAcs does not guarantee uninterrupted, continuous, secure, or error-free operation of the Platform.

TravAcs reserves the right to suspend, modify, discontinue, or replace any feature or service at any time without creating any obligation to continue such feature or service.

22. ACCESSIBILITY COMMITMENT

Accessibility is central to TravAcs' mission.

TravAcs continuously endeavours to make its Platform and Services as accessible, inclusive, and user-friendly as reasonably practicable for persons with disabilities.

However, users acknowledge that:

- accessibility technologies continue to evolve;
- certain third-party services may have accessibility limitations beyond TravAcs' control; and
- absolute accessibility across every device, operating system, network environment, or third-party integration cannot be guaranteed.

TravAcs welcomes user feedback to improve accessibility and encourages users to report accessibility barriers through the Platform's support channels.

23. FEEDBACK AND SUGGESTIONS

TravAcs values suggestions, ideas, recommendations, and feedback provided by users.

Unless otherwise expressly agreed in writing, any feedback voluntarily submitted to TravAcs may be used by TravAcs for improving its Platform, Services, technology, operations, or products without any obligation to compensate the person providing such feedback.

Submission of feedback does not create any partnership, ownership, intellectual property right, or expectation of implementation.

24. RESPONSIBLE SECURITY DISCLOSURE

If any user discovers a security vulnerability affecting the Platform, TravAcs encourages responsible disclosure.

Users shall not:

- exploit vulnerabilities for personal gain;
- access data belonging to other users without authorisation;
- disrupt Platform operations; or

- publicly disclose vulnerabilities before TravAcs has had a reasonable opportunity to investigate and address them.

Responsible disclosures made in good faith shall be reviewed by TravAcs, and the organisation may acknowledge such disclosures at its discretion.

25. SUSPENSION AND TERMINATION

TravAcs reserves the right to suspend, restrict, deactivate, or permanently terminate any account or access to the Platform, with or without prior notice, where it reasonably believes that:

- these Terms have been violated;
- any applicable law has been violated;
- fraudulent or misleading information has been provided;
- payment obligations remain outstanding;
- platform security has been compromised;
- abusive or unsafe behaviour has occurred;
- there has been repeated violation of TravAcs policies;
- continued access poses a safety, legal, operational, or reputational risk; or
- such action is otherwise necessary to protect TravAcs, its users, or the public.

Where reasonably practicable, TravAcs may provide an opportunity for the affected user to explain or rectify the matter before permanent termination. However, immediate suspension or termination may occur where necessary to address urgent safety, security, fraud, or legal concerns.

Termination of an account shall not affect any rights, obligations, liabilities, or remedies that accrued before the date of termination.

26. DISCLAIMERS

The Platform and Services are provided on an "as is" and "as available" basis, subject to applicable law.

To the maximum extent permitted by law, TravAcs does not warrant that:

- the Platform will always be uninterrupted;
- Services will always be available;

- all bookings will be accepted;
- every Trip will proceed exactly as scheduled;
- information on the Platform will always be complete, current, or error-free; or
- third-party services will function without interruption.

TravAcs makes reasonable efforts to maintain quality, safety, and reliability but cannot guarantee outcomes that depend upon third-party providers, public infrastructure, user conduct, weather conditions, or circumstances beyond its reasonable control.

Nothing in these Terms excludes or limits any statutory rights that cannot lawfully be excluded under applicable law.

27. LIMITATION OF LIABILITY

To the fullest extent permitted under applicable law, TravAcs, its directors, officers, employees, volunteers, consultants, affiliates, and authorised representatives shall not be liable for any indirect, incidental, consequential, special, exemplary, punitive, or economic damages arising out of or relating to:

- use or inability to use the Platform;
- delays or interruptions in Services;
- acts or omissions of third parties;
- technical failures;
- loss of profits, goodwill, reputation, opportunities, or data; or
- events beyond TravAcs' reasonable control.

Nothing in these Terms shall exclude liability for fraud, wilful misconduct, or any liability that cannot lawfully be excluded under applicable Indian law.

Where liability cannot be excluded, TravAcs' liability shall be limited to the maximum extent permitted by applicable law.

28. INDEMNITY

You agree to indemnify, defend, and hold harmless TravAcs, its directors, officers, employees, volunteers, affiliates, consultants, and authorised representatives from and against any claims, actions, proceedings, liabilities, damages, losses, penalties, costs, or expenses (including reasonable legal fees) arising out of or relating to:

- your breach of these Terms;
- violation of applicable law;
- misuse of the Platform;
- infringement of any third-party rights;
- fraudulent conduct;
- negligent or intentional misconduct; or
- any information or content submitted by you.

This obligation shall survive termination of these Terms.

29. FORCE MAJEURE

TravAcs shall not be liable for any delay, interruption, suspension, or failure in performance resulting from events beyond its reasonable control, including but not limited to:

- natural disasters;
- floods;
- earthquakes;
- pandemics;
- epidemics;
- fire;
- war;
- terrorism;
- civil unrest;
- labour disputes;
- governmental actions;
- court orders;
- internet failures;
- power outages;
- cyberattacks;
- transportation disruptions; or
- failures of third-party service providers.

TravAcs shall use reasonable efforts to resume normal operations as soon as practicable following such events.

30. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms shall be governed by and construed in accordance with the laws of India.

The parties shall first attempt to resolve any dispute through good-faith discussions and negotiations.

If the dispute cannot be resolved amicably within thirty (30) days, it shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.

The arbitration shall:

- be conducted by a sole arbitrator appointed by TravAcs, subject to applicable law;
- take place in Delhi, unless otherwise agreed in writing;
- be conducted in the English language; and
- result in an award that shall be final and binding on the parties.

Nothing in this clause prevents TravAcs from seeking urgent interim or injunctive relief before a court of competent jurisdiction where necessary.

Subject to the arbitration provisions above, courts having jurisdiction over Delhi shall have jurisdiction in relation to matters arising under these Terms.

31. MISCELLANEOUS

31.1 Amendments

TravAcs may amend these Terms from time to time.

Material amendments shall be communicated through appropriate channels, including the Platform where reasonably practicable.

Continued use of the Platform after such amendments constitutes acceptance of the revised Terms.

31.2 Entire Agreement

These Terms, together with the Privacy Policy and any other applicable TravAcs policies, constitute the complete agreement between the parties concerning the use of the Platform.

31.3 Severability

If any provision of these Terms is held to be invalid, unlawful, or unenforceable, the remaining provisions shall continue in full force and effect.

31.4 No Waiver

Failure by TravAcs to enforce any provision of these Terms shall not constitute a waiver of that provision or any other provision.

31.5 Assignment

TravAcs may assign, transfer, or novate its rights and obligations under these Terms to any affiliate, successor, or other entity as part of a merger, restructuring, acquisition, or transfer of operations, subject to applicable law.

Users may not assign or transfer their rights or obligations without TravAcs' prior written consent.

31.6 Survival

The provisions relating to intellectual property, confidentiality, privacy, payment obligations, limitation of liability, indemnity, dispute resolution, governing law, and any other provisions intended by their nature to survive termination shall remain in effect after termination of these Terms.

32. CONTACT US

For questions, complaints, feedback, or legal notices relating to these Terms or the Platform, you may contact TravAcs through the official communication channels published on the Platform.

Email: support@travacs.in

Website: www.travacs.in

Registered Office:

TravAcs Welfare Foundation

128 Smith Ganj, Neer Gulzar Dary, Meerut, Uttar Pradesh – 250002, India

TravAcs aims to respond to genuine queries and concerns within a reasonable timeframe. However, response times may vary depending on the nature and complexity of the request.

ACKNOWLEDGEMENT

By accessing or using the TravAcs Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use, together with all policies incorporated by reference.

If you do not agree with these Terms, you must discontinue use of the Platform immediately.