

## General Policy

- Menooh.com reserves the right, in its sole discretion, to terminate the access to any or all Menooh.com websites or its other sales channels and the related services or any portion thereof at any time, without notice, for general maintenance or any reason what so ever..
- The Travel Partner expressly undertakes to provide to Menooh.com only correct and valid information while requesting for any services under this agreement, and not to make any misrepresentation of facts at all. Any default on part of the Travel Partner would vitiate the bookings and shall disentitle the Travel Partner from availing the services from Menooh.com.
- Our System is a FIT (Free Individual Traveler) Reservation system which allows maximum of 8 Rooms or 48 Passengers to be booked at one time. However any activity which has more than 3 rooms or 9 Passengers booked for the "same date of travel & same hotel of stay" combination is handled as per "group terms & conditions". In such cases we have rights to cancel any confirmed or vouchered reservation(s) without any prior intimation. You are requested to contact our nearest support office in case of group or reservation with more than 3 room requirement.
- In case, Menooh.com discovers or has reasons to believe at any time during or after receiving a request for services from the Travel Partner that the request for services is either unauthorized or the information provided by the Travel Partner is not correct or that any fact has been misrepresented by him, Menooh.com in its sole discretion shall have the unrestricted right to take any steps against the Travel Partner(s), including cancellation of the bookings, etc. without any prior intimation to the Travel Partner. In such an event, Menooh.com shall not be responsible or liable for any loss or damage that may be caused to the Travel Partner or any of them as a consequence of such cancellation of booking or services.
- The Travel Partner unequivocally indemnifies Menooh.com of any such claim or liability and shall not hold Menooh.com responsible for any loss or damage arising out of measures taken by Menooh.com for safeguarding its own interest and that of its genuine customers. This would also include Menooh.com denying/cancelling any bookings on account of suspected fraud transactions.
- If the Travel Partner does not agree with any part of such terms, conditions and notices, the Travel Partner must not avail Menooh.com' s Services.
- Our Support team will put in every possible effort to avoid a relocation however in scenarios where situation is out of control and Menooh.com is not able to honour

the booking confirmed through online allotment received from the operator or service provider, Menooh.com will offer an alternative or similar category accommodation for the client instead. In the event the alternative option offered to the agent is not acceptable Menooh.com shall offer the full refund of the amount the service was booked for. Menooh.com will not be responsible for any additional loss direct/indirect for the same service or any other service availed by the guest/agents from Menooh.com or any other source. Menooh.com solely acts as an intermediary between the service provider and the agent.

- Any dispute or claim arising out of or in connection with this website for India based agents shall be governed and constructed in accordance with the laws of Ahmedabad, India and those agents, who are based outside India, it shall be governed by and constructed in accordance with the laws of United Arab Emirates.
- If you make a payment for our products or services on our website, the details you are asked to submit will be provided directly to our payment provider via a secured connection(The cardholder must retain a copy of transaction records and Merchant policies and rules).
- All prices displayed are final payable amount to us however in event where government authorities, local governing bodies or service provider applies any additional tax, fees, service charges, resort fee or any other indirect charge without prior notification or there is fluctuation in case of rate of exchange (ROE) from booked currency against other currencies; then these additional charge(s) or supplement charge(s) will be levied by us on to the reservation and it will not be part of the reservation amount booked or paid. We will not be liable to pay this additional charges/taxes/resort fees/Vat / Revised ROE as we have limited control on such additional charges. The agent hereby agrees and acknowledges that in case of such impact, it shall be binding on the agent and the booking which is to be proceed or already booked but payment is not made, will be done on the new revised rate or else the agent can look for cancellation of said reservation, as per actual cancellation policy.