

TERMS & CONDITIONS

- For any booking-related queries, please write to **airvistara@bookairportcab.com** or call **08046800969**
- Vistara reserves the right to modify, discontinue or terminate this arrangement, at any point without prior notice and shall not be liable to any CV member or any person for any such modification, discontinuation or termination. Vistara will in no event be liable for any direct, indirect, special, incidental, or consequential loss/damages, bodily injury or death arising out of this Offer or purchase, use or non-use of any products/services under this Offer.
- Vistara does not make any warranties or representations about the quality, merchantability, suitability or availability of services offered by BookAirportCab. You acknowledge that Vistara does not endorse, control or guarantee the quality or fitness of any such products/services. Any dispute in relation to delivery, suitability, merchantability, availability, fitness or quality of the products/services availed under the offer must be referred by the customer directly to BookAirportCab.
- Vistara is not an agent or an intermediary of BookAirportCab. BookAirportCab reserves the right to contract with you and Vistara does not control BookAirportCab and cannot compel them to contract with you. Vistara will not be a party to any contract that you enter into with BookAirportCab.
- These terms and conditions are in addition to and not in derogation to the terms and conditions as applicable to CV members specified on our website www.airvistara.com, whose terms and conditions shall also be applicable to this offer.
- All **Vistara** and **Club Vistara** terms & conditions apply
- This offer shall be governed by the laws of India. Any dispute arising out of or in connection with this Offer shall be subject to the exclusive jurisdiction of the courts of Delhi.
- By availing this offer, the customers shall be deemed to have accepted all the aforesaid terms and conditions.
- Offer is subject to change without notice. In case of any dispute, Club Vistara and BookAirportCab reserve the right to the final decision.
- Club Vistara members availing the offer must be above 18 (eighteen) years of age.
- Club Vistara members must book and board the taxi as per their flight's scheduled departure time to ensure they reach the airport within the required time frame.
- For any complaints/grievances for the services booked, member can call 080-47094944 or email to airvistara@bookairportcab.com
- Any person availing this cab/taxi services shall be deemed to have accepted all the terms and conditions.

CONFIRMATION OF BOOKING

- BookAirportCab shall, upon receiving the booking request from member, confirm the booking as per availability of its cab service providers/ vendors, and post successful acceptance of the same, all information about the driver, including driver name, vehicle license number, driver contact details, etc., as well as booking details (pickup and drop locations and time) and total ride fees shall be informed to member vide an SMS and/or WhatsApp on their registered mobile number. Member shall check all the booking details not limited to pick up time and pick up place, and if there is any incorrect detail the same needs to be informed immediately by calling the call centre at 08046800969.
- Once booking is confirmed, member may modify their booking through the link shared in the cab confirmation SMS and/or WhatsApp message.
- Damages/consequences for any delay that may be caused to member due to failure to check the confirmation SMS and/or WhatsApp message or failure to inform BookAirportCab of the incorrect details immediately shall be borne by the member.

PAYMENT

- BookAirportCab service providers shall charge amounts as may be published upon booking. Member shall be required to pay Additional Fare in case of detour, excessive traffic, diversion, Toll Charges, Municipal Taxes etc. which will form part of the receipt of the Total Ride Fee.
- The Total Ride Fee will be collected by the Driver via cash or payable through online mode, by the member directly upon trip booking, or trip end and before de-boarding the cab. All applicable taxes in respect of the Fare, Convenience Fee, Additional Fee, cancellation fee, toll charges, etc., if any, shall be borne and payable by the member directly to the cab partners/service providers.

CANCELLATION POLICY

- Club Vistara members may cancel their booking request for BookAirportCab services, before the start of the trip without bearing any cancellation or waiting charges. Upon cancellation, a notification through SMS or WhatsApp will be sent to the member on their registered mobile number.
- The cancellation of any booking/ request by the member may lead to a cancellation fee levied as per the cab partners/ service providers, which shall be notified to the member in advance through SMS or email whenever they cancel a booking/service request.

CUSTOMER RELATIONSHIP MANAGEMENT

- All issues, opinions, suggestions, questions and feedback while availing our Services shall be communicated to BookAirportCab through email address **airvistara@bookairportcab.com**
- Any issue reported on channels other than the above may be addressed by BookAirportCab only on a best-effort basis. BookAirportCab takes no liability for inability to get back on any other channels.

DISCLAIMER

- Member agrees that BookAirportCab is merely an electronic marketplace platform to facilitate aggregation of Vehicles and does not in any manner provide transportation services.
- BookAirportCab does not endorse, advertise, advise or recommend availing the services of any driver independently.
- BookAirportCab also does not guarantee or provide assurance in respect of the behaviour, actions or data of the users posted on the Site.
- BookAirportCab and their representatives, officers, employees, agents and contractors shall not be liable for any loss, damage, claim, expense, cost (including legal costs) or liability arising directly or indirectly from member's use or non-use of the Service or the Site, or reliance upon the Service or the information contained upon the Site (whether arising from BookAirportCab or any other person's negligence or otherwise).