

## MY TICKET CREATOR

### HOTEL BOOKING POLICY

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#### 1. Purpose

The purpose of this policy is to establish clear guidelines for hotel reservations made through **MY TICKET CREATOR**. This policy ensures transparency, clear communication, and efficient management of hotel bookings for all clients.

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#### 2. Scope

This policy applies to:

- All hotel bookings made through MY TICKET CREATOR
  - Individual travelers, corporate clients, and group bookings
  - Domestic and international hotel reservations arranged by the company
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#### 3. Booking Procedures

1. All hotel booking requests must be submitted through MY TICKET CREATOR via official communication channels such as email or booking request forms.
  2. Clients must provide the following details when requesting a booking:
    - Guest full name(s)
    - Check-in and check-out dates
    - Room type
    - Number of guests
    - Special requests (if any)
  3. A booking will be considered **confirmed only after**:
    - Availability is confirmed by the hotel
    - Full payment has been received by MY TICKET CREATOR
    - A hotel confirmation voucher has been issued to the client
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#### 4. Payment Terms

- **100% advance payment is required** to confirm any hotel booking.
- Payments must be completed within the deadline provided by MY TICKET CREATOR.
- Accepted payment methods may include:

- Bank Transfer
- UPI
- Credit/Debit Card (if applicable)

Failure to complete payment within the required time may result in cancellation of the booking request.

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## 5. Non-Refundable Policy

All hotel bookings made through **MY TICKET CREATOR** are **STRICTLY NON-REFUNDABLE**.

This means:

- No refunds will be issued for client cancellations.
- No refunds will be provided for date changes, early departures, or no-shows.
- Once a booking is confirmed and payment is completed, the amount **cannot be refunded under any circumstances**.

Clients are advised to confirm their travel plans carefully before making any booking.

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## 6. Amendments and Changes

Requests for changes such as:

- Date changes
- Room type changes
- Guest name corrections

must be submitted to MY TICKET CREATOR.

All amendments are subject to:

- Hotel approval
- Room availability
- Possible rate differences or amendment fees

Approval of changes is **not guaranteed**.

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## 7. Special Requests

Requests such as:

- Early check-in
- Late check-out
- Extra beds

- Non-smoking rooms

will be communicated to the hotel by MY TICKET CREATOR, but fulfillment of these requests **cannot be guaranteed** and depends entirely on hotel availability.

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## **8. Intermediary Responsibility Clause**

MY TICKET CREATOR acts solely as an **intermediary between the client and the hotel or accommodation provider**.

The company is not responsible for:

- Hotel service quality
- Hotel staff behavior
- Hotel facilities or amenities
- Hotel overbooking
- Operational issues at the hotel
- Changes in hotel policies

All services are provided directly by the hotel.

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## **9. Supplier Liability Clause**

Hotels and accommodation providers are **independent third-party suppliers**.

MY TICKET CREATOR shall not be liable for:

- Service failures
- Property conditions
- Safety standards
- Loss of guest property
- Personal injury at the hotel premises

Any claims regarding hotel services must be addressed directly with the hotel.

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## **10. Force Majeure**

MY TICKET CREATOR shall not be held responsible for delays, cancellations, or service disruptions caused by events beyond its control, including but not limited to:

- Natural disasters
- Government restrictions
- Pandemics or health emergencies

- War or civil unrest
- Transportation disruptions
- Hotel closures or operational issues

In such cases, refunds may not be possible due to supplier policies.

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### **11. Chargeback Protection**

By making payment and confirming a booking with MY TICKET CREATOR, the client agrees to the **non-refundable policy**.

Clients agree **not to initiate chargebacks, payment disputes, or payment reversals** through banks or payment providers after booking confirmation.

Such disputes will be treated as a violation of the agreed booking terms.

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### **12. Identification and Check-In Compliance**

Guests must present **valid government-issued identification** at the time of hotel check-in.

Failure to provide proper identification may result in **denied check-in**, and the booking will remain **non-refundable**.

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### **13. Dispute Resolution & Jurisdiction**

Any disputes arising from bookings made through MY TICKET CREATOR shall be governed by the **laws of India**.

All legal matters will fall under the **exclusive jurisdiction of the courts in Delhi, India**.

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### **14. Policy Acceptance**

By confirming a booking with MY TICKET CREATOR, the client confirms that they have:

- Read this policy
  - Understood the terms and conditions
  - Agreed to the non-refundable policy and legal clauses
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**Company:** MY TICKET CREATOR

**Approved By:** Management

**Location:** Delhi, India