

DISCLAIMER

Privacy Policy Shree Guru Residency The Privacy Policy is applicable to the websites of Shree Guru Residency. This privacy statement also does not apply to the websites of our business partners, corporate affiliates or to any other third parties, even if their websites are linked to Shree Guru Residency Website. We recommend you review the privacy statements of the other parties with whom you interact. For the purposes of this privacy policy, corporate affiliates means any entity or joint venture that is wholly or partially owned or controlled by Shree Guru Residency. Business partners means any subcontractor, vendor or other entity with whom we have an ongoing business relationship to provide products, services, or information. The following terms governs the collection, use and protection of your Personal Information by the Website. This Privacy Policy shall be applicable to users or customers who purchases any product or services from the Website or visits the Website. By visiting and/ or using the Website you have agreed to the following Privacy Policy.

Introduction: As a registered member of the Website and/ or as a visitor (if applicable and as the case may be), you will be entitled to savings and benefits on Houseboats, bus bookings, airfares, hotel bookings, holiday packages and car rentals, among other travel services. In addition, look forward to receiving monthly newsletters and exclusive promotions offering special deals. That's why we've provided this Privacy Policy, which sets forth our policies regarding the collection, use and protection of the Personal Information of those using or visiting the Website. Personal Information means and includes all information that can be linked to a specific individual or to identify any individual, such as name, address, mailing address, telephone number, e-mail address, credit card number, cardholder name, expiration date, information about the travel, bookings, co-passengers, and any and all details that may be requested while any customers visits or uses the website. When you browse the Website, Shree Guru Residency may collect information regarding the domain and host from which you access the Internet, the Internet Protocol address of the computer or Internet Service Provider you are using, and anonymous site statistical data. The Website uses cookie and tracking technology depending on the features offered. Personal Information will not be collected via cookies and other tracking technology; however, if you previously provided personally identifiable information, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties. We encourage you to review our Privacy Policy, and become familiar with it, but you should know that we do not sell or rent our customers' Personal Information to third parties. Please note that we review our Privacy Policy from time to time, and we may make periodic changes to the policy in connection with that review. Therefore, you may wish to bookmark this page and/ or periodically review this page to make sure you have the latest version. Regardless of later updates, we will abide by the privacy practices described to you in this Privacy Policy at the time you provided us with your Personal Information. When browsing our Website, you are not required to provide any Personal Information unless and until you choose to make a purchase or sign up for one of our e-mail newsletters or other services as described below.

Making a Purchase: In order to purchase travel and/ or related services through our Website, you must provide us with certain Personal Information such as your name, credit card number and expiration date, credit card billing address, telephone number, e-mail address and the name or names of the person(s) traveling (if not you). We may also ask you for other Personal Information, such as your frequent traveler numbers. We require this information to process, fulfill and confirm your reservations and transactions and keep you informed of each transaction's status. If you are making a reservation for one or more travelers other than yourself, you must confirm and represent that each of these other travelers have agreed, in advance, that you may disclose their Personal Information to us.

Member Registration: If you choose to become a registered member of Website, you must provide your name, address, telephone number, e-mail address, a unique login name, password, and password validation, and a password hint to help you remember your password. This information is collected

on the registration form for several reasons including but not limited to: Personal identification, To complete air, hotel, car, and other reservations, To allow us to contact you for customer service purposes, if necessary, To customize the content of our site to strive to meet your specific needs; and/or, To make product or other improvements to our site. In addition, we need your e-mail address to confirm your new member registration and each reservation you transact on our Website. As a Website member you will also occasionally receive updates from us about fare sales in your area, special offers, new Shree Guru Residency services, and other noteworthy items. However, you may choose at any time to no longer receive these types of e-mail messages. Please see our Opt Out Policy described below for details.

Member Profile: As a Website member, you can choose to complete your online profile by providing us with travel preferences, frequent traveler or affinity numbers, credit card billing information, paper ticket delivery address, and other Personal Information. This information is primarily used to assist you in making reservations quickly without having to type in the same information repeatedly. For example, you can store your airline frequent flyer numbers so that when you make a reservation on that airline, we may automatically pre-fill the frequent flyer number input box for you.

Online Surveys: Shree Guru Residency values opinions and comments from members, so we frequently conduct online surveys. Participation in these surveys is entirely optional. Typically, the information is aggregated, and used to make improvements to the Website and its services and to develop appealing content, features and promotions for Website members. Survey participants are anonymous unless otherwise stated in the survey.

Promotions & Sweepstakes: Shree Guru Residency frequently sponsors promotions and sweepstakes to give Website members the opportunity to win great travel and travel related prizes. Information collected by us for such activities may include contact information and survey questions. We use contact information to notify contest winners and survey information to develop promotions and product improvements to the Website.

Automatic Logging of Session Data: We automatically log generic information about your computer's connection to the Internet, which we call session data, that is anonymous and not linked to any Personal Information. Session data consists of things such as IP address, operating system and type of browser software being used and the activities conducted by the user while on the Website. An IP address is a number that lets computers attached to the internet, such as our web servers, know where to send data back to the user, such as the pages of the Website the user wishes to view. We collect session data because it helps us analyze such things as what items visitors are likely to click on most, the way visitors are clicking through the Website, how many visitors are surfing to various pages on the Website, how long visitors to the Website are staying and how often they are visiting. It also helps us diagnose problems with our servers and lets us better administer our systems. Although such information does not identify any visitor personally, it is possible to determine from an IP address a visitor's Internet Service Provider (ISP), and the approximate geographic location of his or her point of connectivity.

Cookies: Cookies are small pieces of information that are stored by your browser on your computer's hard drive. There are many myths circulating about cookies, but you should know that cookies are only read by the server that placed them, and are unable to do such things as run programs on your computer, plant viruses or harvest your Personal Information. The use of cookies is very common on the Internet and Shree Guru Residency's use of cookies is similar to that of such Websites as Expedia and Orbitz, as well as Yahoo!, CNN.com and other reputable online companies. First and foremost, you can rest assured that no personally identifiable information (PII) about you (e.g., name, address, etc.) is gathered or stored in the cookies placed by the Website and, as a result, none can be passed on to any third parties. Cookies allow us to serve you better and more efficiently, and to personalize your experience at our Website. Shree Guru Residency uses cookies to personalize your experience on the Website, and with respect to advertisements. As to the former, these types of cookies allow you to log in without having to type your log in name each time (only your password is needed. We may also use such cookies to display an advertisement to you while you

are on the Website or to send you a "Best Day to Buy" email (or similar emails assuming you have not opted out of receiving such emails) focusing on destinations in which we think you might be interested. None of this information is passed to any third party, and is used solely by us to provide you with a better user experience on the Website. A cookie may also be placed by our advertising server. Such cookies are used only for purposes of tracking the effectiveness of advertising served by us on our Website and no PII is gathered from you by the use of these cookies, nor is this information shared with any third parties. Similarly, a cookie may be placed by our third party advertising companies or advertisement providers or servers. These companies may use aggregated statistics about your visits to this and other websites in order to provide advertisements about travel related goods and services that you may be interested in or any goods and services of potential interest to you. The information they collect does not include your PII. The third party advertising companies or advertisement providers may also employ technology that is used to measure the effectiveness of ads. Any such information is anonymous. They may use this anonymous information about your visits to this and other sites in order to provide advertisements about goods and services of potential interest to you. No PII is collected during this process. The information is anonymous, and does not link online actions to an identifiable person. If you would like more information, and want to explore the option of not having this information collected by third party advertisers. Most Web browsers automatically accept cookies. Of course, by changing the options on your web browser or using certain software programs, you can control how and whether cookies will be accepted by your browser. Shree Guru Residency supports your right to block any unwanted Internet activity, especially that of unscrupulous websites. However, blocking Shree Guru Residency cookies may disable certain features on the Website, and may make it impossible to purchase or use certain services available on the Website. Please note that it is possible to block cookie activity from certain websites while permitting cookies from websites you trust, like Shree Guru Residency Website. Other: From time to time we may add or enhance services available on the Website. To the extent these services are provided, and used by you, we will use the information you provide to facilitate the service requested. For example, if you email us with a question, we will use your email address, name, nature of the question, etc. to respond to your question. We may also store such information to assist us in making the Website the better and easier to use. Personal Information is shared?: When you reserve or purchase travel services through the Website, we must provide certain of your Personal Information to the airline, hotel, car rental agency, travel agency or other involved third party to enable the successful fulfillment of your travel arrangements. However, we do not sell or rent individual customer names or other Personal Information to third parties except sharing of such information with our alliance partners or vendors who are engaged by us for providing various promotional and other benefits to our customers from time to time basis their booking history with us. We use non personally identifiable information in aggregate form to build higher quality, more useful online services by performing statistical analysis of the collective characteristics and behavior of our customers and visitors, and by measuring demographics and interests regarding specific areas of the Website. We may provide anonymous statistical information based on this data to suppliers, advertisers, affiliates and other current and potential Business partners. We may also use such aggregate data to inform these third parties as to the number of people who have seen and clicked on links to their websites. Occasionally, Shree Guru Residency will hire a third party to act on our behalf for projects such as market research surveys and contest entry processing and will provide information to these third parties specifically for use in connection with these projects. The information we provide to such third parties, alliance partners, or vendors are protected by a confidentiality agreement and is to be used solely for completing the specific project, and the usage of that information will be in compliance with the TRAI regulations. opt-out of receiving our promotional e-mails?: At any time, you may unsubscribe from our Real Deals,

Insider, or other newsletter or similar services through the "My Account" link on the Website home page. As a member or promotion/sweepstakes entrant, you will occasionally receive e-mail updates from us about fare sales in your area, special offers, new Shree Guru Residency services, and other noteworthy items. We hope you will find these updates interesting and informative. Of course, if you would rather not receive them, please click on the "Unsubscribe" link or follow the instructions in each e-mail message or send us an email hello@ShreeGuruResidency.com. Shree Guru Residency reserves the right to limit membership to those who will accept e-mails. Members will be notified via e-mail prior to any actions taken.

What safeguards we have in place to protect your Personal Information?: All payments on the Website is Verisign SSL secured. This means all Personal Information you provide on the Website is transmitted using SSL (Secure Socket Layer) encryption. SSL is a proven coding system that lets your browser automatically encrypt, or scramble, data before you send it to us. The same process happens when you make travel purchases on the Website.

What other information should I know about my privacy?: Website contains links to other websites. Please note that when you click on one of these links, you are entering another website for which Shree Guru Residency has no responsibility. We encourage you to read the privacy statements of all such sites as their policies may be materially different from this Privacy Policy. Of course, you are solely responsible for maintaining the secrecy of your passwords, and your Website membership account information. Please be very careful, responsible, and alert with this information, especially whenever you're online.

In addition to the circumstances described above, Shree Guru Residency may disclose the Website member information if required to do so by law, court order, as requested by other government or law enforcement authority, or in the good faith belief that disclosure is otherwise necessary or advisable including, without limitation, to protect the rights or properties of Shree Guru Residency or any or all of its affiliates, associates, employees, directors or officers or when we have reason to believe that disclosing the information is necessary to identify, contact or bring legal action against someone who may be causing interference with our rights or properties, whether intentionally or otherwise, or when anyone else could be harmed by such activities. In addition, if Shree Guru Residency or substantially all of its assets are acquired, our customer information will most likely also be transferred in connection with such acquisition. This policy is effective as of 30th April, 2017. Any material changes in the way Shree Guru Residency uses Personal Information will be described in future versions of this Privacy Statement. Of course, you may always submit concerns regarding our Privacy Statement or our privacy practices via email to hello@ShreeGuruResidency.com. Please reference the privacy policy in your subject line. Shree Guru Residency will attempt to respond to all reasonable concerns or inquiries within five business days of receipt.

USER AGREEMENT

APPLICABILITY OF THE AGREEMENT: This agreement ("User agreement") incorporates the terms and conditions for Shree Guru Residency to provide services to the person (s) ("the User") intending to purchase or inquiring for any products and/ or services of Shree Guru Residency by using Shree Guru Residency's websites or using any other customer interface channels of Shree Guru Residency which includes its sales persons, offices, call centers, advertisements, information campaigns etc. Both User and Shree Guru Residency are individually referred as "party" to the agreement and collective referred to as "parties".

USER'S RESPONSIBILITY OF COGNIZANCE OF THIS AGREEMENT: The Users availing services from Shree Guru Residency shall be deemed to have read, understood and expressly accepted the terms and conditions of this agreement, which shall govern the desired transaction or provision of such services by Shree Guru Residency for all purposes, and shall be binding on the User. All rights and liabilities of the User and/or Shree Guru Residency with respect to any services to be provided by Shree Guru Residency shall be restricted to the scope of this agreement. Shree Guru Residency reserves the right, in its sole discretion, to terminate the access to any or all Shree Guru Residency 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. In addition to this Agreement, there are certain terms of service (TOS) specific to the services

rendered/ products provided by Shree Guru Residency like the air tickets, MICE, bus, rail, holiday packages etc. Such TOS will be provided/ updated by Shree Guru Residency which shall be deemed to be a part of this Agreement and in the event of a conflict between such TOS and this Agreement, the terms of this Agreement shall prevail. The User shall be required to read and accept the relevant TOS for the service/ product availed by the User. Additionally, the Service Provider itself may provide terms and guidelines that govern particular features, offers or the operating rules and policies applicable to each Service (for example, flights, hotel reservations, packages, etc.). The User shall be responsible for ensuring compliance with the terms and guidelines or operating rules and policies of the Service Provider with whom the User elects to deal, including terms and conditions set forth in a Service Providers' fare rules, contract

of carriage or other rules. Shree Guru Residency's Services are offered to the User conditioned on acceptance without modification of all the terms, conditions and notices contained in this Agreement and the TOS, as may be applicable from time to time. For the removal of doubts, it is clarified that availing of the Services by the User constitutes an acknowledgement and acceptance by the User of this Agreement and the TOS. If the User does not agree with any part of such terms, conditions and notices, the User must not avail Shree Guru Residency's Services. In the event that any of the terms, conditions, and notices contained herein conflict with the Additional Terms or other terms and guidelines contained within any other Shree Guru Residency document, then these terms shall control.

THIRD PARTY ACCOUNT INFORMATION: By using the Account Access service in Shree Guru Residency's websites, the User authorizes Shree Guru Residency and its agents to access third party sites, including that of Banks and other payment gateways, designated by them or on their behalf for retrieving requested information. While registering, the User will choose a password and is responsible for maintaining the confidentiality of the password and the account. The User is fully responsible for all activities that occur while using their password or account. It is the duty of the User to notify Shree Guru Residency immediately in writing of any unauthorized use of their password or account or any other breach of security. Shree Guru Residency will not be liable for any loss that may be incurred by the User as a result of unauthorized use of his password or account, either with or without his knowledge. The User shall not use anyone else's password at any time.

FEES PAYMENT: Shree Guru Residency reserves the right to charge listing fees for certain listings, as well as transaction fees based on certain completed transactions using the services. Shree Guru Residency further reserves the right to alter any and all fees from time to time, without notice. The User shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of the services. In case, there is a short charging by Shree Guru Residency for listing, services or transaction fee or any other fee or service because of any technical or other reason, it reserves the right to deduct/charge/claim the balance subsequent to the transaction at its own discretion. In the rare possibilities of the reservation not getting confirmed for any reason whatsoever, we will process the refund and intimate you of the same. Shree Guru Residency is not under any obligation to make another booking in lieu of or to compensate/ replace the unconfirmed one. All subsequent further bookings will be treated as new transactions with no reference to the earlier unconfirmed reservation. Any refunds arising from any transactions with Shree Guru Residency due to any cancellation of the booking or any reason whatsoever shall be processed by Shree Guru Residency in the same bank account or debit or credit card used by the User to make the payment at the time of booking. The User shall request Shree Guru Residency for any refunds against the unutilized or "no show" air or hotel booking for any reasons within 90 days from the date of departure for the air ticket and/or the date of check in for the hotel booking. Any applicable refunds would accordingly be processed as per the defined policies of Airlines, hotels and Shree Guru Residency as the case may be. No refund would be payable for any requests made after the expiry of 90 days as above and all unclaimed amounts for such unutilized or "no show" air or hotel booking shall be deemed to have been forfeited.

CONFIDENTIALITY: Any information which is

specifically mentioned by Shree Guru Residency as Confidential shall be maintained confidentially by the user and shall not be disclosed unless as required by law or to serve the purpose of this agreement and the obligations of both the parties therein. USAGE OF THE MOBILE NUMBER OF THE USER BY Shree Guru Residency: Shree Guru Residency may send booking confirmation, itinerary information, cancellation, payment confirmation, refund status, schedule change or any such other information relevant for the transaction, via SMS or by voice call on the contact number given by the User at the time of booking; Shree Guru Residency may also contact the User by voice call, SMS or email in case the User couldn't or hasn't concluded the booking, for any reason what so ever, to know the preference of the User for concluding the booking and also to help the User for the same. The User hereby unconditionally consents that such communications via SMS and/ or voice call by Shree Guru Residency is (a) upon the request and authorization of the User, (b) 'transactional' and not an 'unsolicited commercial communication' as per the guidelines of Telecom Regulation Authority of India (TRAI) and (c) in compliance with the relevant guidelines of TRAI or such other authority in India and abroad. The User will indemnify Shree Guru Residency against all types of losses and damages incurred by Shree Guru Residency due to any action taken by TRAI, Access Providers (as per TRAI regulations) or any other authority due to any erroneous complaint raised by the User on Shree Guru Residency with respect to the intimations mentioned above or due to a wrong number or email id being provided by the User for any reason whatsoever. ONUS OF THE USER: Shree Guru Residency is responsible only for the transactions that are done by the User through Shree Guru Residency. Shree Guru Residency will not be responsible for screening, censoring or otherwise controlling transactions, including whether the transaction is legal and valid as per the laws of the land of the User. The User warrants that they will abide by all such additional procedures and guidelines, as modified from time to time, in connection with the use of the services. The User further warrants that they will comply with all applicable laws and regulations regarding use of the services with respect to the jurisdiction concerned for each transaction. The User represent and confirm that the User is of legal age to enter into a binding contract and is not a person barred from availing the Services under the laws of India or other applicable law. ADVERTISERS ON Shree Guru Residency OR LINKED WEBSITES: Shree Guru Residency is not responsible for any errors, omissions or representations on any of its pages or on any links or on any of the linked website pages. Shree Guru Residency does not endorse any advertiser on its web pages in any manner. The Users are requested to verify the accuracy of all information on their own before undertaking any reliance on such information. The linked sites are not under the control of Shree Guru Residency and Shree Guru Residency is not responsible for the contents of any linked site or any link contained in a linked site, or any changes or updates to such sites. Shree Guru Residency is providing these links to the Users only as a convenience and the inclusion of any link does not imply endorsement of the site by Shree Guru Residency. INSURANCE: Unless explicitly provided by Shree Guru Residency in any specific service or deliverable, obtaining sufficient insurance coverage is the obligation/option of the user and Shree Guru Residency does not accept any claims arising out of such scenarios. Insurance, if any provided as a part of the service/ product by Shree Guru Residency shall be as per the terms and conditions of the insuring company. The User shall contact the insurance company directly for any claims or disputes and Shree Guru Residency shall not provide any express or implied undertakings for acceptance of the claims by the insurance company. FORCE MAJURE CIRCUMSTANCES: The user agrees that there can be exceptional circumstances where the service operators like the airlines, hotels, the respective transportation providers or concerns may be unable to honor the confirmed bookings due to various reasons like climatic conditions, labor unrest, insolvency, business exigencies, government decisions, operational and technical issues, route and flight cancellations etc. If Shree Guru Residency is informed in advance of such situations where dishonor of bookings may happen, it will make its best efforts to provide similar alternative to its customers or refund the booking amount after reasonable service charges, if supported and refunded by that respective service

operators. The user agrees that Shree Guru Residency being an agent for facilitating the booking services shall not be responsible for any such circumstances and the customers have to contact that service provider directly for any further resolutions and refunds. Customer acknowledges that Shree Guru Residency is only a facilitator and any refund for any service(s) which was/were not delivered by the service provider or for any reason for which the User is entitled for a refund is subject to Shree Guru Residency receiving the amount from the said service provider. User acknowledges that Shree Guru Residency shall not be held liable for any delay in refund or non-refund of the amount from the service provider. In such events the User shall directly approach the service provider for any claims. The User agrees that in situations due to any technical or other failure in Shree Guru Residency, services committed earlier may not be provided or may involve substantial modification. In such cases, Shree Guru Residency shall refund the entire amount received from the customer for availing such services minus the applicable cancellation, refund or other charges, which shall completely discharge any and all liabilities of Shree Guru Residency against such non-provision of services or deficiencies. Additional liabilities, if any, shall be borne by

the User. Shree Guru Residency shall not be liable for delays or inability in performance or nonperformance in whole or in part of its obligations due to any causes that are not due to its acts or omissions and are beyond its reasonable control, such as acts of God, fire, strikes, embargo, acts of government, acts of terrorism or other similar causes, problems at airlines, rails, buses, hotels or transporters end. In such event, the user affected will be promptly given notice as the situation permits. Without prejudice to whatever is stated above, the maximum liability on part of Shree Guru Residency arising under any circumstances, in respect of any services offered on the site, shall be limited to the refund of total amount received from the customer for availing the services less any cancellation, refund or others charges, as may be applicable. In no case the liability shall include any loss, damage or additional expense whatsoever beyond the amount charged by Shree Guru Residency for its services. In no event shall Shree Guru Residency and/or its suppliers be liable for any direct, indirect, punitive, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the use or performance of the Shree Guru Residency website(s) or any other channel. Neither shall Shree Guru Residency be responsible for the delay or inability to use the Shree Guru Residency websites or related services, the provision of or failure to provide services, or for any information, software, products, services and related graphics obtained through the Shree Guru Residency website(s), or otherwise arising out of the use of the Shree Guru Residency website(s), whether based on contract, tort, negligence, strict liability or otherwise. Shree Guru Residency is not responsible for any errors, omissions or representations on any of its pages or on any links or on any of the linked website pages. SAFETY OF DATA DOWNLOADED: The User understands and agrees that any material and/or data downloaded or otherwise obtained through the use of the Service is done entirely at their own discretion and risk and they will be solely responsible for any damage to their computer systems or loss of data that results from the download of such material and/or data. Nevertheless, Shree Guru Residency will always make its best endeavors to ensure that the content on its websites or other information channels are free of any virus or such other malwares. FEEDBACK FROM CUSTOMER AND SOLICITATION: The User is aware that Shree Guru Residency provides various services like hotel bookings, car rentals, holidays and would like to learn about them, to enhance his / her travel experience. The User hereby specifically authorizes Shree Guru Residency to contact the User with offers on various services offered by it through direct mailers, e-mailers, telephone calls, short messaging services (SMS) or any other medium, from time to time. In case that the customer chooses not to be contacted, he /she shall write to Shree Guru Residency for specific exclusion at service@Shree Guru Residency.com or provide his / her preferences to the respective service provider. The customers are advised to read and understand the privacy policy of Shree Guru Residency on its website in accordance of which Shree Guru

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