

07.09.2024



## About Us

### Welcome to Plane Pockets – Where Travel Meets Savings!

At Plane Pockets, we are passionate about one thing: making your dream journeys affordable and easy to plan. Born out of a love for exploration and a belief that travel should never break the bank, we are here to bring you the **cheapest flights**, **budget-friendly hotels**, and complete end-to-end itineraries—all at your fingertips.

The name **Plane Pockets** says it all. "**Plane**" represents the boundless possibilities of air travel, and "**Pockets**" reflect our commitment for affordable stay and to keeping your wallet happy. Whether you are planning a quick getaway, a business trip, or an adventure around the globe, we are here to connect you to the best deals while you focus on making memories.

## Our Promise: Simple, Fast & Affordable Travel

We know planning a trip can be overwhelming—finding the right flight, comparing hotel options, managing your budget. That's why we have made it our mission to simplify travel for everyone. With Plane Pockets, you'll find:

- **Affordable Flights:** Compare & book from a range of airlines to get the best prices.
- **Best Hotel Deals:** Handpicked options that match your budget and comfort.
- **Personalized Support:** We are here to assist you with anything, from choosing flights to building your perfect itinerary.

## Our Mission – Making Every Journey Count

We believe travel is more than just going from one place to another; it's about experiences, connections, and new adventures. Our mission is to make **travel affordable, transparent, and tailored just for you**. We are constantly evolving, innovating, and improving to ensure your journey is nothing short of perfect.

## Why Choose Plane Pockets?

- **Price You Can Trust:** Say goodbye to endless searching. Our platform curates the best deals just for you.
- **Tailored Travel Experience:** Whether you're a solo explorer, a family planner, or a business traveler, we've got you covered.
- **Hassle-Free & Human Support:** Need help? Our dedicated team is just an email away to assist with bookings, queries, or any advice you need.

## Our Story – A Journey to Empower Yours

Plane Pockets started with a simple idea—to make the world a little closer, a little more affordable, and a lot more accessible. We understand that every journey matters, and every penny saved is a step closer to your next adventure. We're excited to be part of your travel story and are here to make your journey extraordinary.

## The Road Ahead – Innovation & Expansion

We don't just stop at bookings. With plans to integrate **AI-based features**, provide more **exclusive travel deals**, and expand our platform to be the one-stop solution for all travel needs, the future looks bright—and we're glad to have you along for the ride.

**Plane Pockets** – Travel Smart, Travel More, and Keep Your Pockets Happy. ✈️

## Privacy Policy - Effective Date: [07-09-2024]

### Introduction

Welcome to **Plane Pockets** ([www.planepockets.com](http://www.planepockets.com)). We value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website.

### 1. Information We Collect

- **Personal Information:** We may collect personal details such as your name, email address, phone number, and payment information when you make a booking, sign up for a newsletter, or contact us.
- **Non-Personal Information:** We may also collect information such as browser type, IP address, and browsing history for analytical purposes.

### 2. How We Use Your Information

We may use your information to:

- Process and manage bookings and payments.
- Send you promotional emails or newsletters (if you've subscribed).
- Improve our website and user experience.
- Respond to your inquiries and provide customer support.

### 3. Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to third parties, except in the following situations:

- To trusted third parties who assist us in operating our website, conducting our business, or providing services to you (such as payment processors), provided that these parties agree to keep your information confidential.
- If required by law or to protect our rights, safety, or property.

### 4. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to monitor the activity on our website and store certain information. You can modify your browser settings to decline cookies if you prefer.

## 5. Data Security

We implement security measures to protect your information. However, please note that no method of transmission over the internet is 100% secure.

## 6. Your Choices

You can opt out of receiving marketing communications from us by following the unsubscribe link provided in the emails. You may also update your personal information by contacting us.

## 7. Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those external sites.

## 8. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

## Contact Us

If you have any questions about this Privacy Policy, please contact us at:

**Email:** [Support@plane pockets.com](mailto:Support@plane pockets.com)/[plane pockets@gmail.com](mailto:plane pockets@gmail.com)

**Address:** 2nd Floor, Panchwati House, East Lohanipur, Patna, 800003

## Terms of Use

**Effective Date:** [07-09-2024]

### 1. Acceptance of Terms

By accessing and using **Plane Pockets** ([www.planepockets.com](http://www.planepockets.com)), you agree to comply with these Terms of Use. If you do not agree with any of these terms, please do not use our website.

### 2. Use of Website

You agree to use the website only for lawful purposes and in a way that does not infringe upon the rights of others or restrict anyone else's use of the website. Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offense.

### 3. Intellectual Property Rights

All content on this website, including but not limited to text, graphics, logos, and images, is the property of **Plane Pockets** and is protected by intellectual property laws. You may not use, copy, or distribute any content without prior written permission.

### 4. Booking and Payments

When you make a booking through our website, you agree to provide accurate and complete information. All payments must be made as per the payment terms provided at the time of booking.

### 5. Affiliate Links and Third-Party Services

Our website may contain affiliate links or links to third-party services, such as Skyscanner. **Plane Pockets** is not responsible for the content, accuracy, or services provided by any third-party websites or services.

### 6. Disclaimer and Limitation of Liability

The information and services provided on our website are for general information purposes only. While we strive to keep all content up to date and accurate, we make no warranties or representations about the completeness, reliability, or availability of any information on the website. **Plane Pockets** shall not be liable for any loss or damage arising from your use of this website.

## 7. User Content

If you submit any content, such as reviews or comments, you agree that they are accurate and not misleading. **Plane Pockets** reserves the right to remove any content that violates these terms.

## 8. Changes to Terms of Use

We may update these Terms of Use at any time. Any changes will be posted on this page, and by continuing to use the website, you agree to the updated terms.

## 9. Termination

**Plane Pockets** reserves the right to terminate or suspend access to our website for any user who violates these Terms of Use without prior notice.

### Disclaimer

The information, content, and services provided on this website (**Plane Pockets**) are for general informational purposes only. While we strive to keep all content up to date and accurate, **Plane Pockets** makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

### Liability Disclaimer

**Plane Pockets** shall not be liable for any direct, indirect, incidental, or consequential damages arising from your use of the website, including any errors or omissions in the content or any loss or damage of any kind incurred as a result of the use of any content made available on the site.

### Third-Party Links and Services

Our website may contain links to third-party websites or services that are not owned or controlled by **Plane Pockets**. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party sites or services. You acknowledge and agree that **Plane Pockets** shall not be liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods, or services available on or through any such websites or services.

### **Jurisdiction and Governing Law**

These terms are governed by and construed in accordance with the laws of **India**. Any disputes relating to these terms will be subject to the exclusive jurisdiction of the courts located in **[Patna/Bihar]**, India.

### **Contact Us**

If you have any questions about these Terms of Use, please contact us at:

**Email:** [Support@plane pockets.com](mailto:Support@plane pockets.com)/[plane pockets@gmail.com](mailto:plane pockets@gmail.com)

**Address:** 2nd Floor, Panchwati House, East Lohanipur, Patna, 800003



## Refund & Cancellation Policy

This Refund & Cancellation Policy ("Policy") governs the terms of cancellations and refunds for services offered by Plane Pockets ("Company"). By using our services, you agree to comply with and be bound by this Policy.

### 1. Scope of the Policy

This Policy applies to all services provided by the Company, including but not limited to flight bookings, hotel reservations, cab bookings, custom itineraries, physical products, and other related services.

### 2. General Terms

- 2.1. All cancellations and refunds are subject to the policies of the respective airlines, hotels, cab service providers, affiliate partners, and other third-party vendors.
- 2.2. The Company shall deduct applicable charges, including but not limited to processing fees, cancellation fees, and any charges levied by third-party service providers.
- 2.3. Refund requests must be submitted within the specified time frame as mentioned in the service terms.

### 3. Affiliation and Third-Party Policies

- 3.1. Refunds and cancellations for bookings made through affiliate programs (e.g., Skyscanner, Travel payouts) are governed by the respective partner's terms and conditions.
- 3.2. Plane Pockets acts solely as a facilitator and does not control or influence the policies of third-party affiliates.
- 3.3. Any commissions earned through affiliate bookings are non-refundable, even in case of cancellations.
- 3.4. Customers are advised to directly contact the affiliate service provider for cancellations or refund issues.
- 3.5. Refunds for affiliate bookings may take additional time based on the affiliate partner's refund policies, typically 15-30 business days.

### 4. Flight Bookings

**\*\*Cancellation:\*\***

- Cancellations are subject to the airline's policies and may include charges depending on ticket type, booking class, destination, and cancellation time.
- Non-refundable fares are not eligible for refunds under any circumstances.

**\*\*Refund:\*\***

- Refunds will be processed only for eligible cancellations as per the airline's terms and conditions.
- Processing timelines depend on the airline and may take 7-15 business days.

## 5. Hotel Reservations

### **\*\*Cancellation:\*\***

- Hotel cancellation policies vary by property and are displayed during the booking process.
- Non-refundable bookings or special promotional offers cannot be canceled or refunded.

### **\*\*Refund:\*\***

- Refunds for eligible cancellations will be processed after confirmation from the hotel.
- Refunds may take 7-10 business days to reflect in your account.

## 6. Physical Products

### **\*\*Return and Exchange:\*\***

- Physical products can be returned or exchanged within 7 days of delivery, provided they are unused and in original packaging.

### **\*\*Non-Refundable Products:\*\***

- Personalized or custom-made products are non-refundable.

### **\*\*Shipping Costs:\*\***

- Shipping fees are non-refundable, and return shipping is borne by the customer unless the item is defective.

### **\*\*Damaged Goods:\*\***

- If a product arrives damaged, customers must notify within 24 hours with supporting images for a replacement or refund.

## 7. Cancellation Processing Fee

- A standard processing fee will be deducted for all cancellations or refunds.
- This fee is separate from cancellation charges imposed by airlines, hotels, or other service providers.

## 8. Refund Process

- Refunds will be processed to the original payment method (bank account, credit card, or wallet) used at the time of booking.
- Refund timelines:
  - Flights: 7-15 business days (subject to airline policies).
  - Hotels: 7-10 business days.
  - Affiliates: 15-30 business days.
  - Physical Products: 7-10 business days.

## 9. Non-Refundable Transactions

- Certain bookings, such as last-minute offers, promotional fares, or discounted packages, are strictly non-refundable.
- Customers are advised to carefully review the terms and conditions of such bookings prior to purchase.

## 10. Liability Limitation

- 10.1. The Company acts as a facilitator and shall not be held liable for the services provided by third-party vendors, including airlines, hotels, or transport operators.
- 10.2. Refunds are limited to the amount paid by the customer for the service in question and exclude any consequential or incidental damages.

## 11. Dispute Resolution

- 11.1. In case of disputes related to cancellations or refunds, customers may contact the Company for resolution at [support@plane pockets.com](mailto:support@plane pockets.com).
- 11.2. If a resolution cannot be reached, disputes shall be subject to arbitration under the Arbitration and Conciliation Act, 1996 (for India) or the applicable jurisdiction's laws.

## 12. Amendments to the Policy

The Company reserves the right to amend or update this Policy at its discretion without prior notice. Changes will be effective upon being posted on our website.

## 13. Governing Law and Jurisdiction

This Policy shall be governed by and construed in accordance with the laws of India. Any disputes arising under this Policy shall be subject to the exclusive jurisdiction of the courts located in [Patna/Bihar].

## 14. Contact Information

For any inquiries or assistance regarding cancellations or refunds, please contact:

- Email: [support@plane pockets.com](mailto:support@plane pockets.com)/[plane pockets@gmail.com](mailto:plane pockets@gmail.com)
- Phone: +919334233767
- Address: 2<sup>nd</sup> floor, Panchwati, Kashinath Lane, East Lohanipur, Kadamkuan, Patna 800003

