

Terms and Conditions

Last Updated on 12th November, 2025

This record is an electronic one, and it was published in compliance with the terms of the Information Technology Act of 2000 and the rules that were established under it. It was generated by a computer system, and it does not require any digital or physical signatures.

A. Celibrat maintains the whole right to modify or amend these Terms at any time without prior notice. By referring to the "Last Updated" legend located above, you will be able to ascertain the most recent time that these Terms were amended. At any time, you are able to obtain the most recent version of these Terms through the Platform. The Terms of Service on the Platform should be reviewed on a regular basis. The fact that you continue to use and access the Platform constitutes your approval to the aforementioned modifications. Your access to the Platform should be terminated immediately in the event that you do not agree with the updated Terms.

B. The Company is responsible for the operation and management of this website, which can be found at www.celibrat.com (Website) (Website and App can be referred to collectively as the "Platform"). For the purposes of this discussion, the word "Company" will be used to refer to each and every organisation that is responsible for the operation and management of the Platform in relation to certain cities. On this page, you will get access to all of the company's information.

C. Your use of the Platform is governed by these terms of service (the "Terms"), and for the purposes of these Terms, the Company may also be referred to as "Celibrat," "We," "Us," or "Our," and the terms "You," "Your," or "User" relate to users of the Platform that are referred to in the context of these Terms. We are grateful for the trust that you have placed in us. Due to this reason, we ensure that the transactions and the information you provide are protected by maintaining adequate security standards.

Before you use the services, it is imperative that you give these Terms a thorough reading. You are not permitted to use the Services (which will be described further down in this paragraph) on the Platform if you do not agree to these Terms.

By (i) using this Website or any facility or service provided by this Website in any way; or (ii) simply browsing the Website, You agree that You have read, understood, and agreed to be bound by these Terms, the Website's Privacy Policy, and any other rules, guidelines, policies, terms and conditions that are relevant under the applicable law(s) in India and other jurisdictions, for the purposes of accessing, browsing, or transacting on the Website, or availing any of the Services, and that such rules, guidelines, policies, terms and conditions shall be deemed to be incorporated into, and considered as part and parcel of these Terms. Additionally, You acknowledge that You have read, understood, and agreed to be bound by these Terms. This will result in the formation of a legally binding agreement to adhere to the arrangement. Furthermore, by providing Celibrat with your personal information, you are giving your agreement to Celibrat accessing your personal information for the purpose of providing the Services (as defined below). You are also agreeing that you are

interested in making use of the Services through the Platform in accordance with these Terms.

1. SERVICE OVERVIEW

The services constitute a technology platform that enables users of the Company's Platform, which is supplied as part of the Services, to arrange and schedule services related to photoshoots and decorations that are necessary for a celebration. These services may include photographers, talent, and other retail products.

Despite the fact that you have accepted and/or confirmed an appointment for service, you realise that the Company is unable to guarantee that the appointment will be available. At the time that you make a request for an appointment with the Company, the Company will ensure that it makes reasonable steps to offer you with the best and most exceptional experience possible by utilising independent service providers. There is no assurance that the supplier will produce the identical design that is displayed on the website, despite the fact that they will make reasonable attempts to deliver the best and match the design that is shown above.

Following the submission of your request, the Organiser or photographer will confirm your booking in accordance with your specifications and will then get in touch with the provider that has been assigned to you. Additionally, the corporation may give additional on a charged basis in accordance with the request that was issued.

You acknowledge that the Company does not offer any services to its customers and that all of the services mentioned above are offered by other independent third-party contractors with whom the Company does not have any employment relationship.

You acknowledge that the cost of the services and the amount of time it will take to complete them are estimates that are based on your request and are of very close proximity to one another.

2. Eligibility of Use

The Company maintains the right to restrict access to the Website's services to new Users or to terminate access provided to current Users at any time without providing any reasons, and You shall have no right to object to such action. You cannot have more than one active Account on the Website. The Website is accessible to people who can establish legally binding contracts under the Indian Contract Act of 1872. Persons who are "incompetent to contract" under the Indian Contract Act, 1872, including but not limited to minors, un-discharged insolvents, and others, are ineligible to utilise the Website. Users who have been suspended or removed from the Company's system for whatever reason will likewise be unable to access the Products. If you do not meet the above requirements, you will not be able to place a requisition for the Products through the Website. By accessing and using this Website, you affirm that you are of legal age to form a binding contract and are not prevented from entering into a contract under Indian laws. Regardless of the foregoing, if you are under the age of eighteen (18), you may use the Website's services through your legal guardian in compliance with applicable laws. The Company retains the right to terminate your membership and/or refuse to provide You with access to the Website if it is brought to the Company's attention or it is determined that You are under the age of 18. Furthermore, You are not permitted to sell, trade, or otherwise transfer Your Account to another party.

Any credible proof of such discrimination, including any refusal to receive products or services based on the aforesaid metrics, whether alone or in combination with any other statistic, may render you ineligible, resulting in the suspension of Services. You will have no claim, and we will have no liability, for any suspension imposed as a result of the aforementioned event. The third-party delivery service providers will not be subject to discrimination on the basis of any of the following factors: race, religion, caste, creed, national origin, disability, sexual orientation, sex, marital status, gender identity, age, or any other characteristic that is regarded to be prohibited according to the laws that are in effect.

3. Privacy Policy

The purpose of the data collected, processed, and shared by the company with third parties is to fulfil your request for products and services. This will be done in line with the company's Privacy Policy. This Agreement encompasses, and references, the Privacy Policy as well as any other rules or policies accessible on the Platform, including all additional or amended terms, conditions, and policies related to the Platform or any current or future services that may be provided by Celibrat. In the event of any inconsistency between the provisions of this Agreement and those of the policies and guidelines available on the Platform, the terms of this Agreement shall take precedence concerning the subject matter herein, while the policies and guidelines shall prevail concerning their respective subject matter. It is highly recommended that you thoroughly review all applicable policies and guidelines available on the Platform Celibrat.

4. SECURITY, PASSWORD, AND USER ACCOUNT

You must register and create an account on the Platform by supplying the information that may be needed under the Privacy Policy ("Account") in order to access the Services on the Platform.

You shall be entirely accountable for all activity that occur on your account and for maintaining the confidentiality of the information you supply. You commit to reporting any unauthorised access to your account to Celibrat right away. If you fail to keep your account information safe and private, you can be held accountable for paying damages for losses brought on by unauthorised use of your account.

The information you give us is entirely your responsibility. You are responsible for making sure that all of the information you supply, including the account information, is correct, complete, and current. You must update your account information on the platform right away if any information changes or is discovered to be inaccurate. You may also ask Celibrat to amend or revise your information. In the event that Celibrat has reasonable grounds to believe that the information you have provided is false, inaccurate, unapproved, not current, or incomplete (or becomes untrue, inaccurate, not current, or incomplete), Celibrat retains the right to reject any and all of the Services.

You must refrain from using hacking, password mining, or any other illegal method to try to obtain unauthorised access to any part or feature of the Services, any other systems or networks linked to the Services, any of our servers, or the Platform.

Security & Reverse Engineering

You promise not to do any of the following:

1. Make an effort to deconstruct or reverse-engineer any software or code present on the Platform.
2. Violate the platform's security by gaining unauthorised access, getting around encryption or other security measures, mining data, or interfering with any host, user, or network.
3. Engage in unlawful spamming activities on the Platform, such as sending bulk commercial emails or collecting email addresses and personal data from third parties.
4. Monitor or replicate the Services or any part of them using a robot, spider, other automated device, or manual procedure.

5. Payments Information

During the checkout process, you will see details about the Platform's approved payment methods. You agree to use and submit valid bank details or other information needed to facilitate payment for the Services ("Payment Details"). This is necessary in order to access the Services. By submitting the Payment Details, you're stating that you have the legal right to do the following: (a) give the Payment Details; (b) make payments with the Payment Details; and (c) not break any rules or regulations that are relevant to the Payment Details or the law. The Platform allows you to update your Payment Details at any time, including adding, removing, and editing them. You understand and agree that the Company may employ third-party vendors and service providers, such as payment gateways, to handle payment card information and processing, within the bounds of legality and the Privacy Policy. It is under the Company's purview to verify that any outside suppliers or service providers in question hold the relevant licenses.

The payment service offered by the company is not a banking or financial service, but rather a facility that allows users to pay for transactions on the platform using the authorised banking infrastructure and card payment gateway networks, as applicable. The system is electronic and automated. Your issuer may impose processing fees, transaction fees, or other fees associated with the handling of Your transaction for certain payment methods.

The Company will not be held responsible for any payments that are authorised through the Platform using Your Payment Details, unless otherwise mandated by law. The following are some examples of situations in which the Company cannot be held responsible: (a) insufficient funds in your bank account or other payment method to cover the entire transaction; (b) incorrect payment details supplied by you to the Company; (c) expiration of your payment card; or (d) events outside of its control that hinder the execution of the transaction.

If someone else uses your payment details to make a purchase on the platform, the company isn't liable. In such cases, the company is under no obligation to reimburse you.

6. PAYMENT AND FEES

If, for any reason, the booking amount, taxes, statutory fee, convenience fee, etc., is not charged in full, Celibrat reserves the right to charge, deduct, or claim the remaining amount from the user, and the user is responsible for paying the remaining amount to Celibrat. Celibrat reserves the right to

terminate reservations in which a short charge is claimed before the booking is used if the money is not paid by the scheduled use date.

Any price increase that Celibrat charges due to a change in the tax rate or the imposition of new taxes or levies by the government must be covered by the user. Such levies and taxes may be imposed retroactively and without previous warning, but they will always be in accordance with the relevant legislation.

Celibrat retains the right to impose additional fees, such as convenience or service fees, on top of the booking cost as determined by the service providers. Additionally, Celibrat retains the right to occasionally change any and all fees. The user will be informed of any additional fees, including those associated with any changes, prior to the booking being confirmed or payment being collected.

In the extremely unusual event that a reservation is not confirmed for whatever reason, Celibrat will handle the user's reimbursement of the booking fee and notify them of the situation. Celibrat is under no duty to replace the unconfirmed reservation, offer a substitute reservation, or offer compensation. Every subsequent reservation will be handled as a brand-new transaction. Any applicable refund will be handled in accordance with Celibrat's and the service provider's established policies, as applicable.

In accordance with the applicable legislation, the User must bear full responsibility for any charges, fees, duties, taxes, and assessments resulting from the use of the service. The user acknowledges and agrees that only Celibrat's bank accounts will receive payments. Any refunds for cancelled reservations will always be applied to the account or banking method (wallet, credit card, etc.) that was used to make the reservation.

The user shall not divulge any sensitive personal information to third parties, including Celibrat agents, staff, or representatives, such as his credit/debit card number, CVV, OTP, card expiration date, user IDs, passwords, etc. If the workers or representatives of Celibrat's agents request such information, the User must notify Celibrat right away. If the user shares the aforementioned information, Celibrat will not be responsible for any losses.

User-made reservations made through Celibrat are subject to the appropriate cancellation policy, which is either stated on the booking page or in written correspondence with clients. On the website, Celibrat offers a number of payment methods, including UPI, credit/debit cards from different banks, net banking from all major banks, Celibrat and third-party wallets, gift cards, EMI, and further options.

You must pay Service Professionals the cost specified at the time of booking for services you wish to obtain through the Platform, in addition to fees for:

- (i) any further services you might be able to use.
- (ii) the Service Professional's out-of-pocket costs, and
- (iii) costs associated with the acquisition of items needed or used to carry out the Service ("Charges"). Celibrat retains the right to charge you a convenience fee (referred to as "Fees") in addition to the charges due to service professionals in order to facilitate the booking and transfer

payments to the service professional. You agree that additional fees, such as a safety fee, warranty fee, insurance cost, or service professional welfare fee, may be included on the final statement you receive.

7. SERVICE DELIVERY, DELIVERY FEE, AND DELIVERY TIME

Additionally, you acknowledge that in addition to the delivery fee for the purchases, which you can see in the see bill part on the checkout page, the company reserves the right to charge you a fee for weather, peak hours, and/or extremely high demand. The company will deliver the goods and services within the time frame that is provided to you via the platform. Although the company makes every effort to display the estimated delivery time and available slots for each order, it cannot guarantee that the orders will be delivered within the specified time frame. This is because the precise delivery time of each order may vary depending on a number of factors, including demand, traffic and weather conditions, a force majeure event, the availability of third-party delivery personnel and service providers, and service professionals.

If you choose to pay for the products using the "Cash on Delivery (CoD)" option, the third-party delivery service providers may refuse to deliver the ordered goods to you if you do not pay in full. The company will consider the order cancelled and will not be responsible for any damages or losses that may result from the non-delivery. The company retains the right, in its sole discretion, to charge you the delivery fee for the cancelled order and recoup the cost of the delivery attempt.

Substitution: We shall provide you with a replacement service professional among our registered service professionals in the event that a selected service professional is unavailable or cancels.

When you place your product purchase on the Platform, you will specify the delivery address to which the products and services will be delivered. Giving a complete and accurate delivery address and, if necessary, additional delivery instructions is entirely your responsibility. If you enter an incorrect or incomplete address on the platform, the company will not be held liable for any delays in the delivery of your order.

Third-party delivery service providers offer the delivery service. When a suitable individual is able to accept the order at the address you have supplied, the third-party delivery service providers will typically make deliveries. If you ask for a delivery to be left unattended at your address, you specifically release the company from all obligations that might result from the products being left unattended for a while.

8. RIGHT TO REFUSE AND RIGHT TO CANCEL

Celibrat's Right to Refusal:

(i) When the User violates this User Agreement, when Celibrat cannot confirm the User's identity or when Celibrat has reasonable grounds to believe that the User's activities may cause legal trouble for the User, other Celibrat users, or Celibrat itself; or when Celibrat cannot verify the User's information.

(ii) Celibrat may, in its absolute discretion, decline any reservation without providing a reason. Until Celibrat receives full payment from the User, we will withhold providing any service or sharing details

of confirmed bookings. Limiting the User's activity, warning other users of the User's actions, immediately suspending or terminating the User's registration, or refusing to provide the User access to the Website are all remedies and recourses available to Celibrat under this User Agreement or applicable law.

(iii) The User is kindly asked to refrain from writing or sending any content to Celibrat that contains any of the following: language that is abusive, threatening, offensive, defamatory, coercive, obscene, belligerent, vulgar, sexually explicit, pornographic, illicit, or otherwise objectionable; content that violates third parties' intellectual property rights; content that is spam; or content that violates any other applicable law. Celibrat has the right to pursue legal action against the User for any violation of the agreements mentioned before.

(iv) Until Celibrat reinstates a User after suspension or termination, that User is not allowed to register with Celibrat again, use the Website in any way, or attempt to register with other credentials. Celibrat retains the right to reinstate suspended users in its sole discretion. In the event that a User violates this User Agreement, Celibrat retains the right to pursue any legal action it considers necessary, including the recovery of any sums owed by the User to Celibrat.

Ability to Refuse

(i) Celibrat has the right to take appropriate legal action, including cancelling bookings, against the User without prior notice if it finds or has reason to believe, at any point during or after receiving a service request from the User, that the request is unauthorised, the information provided is incorrect, or that any fact has been misrepresented. In such case, Celibrat is not going to be held accountable for anything that happens to the User or anyone else involved with the reservation because of the cancellation of the booking or services.

(ii) The User assures that any information provided to Celibrat through the Website will be accurate and truthful, and that no misrepresentation of facts will be made. In the event of a User default, the User will no longer be eligible to use Celibrat's services.

(iii) No user will be contacted by Celibrat to rescind a booking if the request comes from a judicial, quasi-judicial, investigational, or government entity. The User agrees that Celibrat is not liable for any harm or loss that may result from actions taken by Celibrat to protect its legitimate customers' interests and its own. Celibrat may also refuse or cancel bookings if they detect fraudulent activity.

End Service Provider Right to Refusal:

The end service provider has the right to refuse to provide the service(s) agreed upon by the user for any booking made through Celibrat. Reasons for this refusal may include, but are not limited to, public safety concerns, health hazards, infectious diseases, government orders/notifications, and behavioural issues. The user acknowledges and agrees to this. Because this is beyond Celibrat's control, the User acknowledges and accepts that the end service provider, and not Celibrat, is entirely liable for any claims, refunds, or damages that may result from such a refusal.

9. REFUNDS, CANCELLATIONS, AND RESCHEDULING

CANCELLATION:

You will not be billed for any cancellations made by the company, and any money that has already been paid will be reimbursed. Before the company accepts your reservation, you are free to cancel it at any moment. Once the company accepts your reservation, you cannot change it. For a variety of reasons, such as a shortage or unavailability of a particular product or a force majeure occurrence, the company may cancel a reservation in full or in part. Only cancellations made in accordance with the terms listed on the product page will be accepted; the customer must confirm and agree to these terms prior to making a reservation.

REFUND:

The originating account or the Celibrat Wallet, whichever you prefer, will get the reimbursement amount. You understand that, depending on the terms and conditions of your financial institution or payment gateway service provider, it could take longer for your refund to appear in your account after it has been initiated. Please be aware that if you choose to cancel your reservation after we have verified the reservation and the supporting documentation, the refund amount for reservations that are eligible for cancellation under these terms will be processed more than 24 hours prior to the service, or if a provider isn't assigned and verifying the refund request. Only after the requirements that we may specify are met will your refund be executed. The terms for accepting returns, cancellations, and refunds will be subject to reasonable additional conditions and will be periodically communicated to the user via the Platform's push notifications or any other method of communication as specified in these Terms or as decided by the Company.

Cancellation: Refunds for standard bookings

There will be a 70% cancellation fee if the service is cancelled within 0-12 hours or if a service provider has already been appointed.

There will be a 50% cancellation fee if the service is cancelled within 12-24 hours or if a service provider has already been appointed.

There will be a 30% cancellation fee if the service is cancelled within 24-48 hours or if a service provider has already been appointed.

There will be a ₹200 cancellation fee if the service is cancelled after 48 hours.

Bookings made on special days and during peak season are not refundable or cancelled.

For instance, January 1st, January 26th, February 14th, August 15th, December 25th, December 31st, Holi Days, Diwali Days, Lohri Days, any wedding season, or peak season etc.

Note: The provider receives any cancellation fees for the period they have reserved and are unable to secure another job at the same time.

Reschedule Booking Policy

Within 24 hour or if a service provider has already been appointed: No Rescheduling booking

If more than 24 hours: Rescheduling booking without any charges

No Rescheduling possible for Bookings made on special days and during peak season. For instance, January 1st, January 26th, February 14th, August 15th, December 25th, December 31st, Holi Days, Diwali Days, Lorhi Days, any wedding season, etc.

10. Watch out for fraud

Do not give your OTP, UPI/ATM pin, CVV number, debit/credit card number, or any other personal information to someone posing as a company representative. You will never be asked to divulge the aforementioned information by the company or its authorised representatives. Keep an eye out for scammers, and report any incidences right away to your bank, the local police station, or <https://cybercrime.gov.in/>. or Click on the app's "Get Help" area if you need help with celibrat booking or refund-related concerns.

Please use caution when checking portals or website links that purport to be Celibrat, lookalikes, payment links shared on social media, or social messaging apps that purport to be Celibrat deals or discounts, as well as proactive calls from unidentified numbers asking for financial or personal information.

11. USER CARE

The Company retains the right, without providing a reason, to reject transactions from Users who have a history of dubious transactions, including but not limited to violations of any agreements the User has with the Company, of any laws or charges levied by the Bank, or of any policies. Before authorising the user's order, the company may conduct any necessary checks for security or other reasons at its discretion. The Company will have the right to refuse such an order if, as a result of these checks, it is not satisfied with the User's credibility or the transaction's authenticity. In order to ensure transaction security, the company may, at its sole discretion, postpone or cancel any transaction if it has doubts about a user's legitimacy or behaviour, or if the user is making a lot of transactions.

12. Celibrat's Limited Liability

The availability of any services listed by a service provider is not guaranteed by Celibrat. By making a reservation, the user acknowledges that Celibrat only offers a technological platform for scheduling services and goods; Celibrat bears no liability beyond that of the individual service provider. Therefore, the final service agreement is between the service provider and the user.

Celibrat always operates as a platform by putting the user in touch with the appropriate service providers (collectively referred to as "Service Providers"), unless it specifically acts as a reseller in specific situations. Celibrat's responsibility is restricted to giving the user a confirmed reservation that they have chosen. The Service Provider will be solely responsible for any problems or worries the User may have when using any of these services. Celibrat will not be held accountable for any Service Provider's actions, omissions, mistakes, representations, warranties, violations, or carelessness. Unless Celibrat specifically states otherwise in any product or service:

The user is also aware that the information provided by the service provider is what is shown on the website regarding any service. Therefore, Celibrat cannot be held accountable if it is discovered that the information supplied by the Service Provider is erroneous, insufficient, outdated, or in violation of any applicable laws, rules, regulations, or directives. Celibrat disclaims any responsibility for the calibre of services rendered by the individual service providers. Regarding their quality or fitness as stated, Celibrat makes no guarantees.

13. RIGHTS TO INTELLECTUAL PROPERTY

The trademarks, logos, and service marks that are shown on the Platform (collectively, the "Marks") are either owned by third parties or licensed by the Company. Without the previous permission of the Company or the appropriate third party (who is the Marks' owner), respectively, you are not allowed to use the Marks. No party is permitted to utilise trademarks, logos, or any other mark in any way by accessing or using the Platform.

The Platform, its processes, and their specific selection and arrangement—encompassing all text, videos, graphics, user interfaces, visual interfaces, sounds and music (if applicable), artwork, and computer code, along with any combinations thereof (the "Content")—are licensed to the Company. The design, structure, selection, coordination, expression, look and feel, and arrangement of this Content are safeguarded by copyright, patent, and trademark laws, as well as other intellectual property rights.

Any name, trademark, service, or product of a third party that is referenced on the platform was added for your convenience after that third party gave explicit permission. This does not mean that the third party endorses, supports, or recommends the trademark, service, or product, either explicitly or implicitly. The business does not claim any ownership, title, or interest in the intellectual property rights resulting from or connected to the products.

16. EXCLAMATION OF LIABILITY AND WARRANTIES

You specifically comprehend and concur that, to the greatest extent allowed by applicable legislation. The Company provides the Platform and other Content "as is," with no express, implied, statutory, or other guarantees of any kind, including the implied warranties of title, non-infringement, merchantability, or fitness for a specific purpose. In addition to the aforementioned, the Company does not guarantee that the Platform or Services will satisfy Your needs or that Your use of the Platform will be error-free, timely, secure, or uninterrupted. No written or verbal advice or information you receive from the Company will establish any warranty that isn't specifically mentioned in the Terms. If your account or account information is used without authorisation in connection with the Platform, whether or not you are aware of it, the Company will not be responsible for any losses you may sustain.

Although the Company has made every effort to ensure that all of the information on the Platform is accurate, the Company neither guarantees nor makes any statements regarding the quality, accuracy, or completeness of any data, information about the Services, or anything else. Whether based on contract, tort, negligence, strict liability, or any other reason, the Company shall not be liable for any information, software, functionalities, and related graphics obtained through the Platform or for any

delay or incapacity to use the Platform or related functionalities, or for the provision of or failure to provide functionalities. Furthermore, if the Platform is unavailable for regular maintenance or if there is an unforeseen suspension of access for technical reasons or for any other reason beyond of the Company's reasonable control, the Company will not be held liable.

The Company does not guarantee that the Platform's content is suitable for use or access outside of the Republic of India. Users who access or use the Platform from outside of the Republic of India do so at their own risk and are in charge of adhering to local laws.

The Terms do not constitute, nor may they be used in connection with, any solicitation or promotional activity by anyone in any country where such solicitations or promotional activities are prohibited, or to any individual to whom such solicitations or promotions are illegal.

The Company has attempted to present the Product image's hues on the Platform as closely as possible. Your monitor or device will determine the real colours of the products you see, nevertheless, and the company makes no guarantees regarding this display and will not be held accountable for it.

17. COMPENSATION

The Company, its directors, officers, partners, consultants, agents, employees, and its third-party partners will never be held accountable to You or any third party for any kind of special, incidental, indirect, consequential, or punitive damages that result from or are related to Your use of the Platform or access to its content.

You agree to protect Celibrat and its officers, directors, employees, and agents from any legal action, claim, demand, or other liability, loss, cost, or expense (including legal fees) that may arise from or be related to the following: (i) your use of the Services or products purchased through the Services; (ii) your breach or violation of these Terms; (iii) Celibrat's use of your User Content; or (iv) your violation of the rights of any third party, including Third Party Providers.

To the greatest extent allowed by relevant legislation, the restrictions and exclusions in this section are applied.

19. TERMINATION AND SUSPENSION

Until you or the company terminate them as specified below, the terms will remain in effect. You have the option to terminate your account on the platform or cease using it if you disagree with the terms or are unhappy with it.

The Company reserves the right to disable your access, prohibit future access to the Platform, or suspend or terminate your Account. This action may be taken if the Company, in its sole judgement, determines that you've breached any of these Terms, the Privacy Policy, or engaged in any unethical behavior.

Unless and until the Company decides to terminate them, all provisions that are by their very nature meant to survive such termination shall remain in effect indefinitely, regardless of anything in this clause.

Termination under clauses 19.1 and 19.2 doesn't absolve you of your need to pay for a booking made on the Platform, nor does it release you from any other duty that has already arisen or remains unfulfilled and pertains to the time before the termination. You will be responsible for all fees or charges related to the Services, if applicable, until either party ends the agreement.

22. CONTACTS

You consent to receive communications by SMS, telephone, or VOIP calls, as well as messaging apps such as WhatsApp, on the mobile phone number you've registered. This includes electronic communications like emails from the Company and other parties approved by the Company. By providing your explicit consent, you are allowing the Company to monitor and record any and all communications that take place between You and the Company or any of its agents, employees, consultants, contractors, representatives, or authorised partners. This monitoring and recording will also remove any need for additional notice or consent required by law. You have the option to unsubscribe or opt-out of any communications from the Company. In that scenario, the company will only send communications that are necessary for you to use the services.

24. REDEMPTION RESPONSE

Should you encounter any abuse or violations of these Terms, or if you come across information on the Website that you find offensive, please reach out to

Please contact us with a detailed description of your concerns regarding the terms or any complaints you may have about the website or our services, and we will do our best to address them. Kindly contact them at:

Here is the contact information: ****Address:**** OFFICE NO. 35/36, ARNAV GREEN CITY, SAGARTAL CHAURAHA, GWALIOR 474012, MADHYA PRADESH, INDIA ****Email:**** celibrat.tech@gmail.com