

Privacy Policy Travel Yollo

Last updated: [8th September, 2025]

1) Who we are

Travel Yollo ("TravelYollo", "we", "us", "our") is a travel company that curates and sells travel experiences and related services.

Legal entity: [VZ TRAVELYOLLO PRIVATE LIMITED]

CIN: [U79110MH2025PTC445161]

Registered address: [A 802, AAKANKSHA, OFF YARI, RD, VERSOVA, ANDHERI WEST, Vesava, Mumbai, Mumbai- 400061, Maharashtra]

Contact: [contact@travelyollo.com] | [+91-9821112284]

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our websites and B2B portal, make a booking, or interact with us.

By using our website(s) or services, you consent to this Privacy Policy.

2) What data we collect

- Identifiers & contact: name, email, phone, postal address.
- Travel documents: passport details, visa details, date of birth, nationality.
- Booking details: itinerary, preferences, special requests.
- Payment details: limited card/UPI information processed by our payment partners (we do not store full card data).
- Sensitive info (optional): medical/dietary needs or accessibility requirements you choose to share so we can arrange suitable services.
- Technical data: device, IP, browser, cookies, and analytics events.
- Communications: emails, chat transcripts, call recordings (where applicable).

3) Why we collect it (lawful purposes)

- Provide and personalize travel services and customer support.
- Process bookings, payments, refunds, and travel insurance (where applicable).
- Communicate itineraries, confirmations, alerts, and updates.
- Comply with legal obligations (KYC, taxation, and prevention of fraud).
- Improve our sites, products, and marketing with aggregated analytics.
- Send service emails; send marketing only with your consent/opt-in (you can opt out any time).

4) Sharing your data

We share data only as needed to deliver/operate services or as required by law:

- Travel suppliers: airlines, hotels, DMCs, guides, insurers, visa agents, and car rentals.
- Payment processors: e.g., Razorpay and banking partners.
- Technology/service providers: hosting, CRM, analytics, support tools (under data-processing agreements).
- Affiliates/partners: where a booking is fulfilled jointly or via a channel partner.
- Authorities: immigration, security, taxation, or law enforcement when legally required.
- Corporate transactions: in case of merger/acquisition, subject to continuity of protections.

We do not sell personal data.

5) International transfers

Your information may be processed in countries other than India (e.g., destination countries, airline/hotel locations). We take reasonable steps to ensure adequate protection consistent with this Policy and applicable law.

6) Data retention

We keep data for as long as needed for bookings, legal/regulatory requirements, dispute resolution, and accounting/tax (typically 7–10 years for financial records). When no longer required, we securely delete or anonymize it.

7) Cookies & analytics

We use cookies/pixels to run the site, remember preferences, and analyze usage. You can control cookies in your browser settings; some features may not work without them. We use analytics tools (e.g., Google Analytics). Learn how Google uses data at: www.google.com/policies/privacy/partners/. You can opt out via the Analytics opt-out add-on.

8) Your choices & rights

- Access/Update: request a copy or correction of your data.
- Delete: request deletion where not required by law or legitimate interests.
- Opt-out marketing: use “Unsubscribe” or email us.
- Consent withdrawal: where processing is based on consent (e.g., sensitive info).
Contact: [\[contact@travelyollo.com\]](mailto:contact@travelyollo.com) (or use the site form).

9) Children

Our services aren't directed to individuals under 18. If you believe a minor provided data without guardian consent, contact us to remove it.

10) Security

We use administrative, technical, and physical safeguards to protect information. No method is 100% secure; please contact us immediately if you suspect unauthorized use of your account or data.

11) Grievance Officer (India)

Name: [Tina Bijlani]

Email: [\[tina@travelyollo.com\]](mailto:tina@travelyollo.com)

Address: [A 802, AAKANKSHA, OFF YARI, RD, VERSOVA, ANDHERI WEST, Vesava, Mumbai, Mumbai- 400061, Maharashtra]

Response time: We aim to acknowledge within 48 hours and resolve within 30 days.

12) Changes to this Policy

We may update this Policy. The “Last updated” date indicates the current version. Material changes will be notified on our website and, where required, by email.

Terms & Conditions — Travel Yollo

Last updated: [8th September, 2025]

1) Contracting entity

Bookings are made with [VZ TRAVELYOLLO PRIVATE LIMITED], CIN [U79110MH2025PTC445161], trading as TravelYollo (TravelYollo.com), registered at [A 802, AAKANKSHA, OFF YARI, RD, VERSOVA, ANDHERI WEST, Vesava, Mumbai, Mumbai- 400061, Maharashtra].

2) Definitions

- “Client/You”: the person or organization making the booking (and travelers listed).
- “Services”: travel planning, tours, transfers, accommodations, activities, ticketing, insurance facilitation, visa assistance, and related services.
- “Supplier”: third-party airline, hotel, DMC, activity provider, insurer, or transport company.

3) Role & liability

TravelYollo acts as an agent/organizer, arranging Services offered by independent Suppliers. Each Supplier's terms apply to its component of your booking. TravelYollo is not liable for acts/omissions of Suppliers or events beyond our control (force majeure). Where TravelYollo is the principal for a service it directly operates, TravelYollo's direct liability is limited as per these Terms.

4) Quotes, pricing & taxes

- Quotes are in [USD] unless stated otherwise and are subject to availability and change until paid in full.
- Prices may vary due to fare classes, surcharges, taxes (GST/TCS), FX fluctuations, or government changes.
- Obvious pricing errors may be corrected; you can accept the corrected price or cancel for a full refund of the amount paid to TravelYollo for the erroneous portion.

5) Booking process & documents

- A booking is confirmed when you receive TravelYollo's written confirmation and we receive cleared payment.
- You must review confirmations and itineraries and report discrepancies within 24 hours.
- You must hold valid passports/visas/permits and comply with health, vaccination, and entry requirements.

6) Payments

- Accepted methods: cards/UPI/net-banking via Razorpay/ Paypal, bank transfer, or as displayed at checkout.
- Payment schedules (deposits/balances) will be stated in your quote/invoice.
- If a payment is late, reservations may be cancelled per Supplier rules; reinstatement is subject to availability and additional costs.

7) Cancellations & changes (by you)

- Your right to cancel/modify is governed by the Refund & Cancellation Policy and by individual Supplier fare rules. Some services are non-refundable/non-changeable.
- Name changes are generally not permitted by airlines.
- Unused services are non-refundable unless expressly stated.

8) Cancellations/changes (by TravelYollo/Suppliers)

- If a Supplier cancels/changes a service, remedies are per that Supplier's policy (re-accommodation, credit, or refund).
- If TravelYollo must materially alter an itinerary due to force majeure (e.g., weather, strikes, political unrest, pandemics), we will endeavor to offer alternate arrangements; additional costs may apply. TravelYollo is not responsible for consequential losses.

9) Travel insurance

We strongly recommend comprehensive insurance (trip cancellation, medical, evacuation, baggage).

Insurance benefits are subject to the insurer's terms.

10) Health, conduct & risks

- You are responsible for assessing fitness to travel and obtaining medical advice.
- Providers may refuse service due to safety concerns, intoxication, or misconduct without refund.
- Adventure activities carry inherent risks you voluntarily accept.

11) Limitation of liability

To the maximum extent permitted by law, TravelYollo's total aggregate liability arising from a booking is limited to the amount paid to TravelYollo for the affected service. TravelYollo shall not be liable for indirect, incidental, special, or consequential damages, loss of enjoyment, or loss due to acts of God or events beyond reasonable control.

12) Complaints & support

Report issues promptly (ideally while in destination) so we can help. Post-trip complaints must be sent to [\[contact@travelyollo.com\]](mailto:contact@travelyollo.com) within 14 days of return, with booking details and evidence.

13) Intellectual property & site use

Site content (text, images, logos) is owned by TravelYollo or its licensors. You may not copy, scrape, or use content except for personal, non-commercial use to evaluate our services.

14) Promotional Photography

TravelYollo reserves the right to take photographs during the operation of any program or part thereof and to use them for promotional purposes. By booking a reservation with the TravelYollo program, members agree to allow their images to be used in such photographs. Program members who prefer that their images not be used are asked to identify themselves in writing to their travel program escort at the beginning of their program.

15) Governing law & jurisdiction

These Terms are governed by the laws of India. Courts at [Mumbai, Maharashtra] shall have exclusive jurisdiction, subject to applicable consumer protection law.

16) Contact

[VZ TRAVELYOLLO PRIVATE LIMITED], CIN [U79110MH2025PTC445161]

[A 802, AAKANKSHA, OFF YARI, RD, VERSOVA, ANDHERI WEST, Vesava, Mumbai, Mumbai-400061, Maharashtra] | [\[contact@travelyollo.com\]](mailto:contact@travelyollo.com) | [+91-9821112284]

Refund & Cancellation Policy — Travel Yollo

Last updated: [8th September, 2025]

1) General

- Many travel services are subject to strict Supplier rules. Airlines/hotels frequently sell non-refundable, non-changeable fares/rooms.
- Where a refund/credit is permitted, Supplier penalties and TravelYollo service fees apply. Processing time depends on the Supplier and payment partner.

2) Cancellations

All cancellations of confirmed reservations are subject to a \$350 per person administrative fee. Additionally, clients are subject to any cancellation fees assessed by the purveyors of services including, without limitation, hotels, transfer providers, activity providers, rail suppliers and/or airlines that are identified in the itinerary or that otherwise form part of your travel program. The terms and conditions regarding cancellation of your travel program shall be governed by these General Terms and Conditions. If your travel program (i) does include a Cruise, then the terms and conditions regarding cancellation of your travel program shall be governed by the Cruise Terms and Conditions; and/or (ii) does include a Villa, then the terms and conditions regarding cancellation of your travel program shall be governed by the Villa Terms and Conditions. If your travel program does not include a Cruise or a Villa, then any cancellations which occur 90 days or more prior to departure will receive full refund minus the \$350 per person administrative fee. Cancellations which occur 60-89 days prior to departure will be subject to loss of deposit (equal to 30% of your travel program price). Cancellations which occur 30-59 days prior to departure will be subject to loss equal of 50% of your travel program price. Cancellations which occur 29 days or less will be subject to 100% of program price.

3) Changes

Any and all prices which comprise the whole, or a part, of your travel program are based on current rates of exchange, tariffs and taxes. TravelYollo reserves the right to increase the price of your travel program in the event of (i) increased costs from suppliers associated with your travel program, (ii) tariffs and taxes, and (iii) fluctuations in foreign exchange markets. TravelYollo also reserves the right to withdraw a tour or any part of it to make such alterations in the itinerary or with the tour inclusions as it deems necessary or desirable and to pass on to tour members any expenditures or losses caused by delays or events beyond its control. Itineraries and arranged –sightseeing tours are subject to change at any time due to unforeseen circumstances or circumstances beyond TravelYollo control. Every effort will be made to operate tours as planned, but alterations may occur after the final itinerary has been issued.

In the event you request a change to your travel component, you acknowledge and agree that any such requested changes may incur additional fees charged to you by TravelYollo.

4) Claims and Refunds

Refunds are not made for any missed services, except for verifiable extenuating circumstances, as such circumstances are determined in the sole discretion of TravelYollo as being meritorious of a full or partial refund (each, a “Verifiable Claim”). For Verifiable Claim(s), to be considered, you must (i) submit such claim for a refund in writing to TravelYollo within 30 days of the termination of the applicable travel program, (ii) accompany such claim for refund with supporting documentation and/or (iii) a statement from the Operating Company verifying the claim and that such claim is not otherwise specifically addressed in these General Terms and Conditions or the Cruise Terms and Conditions. With respect to any claims in connection with any Villa, in particular, you acknowledge and agree, pursuant to the Villa Terms and Conditions, that you are not entitled to any refunds in connection with cancellation of any Villa, unless otherwise specified in writing at the time of booking of your travel program. Any adjustment in price pursuant to a Verifiable Claim considered will be based on the actual price of the services involved in your travel program and not on a per diem basis. Adjustments in price pursuant to a Verifiable Claim will not be made for unused sightseeing trips or meals. TravelYollo will not accept any liability for any claims that are not received within 30 days of the termination of your

travel program. All claims for refunds for days missed while travelling should be made in writing to TravelYollo within 30 days of the termination of your travel program.

5) Force majeure & extraordinary events

If travel is disrupted by events beyond control (natural disasters, pandemics, political unrest, strikes, etc.), Suppliers may offer credits or revised terms; cash refunds are not guaranteed unless required by law or Supplier rules.

6) Refund method & timeline

- Approved refunds are issued to the original payment method.
- Razorpay/PayPal/ bank timelines typically 7–14 business days after Supplier releases funds to us. Some airline refunds can take 6–8 weeks.
- Convenience charges, service fees, and bank charges are non-refundable unless required by law.

7) How to request

Email [\[contact@travelyollo.com\]](mailto:contact@travelyollo.com) with booking ID, traveller name, service, and reason. We'll confirm eligibility and applicable penalties before proceeding.

Shipping / Delivery Policy — Travel Services (E-Delivery)

Last updated: [8th September, 2025]

We do not ship physical goods. All services are delivered electronically unless otherwise stated.

- Travel documents (e-tickets, vouchers, invoices, insurance certificates) are delivered to your registered email and/or available in your account on our B2B portal.
- Physical delivery (if any—for example, SIM cards or printed kits) will be expressly stated on your invoice, with courier timelines and charges.
- If you have not received your e-documents within the stated timeframe, contact [\[contact@travelyollo.com\]](mailto:contact@travelyollo.com).