

## **A. Services Offered**

### **a. TRANSPORT PACKAGE TOURS**

### **b. HOTELS ACCOMMODATION**

## **B. E-Ticket Terms & Conditions**

1. The TSTDC provides only the facility for transacting with TSTDC's Tourist Reservation System through the Internet. TSTDC's rules for reservation and booking apply to all such transaction along with special conditions imposed for Internet based booking. The special conditions and terms of service applicable to Internet booking are detailed in this document.
2. The following terms and conditions will apply if you wish to use the TSTDC's online ticket booking service offered through the TSTDC website. Please go through the conditions carefully and if you accept them, you may transact on the site, you are deemed to have agreed to the terms and conditions set' forth below. If you do not agree with these terms and condition, you must not transact on this Website. Once you have clicked the 'Agree' button at the bottom of Terms and Conditions at login page, you have entered into a formal agreement with TSTDC for the purpose of transactions on this website.
3. If a user violates the terms and conditions of use by registering more than one user ID and /or booking services on such multiple user IDs, TSTDC reserves the right to deactivate all such user registration and cancel any or all services booked using these registrations without any notice.
4. TSTDC's performance of this agreement is subject to existing laws and legal processes of Government of India and nothing contained in this agreement is in derogation of TSTDC's right to comply with law enforcement requests or requirements relating to your use of this Web Site or information provided to or gathered by TSTDC with respect to such use. You agree that TSTDC may provide details of your use of the Web Site to regulators or police or to any other third party, or in order to resolve disputes or complaints which relate to the Web Site, at

TSTDC's complete discretion.

5. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.
6. This agreement constitutes the entire agreement between the customer and TSTDC with respect to this Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the Tourist and TSTDC with respect to this Web Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

### **Procedure for booking e-services**

On line Booking (Internet Booking) will enable the tourist to book the services and cancel the services. The procedure and guidelines for Internet booking (called, On-line booking) are detailed as below:

1. Booking can be made by registered/Un-registered user through the Internet. Registered User will be given user name and password after filling an E-form on the Internet by giving his personal details
2. Services can be booked during designated hours of the day. Payments for services booked will have to be made through Credit card / Debit Card/Internet Banking.
3. Tourist booking the services will have to login to TSTDC website and proceed through the link provided for Booking. The tourist will select the services of his choice based on the availability. For unregistered users can directly access the site and do the booking.
4. During the booking process, the tourist will have to select Identity Type and submit ID No. for confirming his identity during the journey/ availing services. He can select from any of the Photo Identity Cards i.e. Passport, Driving License, Voter ID Card, PAN Card, Ration Card (Tourist).
5. Before confirming the booking, the Tourist will have to provide payment details like

'Credit Card /Debit Card/Internet Banking' for accepting payment by the Payment gateway. The booking will be confirmed after the financial gateway approves the transaction. At this stage, a Ticket No. will be generated for that ticket and Tourist can print the e-Ticket. 'e- Ticket ' will be printed on plain paper (A4 size) for acknowledgement and it will be valid for utilization of service.

6. Alternatively, the Tourist will have the option of getting the “e-Ticket” printed at any other place where he has Internet connectivity and printing facility. He can print the “e-Ticket”, by logging on through his User ID from “View Booking History” of login page. This facility is not available to Un-registered users.
7. If the Tourist is utilizing service with "e-Ticket", he will have to possess the Original Identity Card mentioned in the "e-Ticket" during the journey.
8. The TSTDC staff on duty will verify the Identity Card of the Tourist as per the waybill and "e-Ticket" during the utilization of service. If the Tourist fails to produce the specified Identity Proof in original during the utilization of service, the ticket will be treated as INVALID and the Tourist will be treated as "Travelling without Ticket". Photocopies of Identity proof are not allowed.
9. For registered users, cancellation is allowed on-line only if they login with the same user ID used for booking the ticket, which is to be cancelled. In respect of cancellations, refunds applicable will be made to the concerned Credit card / Debit Card/ Internet banking account only.
10. All transactions made by the user through on-line booking will be available in "View Booking History". This will be for the reference of the Tourist and subsequent verification of transactions made on the concerned Credit card /Debit Card/Internet banking account. This facility is available only for registered users.
11. All transactions on Internet are subject to the conditions stipulated by the Financial Gateway and subject to levy of charges, if any. The TSTDC may levy a service charge on the fare applicable for each service in addition to the fare payable.
12. Users are advised to print e-services immediately after booking so as to minimize inconvenience during instances of temporary withdrawal of e-booking due to high traffic on website.
13. Bookings for LTC facility to TSTDC employees, are not allowed on Internet.

**Business rules for Hotels (Accommodation):**

SL.No.	Name	Rules
1	Reservation	Opening day booking (90th day in advance) will be available  Two persons are accommodated in a room unless otherwise stated.

		Extra bed will be provided at the time of check-in after collecting the specified amount, subject to availability and to maximum of Two extra beds per room is allowed.
2	Cancellation	<p>a) If a ticket is presented for cancellation more than two days (48 hours) in advance of the check-in date/time, cancellation charge shall be deducted at the flat rate of 10% on ticket value.</p> <p>b) If the ticket is presented for cancellation within two days (48 hours) in advance and up to one day (24 hours) before the check-in date/time, cancellation charges shall be deducted at a rate of 20% on the ticket value.</p> <p>c) No refunds shall be allowed if the ticket is surrendered for cancellation within 1 day (24 hours) before check-in date/time.</p> <p>d) The tourist can cancel in full or partial the rooms within 1 day (24 hours) of check-in date/ time and will get refund for the remaining dates as per the existing cancellation rules i.e. if a tourist books a room for 5 days and intends to do cancellation within 1 day of check-in date / time, refund will be made for the remaining days as per the existing cancellation rules and no refund will be made for the 1st day.</p>
3	Partial Cancellation	Partial cancellation is allowed only for one time subject to cancellation rules as mentioned in SNo. 2 above
4	Preponement / Postponement	Preponement / Postponement is allowed only for one time subject to seat availability provided the ticket is presented more than one day (24 hours) in advance of the scheduled departure of bus. No charges
5	Partial Preponement / Postponement	No option available.
6	Refund policy in case of Departmental Cancellation	Full refunds in case of departmental cancellations. Refunds will be done through Corporate office – Finance Department by

		way of cheque basing on recommendations of GM / DVM / CRM
7	Refund policy in case of poor service / break down in service	Refunds will be done through Corporate office – Finance Department by way of cheque basing on recommendations of GM / DVM / CRM.
8	Handling of lost / Mutilated / Torn tickets	Rs.10 is charged for issuing duplicate ticket after carefully examining the issue. No refund if lost tickets are traced and presented.
9	Bookings done under Credit card	Refunds for bookings done by credit card are done through credit card only and no cash refunds be given

### **Business rules for Tours:**

<b>SL.No.</b>	<b>Name</b>	<b>Rules</b>
<b>1.</b>	Reservation	Opening day booking (90th day in advance) will be available. An adult is considered as a person above 10 years. A child is reckoned to 3 to 10 years. No ticket / seat will be allotted for child below 3 years. In case child below 3 years requires the seat, a child tariff is calculated and ticket is generated accordingly.
<b>2.</b>	Cancellation	a. If a ticket is presented for cancellation more than two days (48 hours) in advance of the scheduled departure of bus, cancellation charge shall be deducted at the flat rate of Rs.100 per head  b. If the ticket is presented for cancellation within two days (48 hours) in advance and up to one day (24 hours) before the scheduled departure of the bus, cancellation charges shall be 50% of the fare per head c. No refunds shall be made if the ticket is surrendered for cancellation within 1 day (24 hours) before the scheduled departure of the bus.

3.	Partial Cancellation	Partial cancellation is allowed only for one time subject to cancellation rules as mentioned in SNo. 2 above
4.	Preponement / Postponement	Preponement / Postponement is allowed only for one time subject to seat availability provided the ticket is presented more than one day (24 hours) in advance of the scheduled departure of bus. No charges
5.	Partial Preponement / Postponement	No option available.
6.	Refund policy in case of Departmental Cancellation	Full refunds in case of departmental cancellations. Refunds will be done through Corporate office – Finance Department by way of cheque basing on recommendations of GM / DVM / CRM.
7.	Refund policy in case of poor service / break down in service	Refunds will be done through Corporate office – Finance Department by way of cheque basing on recommendations of GM / DVM / CRM.
8.	Handling of lost / Mutilated / Torn tickets	Rs.10 is charged for issuing duplicate ticket after carefully examining the issue. No refund if lost tickets are traced and presented.
9.	Bookings done under Credit card	Refunds for bookings done by credit card are done through credit card only and no cash refunds be given.

### **Refund Procedure:**

1. In respect of services cancelled by the Tourist, TSTDC will refund the amount applicable to the concerned Credit card / Debit Card/Internet banking account by TSTDC.
2. In respect of refunds due to ticket not booked but amount debited to Tourist's account, Tourist is required to send an e-mail to [refunds@tstdc.in](mailto:refunds@tstdc.in) mentioning USERID and OB reference no. of the transaction. Officials of TSTDC will verify the details and refund the amount to the concerned Credit card / Debit Card/Internet banking account.

Refunds to Tourists will be given normally in one month, after the cancellation of

ticket or receipt of e-mail.

### **Information related to booking at TSTDC.**

1. Tourists can board the services at Tourist Boarding /pickup points.
2. Simultaneous Booking of Onward and Return Journey Services are allowed for selected tours only like Shirdi and Tirupathi.
3. Tourist details (or group leader in case of a group) such as name, age, gender, address, phone no., e-mail ID (optional) will be collected for creating Tourist database and communication in case of emergencies.

### **Privacy Policy**

TSTDC respects your privacy and recognizes the need to protect the personally identifiable information (any information by which you can be identified, such as name, address, and telephone number) you share with us. We would like to assure you that we follow appropriate standards when it comes to protecting your privacy on our web sites. In general, you can visit TSTDC website without telling us who you are or revealing any personal information about yourself. We track the Internet address of the domains from which people visit us and analyze this data for trends and statistics, but the individual user remains anonymous.

There are times when we have to collect personal information from you such as name, physical address or telephone number. It is our intent to inform you before we do that and to tell you what we intend to do with the information. You can choose not to provide the information that we requested and still visit the TSTDC website, but you may be unable to access certain options, offers and services.

TSTDC will take appropriate steps to protect the information you share with us. We have implemented technology and security features and strict policy guidelines to safeguard the privacy of your personally identifiable information from unauthorized access and improper use or disclosure. TSTDC will continue to enhance our security procedures as New technology becomes available.

If our privacy policy changes in the future, it will be posted here and a new effective date will be shown. You should access our privacy policy regularly to ensure you understand our current policies. Please reference the privacy policy in your subject line. TSTDC will attempt to respond to all reasonable concerns or inquiries within five business days of receipt.

### **Disclaimer**

1. TSTDC is not responsible for wrong booking due to incorrect details furnished by the customer.
2. Advertising Material: Parts of the Site contain advertising/other material submitted to [www.tstdc.in](http://www.tstdc.in) by third parties. Responsibility for ensuring that material submitted for inclusion on the Site complies with applicable International and National law is exclusively on the advertisers and TSTDC will not be responsible for any claim, error, omission or inaccuracy in advertising material.
3. Link to other sites: [www.tstdc.in](http://www.tstdc.in) may contain images of and links to third party Web sites ("Linked Sites"). The Linked Sites are not under the control of TSTDC and TSTDC is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. TSTDC is not responsible for web casting or any other form of transmission received from any Linked Site nor is TSTDC responsible if the Linked Site is not working appropriately. TSTDC is providing these links to you only as a convenience or value addition, and the inclusion of any link does not imply endorsement by TSTDC of the site or any association with its operators. The visitor is responsible for viewing and abiding by the privacy statements and terms of use posted at the Linked Sites.
4. Promotions: TSTDC does not endorse or guarantee on quality of any goods and services that are being promoted by the vendors of such goods and services through the medium of [www.tstdc.in](http://www.tstdc.in) Any transactions with third parties including advertisers on this website or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions,

warranties or representations associated with such dealings or promotions, are solely between you and the advertiser or other third party. TSTDC shall not be responsible or liable for any part of any such dealings or promotions.

### **General Terms & Conditions**

- The arrival and departure timings are scheduled departure and arrival timings. Buses may be delayed, or pick up points changed, due to unavoidable reasons like traffic jams, etc. Tourists are requested to call and reconfirm their pick up point and time of pick up on the service provider contact number mentioned on the ticket on their date of journey.
- Tourists are required to furnish the following at time of boarding the bus. Failing to do so, they may not be allowed to board the bus :
  - A copy of the ticket. (A print out of the ticket )
  - Photo identity proof showing the "Date Of Birth/Identity" information that was provided while making the reservation on the net.
- A ticket is non transferable. If a ticket is presented by someone other than the person entitled to be carried there-under or to refund in connection therewith, TSTDC or any of its Agents shall not be liable to the person so entitled, if in good faith it provides carriage or makes a refund to the person presenting the ticket.
- TSTDC is a service provider only. TSTDC shall not be liable to make good the loss of goods or property of Tourists for any of the acts, events, incidents whatsoever beyond the control of the company.
- The tours are subject to cancellation or postponement due to breakdown of the vehicle or insufficient Tourists for the trip. Baggage and Luggage will be at owner's risk subjected to the acceptance by TSTDC's travel Agent.
- In the event of cancellation of Tour/Service, TSTDC will assist the Tourist in providing an alternative similar service subject to availability. In case an alternative is not available, then TSTDC shall be liable to the Tourist only to the extent of refunding the sum paid by the Tourist for the price of the ticket.
- The TSTDC reserves the right to change the customer's seat number/Room No.
- A tourist will be allotted a room with certain number at the time of check-in. In case the tourist wishes to extend the stay, the extension will be allowed only subject to

availability. The tourist may be allotted a different room if the room occupied by him is already booked in advance by another party for the specified period.

The cancellation policy is subject to change at the discretion of TSTDC.

## **7. Complaints Procedure:**

You can reach us at [feedback@tstdc.in](mailto:feedback@tstdc.in)

### **YOUR OBLIGATIONS**

**General Obligations:** You shall access our web site only for lawful purposes and you shall be responsible for complying with all applicable laws, statutes and regulations in connection with the use of our web site. This Website is for your personal and non-commercial use. You shall not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information, products or services obtained from this Website. You shall not create a hypertext link to the Website or "frame" the Website, except with the express advance written permission of TSTDCL.

**Information Provided:** The information you provide in the Registration page must be complete and accurate. TSTDCL reserves the right at all times to disclose any information as TSTDCL deems necessary to satisfy any applicable law, regulation, legal process, or Governmental request.

**Use of the Online Reservation Service:** You may only use this service to make legitimate bookings / reservations i.e., you may not use this service to book services for the purpose of commercial resale and profit. Without limitation, any speculative, false or fraudulent reservation or any reservation in anticipation of demand is prohibited.

Non-authorization of payment more than once by payment gateway for services booked by you is liable to result in deregistration of your account with this site, without any notice

**Customer Responsibility:** You confirm to us that you are 18 years of age or above and have the legal capacity to enter into this Agreement with us and that all information you provide in respect of your use of the service is true and accurate to the best of your

knowledge and belief. You are responsible for the security of your password and for all transactions undertaken using your password through our service. The Password entered by you is transmitted in one-way encrypted form to our database and stored as such. Thus the Password will not be known even to TSTDCL. You confirm that you are the authorized holder of the credit card or the original account holder used in the transactions you make using the site and you alone use the "id" and "password" you have created in the site. TSTDCL will not be responsible for any financial loss, inconvenience or mental agony resulting from misuse of your ID/password/credit card number/account details number for booking services on this site.

## **9. Liability**

**Limitation of Liability:** We shall not be liable to you save as expressly provided for in these terms and conditions and shall have no other obligations, duties or liabilities whatsoever in contract, tort or otherwise arising out of the use of the service or connection to the web site. To the maximum extent permitted by law, TSTDCL hereby disclaims all warranties, terms and conditions with regard to this information, services including all implied warranties, terms and conditions, by statute, collaterally or otherwise, of satisfactory quality, fitness for a particular purpose, title and non-infringement in no event, shall TSTDCL for any loss of profit, loss of opportunity, loss of business, loss of revenue, wasted time, wasted costs, indirect, incidental, special or consequential loss arising out of, or in any way connected with the use of this Website or with the delay or inability to use this Website or for any information, services obtained through this Website or otherwise arising out of the use of this website whether based on contract, tort, strict liability or otherwise, even if TSTDCL has been advised of the possibility of damages.

**Accuracy of Information:** We shall use reasonable endeavors to check the accuracy of the information published on this web site. We give no warranty as to the accuracy of such information given on our web site and reserve the right to amend and vary the contents of this web site from time to time without notice. The TSTDCL Sites/Services may contain links to third party Web sites ("Linked Sites"). The Linked Sites are not under the control of TSTDCL and TSTDCL is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. TSTDCL is not responsible for web casting or any

other form of transmission received from any Linked Site nor is TSTDCL responsible if the Linked Site is not working appropriately. TSTDCL is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by TSTDCL of the site or any association with its operators. You are responsible for viewing and abiding by the privacy statements and terms of use posted at the Linked Sites.

Any transactions with third parties including advertisers on this website or participation in promotions, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such dealings or promotions, are solely between you and the advertiser or other third party. TSTDCL shall not be responsible or liable for any part of any such dealings or promotions.

**Maximum Liability:** The maximum amount of our liability to you for all loss or damage arising out of your use of our web site and the service whether in contract or tort (including any liability for negligence howsoever arising out of or in connection with the performance of our obligations in the provision of the web site and this service) shall be limited to the value of the ticket purchased for your use through this service.

**Exclusion of Liability:** We shall not be liable to you for any of the following types of loss or damage arising out of your use of our web site and the service whether in contract or tort (including any liability for negligence howsoever arising out of or in connection with the performance of our obligations in the provision of the web site and this service):

- i. Loss of revenue, business, anticipated savings or profits; or
- ii. Any indirect or consequential loss howsoever arising.

**Exclusion of other Warranties/Remedies:** You acknowledge and agree that in entering into the Agreement, you do not rely on and shall have no remedy in respect of any statement, representation or warranty given by any person (including as to condition, quality and fitness for purpose). ALL warranties implied by statute, common law, custom or otherwise as to the standard of the service and the accuracy of any information (other than fraudulent misrepresentation) provided on this web site are hereby excluded.

**Force Majeure:** We shall not be liable to you in respect of any delay in performance of

these terms and conditions or delay in performance or breach of the terms and conditions due to any event or circumstances beyond our reasonable control.

## **10. Termination**

**Our Termination Rights:** We may at any time at our sole discretion and without giving any reason or any prior notice terminate or temporarily suspend your access to all or any part of the web site.

## **12. Governing Law:**

Indian Law and the courts of Hyderabad, This Agreement and your use of the web site. You hereby irrevocably consent to the exclusive jurisdiction and venue of courts in Hyderabad, India in all disputes arising out of or relating to the use of the TSTDCL Sites/Services. Use of the TSTDCL Sites/Services is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph.

**Entire Agreement:** This Agreement including any document referred to herein constitute the entire agreement between us and you in respect of your use of this service.

**Third Party Rights:** Nothing in this Agreement shall be taken as granting any rights expressly or implicitly whether contractual or statutory to persons other than you or us.

**Website Contents:** All content and software (if any) that is made available to view and/or download in connection with the TSTDCL Sites/Services, excluding content and/or software that may be made available by end-users through a Communication Service, ("Software") is owned by and is the copyrighted work of TSTDCL and/or its suppliers and is protected by copyright laws and international treaty provisions. Your use of the Software is governed by the terms of the end user license agreement, if any, which accompanies or is included with the Software ("License Agreement"). No part of this site shall be reproduced in any form whether electronically or otherwise without the prior consent of TSTDCL other than temporarily in the course of using the TSTDCL service or to keep a record of transactions entered into using the service.

**Severability:** Each of the provisions of these terms and conditions shall be separate and

severable. Should any provision be invalid or unenforceable, it shall be severed from the terms and conditions, and the remaining provisions of these terms and conditions shall continue in full force and effect and be amended so far as possible to give valid effect to the intentions of the parties under the severed provision.

**Waiver:** The failure to exercise or delay in exercising any right or remedy under this Agreement shall not constitute a waiver of the right or remedy or a waiver of any other rights or remedies under this Agreement or at law. A waiver by us of any terms or conditions in any instance should not be considered to be a waiver of any term or condition for the future or of any subsequent breach.

**No partnership:** Nothing in this Agreement shall operate so as to create a partnership, joint venture, an agency relationship or employment of any kind between you and us.

#### **F. Others**

1. After pressing the “Buy” button, if the “Ticket reservation confirmation page” is not displayed. You are advised to check your e-mail or contact TSTDCL if necessary.
2. It may be noted that one user can have only one user id. If you have more than one user id, TSTDCL reserve the right to cancel any or both user id. For Tourists who book tickets with more than one user id, TSTDCL will not be responsible for any loss/damage or inconvenience to the Tourists.
3. Who can I ask if I have additional questions? : Feel free to contact us any time and we'll answer any additional questions you may have. Contact us at [feedback@tstdc.in](mailto:feedback@tstdc.in) .

**All rights not expressly granted herein are reserved.**

**[Thank You for using TSTDCL services](#)**