

Last Updated: April 28, 2025

These Policies are an integral part of our Terms and Conditions and outline specific guidelines and procedures related to the use of our Site and Services.

1. Privacy Policy

Our Privacy Policy details how we collect, use, disclose, and manage your personal information. It also outlines your rights regarding your data. Please review our Privacy Policy carefully [Link to Privacy Policy]. By using our Site and Services, you consent to the practices described in the Privacy Policy.

Key aspects covered in our Privacy Policy include:

- The types of information we collect (e.g., personal identification, contact details, payment information, usage data).
- How we collect your information (e.g., directly from you, through cookies and similar technologies).
- How we use your information (e.g., to process bookings, provide customer support, personalize your experience, send relevant communications).
- How we share your information (e.g., with temples to fulfill bookings, with payment processors, with service providers).
- Our data security measures to protect your information.
- Your choices and rights regarding your personal information (e.g., access, correction, deletion).
- Our policy on cookies and similar tracking technologies.
- How to contact us with privacy-related inquiries.

2. Booking and Cancellation Policy

This policy provides specific details regarding the booking process, modifications, cancellations, and refunds for services offered through our platform. Please note that individual temples may have their own specific cancellation and refund policies that will supersede our general policy in certain cases. We will make reasonable efforts to display these temple-specific policies where applicable.

General guidelines:

- **Booking Confirmation:** Bookings are confirmed upon successful payment and receipt of a confirmation email or notification.

- **Modification of Bookings:** Requests for modifications to bookings (e.g., date, time, service) may be possible depending on the temple's policies and availability. Contact us or the temple directly as soon as possible to inquire about modifications. Additional charges or restrictions may apply.
- **Cancellation by User:** Our general policy on user cancellations and refunds will be outlined here. This may include specific timeframes for cancellation and associated fees or non-refundable amounts. Users are advised to carefully review the cancellation terms displayed for each specific service at the time of booking.
- **Cancellation by Temple:** Temples reserve the right to cancel bookings due to unforeseen circumstances (e.g., temple events, maintenance, priest unavailability). In such cases, we will make reasonable efforts to notify you and facilitate a refund or rescheduling, subject to the temple's policies.
- **Refund Process:** If a refund is applicable, the processing time may vary depending on the payment method and the temple's procedures. We will typically initiate the refund process promptly upon confirmation from the temple.
- **No-Shows:** Failure to appear for a booked service at the scheduled time may result in forfeiture of the payment, as per the temple's policy.

3. Payment Policy

This policy outlines the terms and conditions related to payments made through our platform.

Key aspects:

- **Accepted Payment Methods:** We accept various online payment methods as indicated on the Site (e.g., credit cards, debit cards, net banking, UPI).
- **Currency:** All transactions are processed in Indian Rupees (INR) unless otherwise specified.
- **Payment Security:** We utilize secure payment gateways to protect your payment information. However, you acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the absolute security of your data.
- **Pricing and Taxes:** The prices listed on the Site are inclusive of applicable taxes unless otherwise stated.
- **Payment Errors:** If you encounter any issues with payment processing, please contact our customer support for assistance.
- **Third-Party Payment Gateway Policies:** Your use of our payment gateway is also subject to the terms and conditions of the respective payment gateway provider. We encourage you to review their policies.

4. Content and Conduct Policy

This policy outlines the acceptable use of our Site and the standards of conduct expected from our users. This is closely related to Section 5 of our Terms and Conditions but may provide more specific examples.

Prohibited activities include but are not limited to:

- Uploading or sharing content that is false, misleading, defamatory, libelous, obscene, harassing, threatening, or invasive of another's privacy.
- Impersonating any person or entity or misrepresenting your affiliation.
- Engaging in any form of spamming or unauthorized advertising.
- Attempting to disrupt the Site's functionality or security.
- Violating any applicable laws or regulations.
- Using the Site to promote illegal activities.
- Collecting personal information of other users without their explicit consent.
- Reverse engineering or attempting to extract the source code of the Site.

We reserve the right to remove any content that violates this policy and to suspend or terminate the accounts of users who engage in prohibited conduct.

5. Intellectual Property Policy

This policy clarifies the ownership and usage of intellectual property on our Site. This complements Section 6 of our Terms and Conditions.

Key points:

- All content on the Site, including text, graphics, logos, images, videos, and software, is owned by or licensed to SevaBooking and is protected by copyright, trademark, and other intellectual property laws.
- Users are granted a limited, non-exclusive, non-transferable license to access and use the Site for personal, non-commercial purposes only.

- You may not reproduce, modify, distribute, display, perform, publish, license, create derivative works from, or sell any content from the Site without our express written permission.
- Trademarks, service marks, and logos displayed on the Site are the property of SevaBooking or their respective owners and may not be used without permission.
- If you believe that any content on the Site infringes your intellectual property rights, please follow the procedure outlined in our [Copyright/IP Infringement Policy - Include a link if you have one].

6. Customer Support Policy

This policy outlines how we provide customer support to our users.

Our commitment:

- We aim to provide timely and helpful support to address your queries and concerns related to the Site and Services.
- You can reach our customer support team through the contact methods specified on the Site (e.g., email, phone).
- Our support hours and response times may vary. We will make reasonable efforts to respond to your inquiries promptly.
- For booking-related issues or specific temple service inquiries, we may direct you to contact the respective temple directly, as they are best positioned to address those matters.
- We may request information from you to verify your identity and better assist with your request.
- We strive to resolve issues fairly and efficiently.

7. Disclaimer Policy

This policy reiterates the limitations of our liability and the "as-is" nature of our Site and Services, as also stated in our Terms and Conditions (Section 8).

Key points:

- We act as a platform to facilitate bookings and payments for temple services. We are not the providers of these services and are not responsible for their quality, safety, or execution.

- We do not endorse or guarantee the accuracy, completeness, or reliability of any information provided by temples or other third parties on our Site.
- Your interactions with temples and other third parties are solely between you and them, and we shall not be liable for any issues arising from such interactions.
- We disclaim all warranties, express or implied, to the fullest extent permitted by law.
- We shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising from your use of the Site or Services.

8. Security Policy

This policy outlines the measures we take to protect the security of your information and our Site.

Our efforts include:

- Implementing industry-standard security measures to safeguard your personal and payment information.
- Using secure socket layer (SSL) encryption for transmitting sensitive data.
- Regularly updating our security systems and protocols.
- Restricting access to your personal information to authorized personnel only.

However, please be aware that no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security. You are responsible for maintaining the confidentiality of your account credentials.