

PUNBUS / Punjab Roadways Online Booking through Affiliate Franchise Partners

Terms & Conditions:

1. PUNBUS/ Punjab Roadways is launching Affiliate Franchise Partner program to display PUNBUS/ Punjab Roadways bus information on Affiliate Franchise Partners' website, mobile site and app.
2. No Commission will be paid to the Affiliate Franchise Partners against ticket booking and cancellation of bus tickets of PUNBUS/ Punjab Roadways buses.
3. It will be prime responsibility of Affiliate Franchise Partners to display PUNBUS/ Punjab Roadways buses' information correctly and completely on the affiliate franchise partners' website, mobile sites and apps.
4. Affiliate Franchise Partners will be provided with necessary APIs and will have to integrate APIs of bus inventory to display and initiate booking of PUNBUS/ Punjab Roadways buses it on its portal (website, mobile site and app). APIs for Affiliate Franchise Partners shall include APIs like PUNBUS cities, list of buses between two cities on a journey date along with bus information, bus seat layout and bus chart information, Pick-up and Drop Points etc.
5. Affiliate Franchise Partners shall show PUNBUS / Punjab Roadways buses using the APIs on their portals and shall divert the customer to PUNBUSonline.com for payment and booking completion. While diverting the customers to PUNBUSonline.com the Affiliate Franchise Partners will pass all necessary information to PUNBUSonline.com like traveler's names, traveler's contact information (like email ID and mobile number) and selected buses, seats, pickup and drop off location etc. Once diverted the customer shall be able to complete the booking process on PUNBUSonline.com after making payment of the ticket amount.
6. In the event of cancellation of bus service by PUNBUS/Punjab Roadways the passengers shall be entitled to full refund of the fare they have paid.
7. In case of ticket cancellation or bus service cancellation the refund process shall be managed by PUNBUS. PUNBUS has deployed online refund management flow to coordinate between various PUNBUS depots and departments, and all refund payment will be done after approval of concerned PUNBUS managers only as per the PUNBUS's cancellation policy mentioned in Annexure "B". It will also include proper flow of Passenger's complaints to the concerned PUNBUS depots.
8. No interest will be payable on the earnest money and the Performance Guarantee or security deposit amount or amount payable to the Affiliate Franchise Partners(s) under this contract.
9. Affiliate Franchise Partners shall deposit a bank guarantee of Rs 5,00,000/- (INR Five Lakhs only) towards Performance Guarantee or Security Deposit with PUNBUS.
10. The period of agreement is two years. This period may be further extended subject to the satisfactory performance of the Affiliate Franchise Partners. The Affiliate Franchise Partners will have to deposit additional the security deposit of 20 % at the time of renewal.

Penalty Clauses and Forfeiture conditions:

11. Various types of conditions and penalties that shall be levied on violation are listed in the Annexure-A which forms a part and parcel of this agreement.
12. Before levy of penalties and/or termination of agreement PUNBUS shall issue notice to the Affiliate Franchise Partners listing the violation of conditions committed and penal action proposed for the offence. Affiliate Franchise Partners is required to submit its written reply in seven days from the receipt of the notice. PUNBUS will take action against the Affiliate Franchise Partners thereafter considering the reply submitted by the Affiliate Franchise Partners, if any.
13. Violation of conditions and penalties listed in Annexure-A are broad in nature. PUNBUS reserves the right to take action against other violation of conditions like transfer/sale of Affiliate Franchise Partners right, higher rate of cancellation of ticket causing financial loss to PUNBUS, loss of image to PUNBUS, passenger inconvenience, fraud/action with ulterior motives, violation of conditions not foreseen or termination of agreement.
14. PUNBUS reserves the right to take more stringent action like levy of higher penalties and /or termination of the Affiliate Franchise Partners by forfeiting the entire security deposit. PUNBUS reserves the right to initiate legal proceeding against the Affiliate Franchise Partners, if deemed necessary for recovering the loss caused or any other claims arising out of the violation committed.
15. In case of termination of agreement for violation of terms and conditions of agreement, the PUNBUS shall forfeit the security deposit entirely or partly.
16. If the Affiliate Franchise Partners terminates its agreement with in the first year of the agreement, the PUNBUS is entitled to forfeit 50% security deposit.
17. If any violation of conditions is committed by the representative /employee/sub-agency of the Affiliate Franchise Partners, the Affiliate Franchise Partners itself is responsible and accountable for such actions. Appropriate action shall be taken by the Affiliate Franchise Partners on reports of misbehaviour by its employees with the passengers, PUNBUS officials, statutory authorities etc.
18. PUNBUS also reserves the right to terminate the contract for any other reasonable reasons.

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Annexure -A

Penalties for violation of condition & termination clauses

SR.No	Nature of offence	Penalty (Rs)	Remarks
1.	Misbehavior by Affiliate Franchise Partners or his staff with passengers	INR 10,000/- for each complaint up to 5 complaints in a month	If more than 5, INR 20,000/- per ticket up to 10 tickets. If 10 or more complaints are found, INR 30,000/- per ticket or the Affiliate Franchise Partners may be terminated.
2.	Refusal to cancel tickets	INR 10,000/- for each complaint up to 5 complaints in a month	If more than 5, INR 20,000/- per complaint up to 10 complaints. If 10 or more complaints are found, INR 30,000/- per complaints are the Affiliate Franchise Partners may be terminated.
3.	Any other Public complaints in which Affiliate Franchise Partners is responsible	INR 10,000/-for each complaint up to 5 complaints in a month	If more than 5, INR 20,000/- per complaint up to 10 complaints. If 10 or more complaints are found, INR 30,000/- per complaint or the Affiliate Franchise Partners may be terminated.
4.	Excess Fare collection	INR 50,000/-for each instance.	For second such instance in a month, penalty will be INR 100,000/- per instance, penalty will be INR 150,000/- per instance or the Affiliate Franchise Partners may be terminated.
5.	Any other complaints like software not working, frauds in booking transactions, financial misappropriation, issue of fake tickets, working of the counter, shifting of the counter etc reports not developed as per PUNBUS requirements or data usage outside permissible units by Affiliate Franchise Partners.	Will be decided by the Competent Authority based on the nature of offence penalty can be imposed based on complaint.	Right for termination is reserved and security amount can be forfeited.

These penalties are generic in nature and PUNBUS can impose penalties for any other violations at discretion of First Part.

Annexure -B

PUNBUS Cancellation Policy:

Terms and Conditions

General terms & conditions

1. Please carry following documents compulsorily before boarding :
 - a. Travel Ticket (1 Copy or Ticket on Mobile).
 - b. Photo Identity Card (One Copy - Govt. Approved).
2. Reporting time is 30 minutes before scheduled departure.
3. The arrival & departure time mentioned on the ticket are tentative timings and may change due to unforeseen events. The coach will not leave the source before the time that is mentioned on the ticket.
4. Seats will be confirmed only after successful payment (Depending upon seat availability).
5. Management reserves the right to change the seat numbers.
6. Co-Seats of lady passenger travelling alone to be confirmed to a lady passenger only in case of online passenger.
7. Full Ticket amount will be charged for children above 3 yrs age.

Ticket cancellation / modification / Refund:

Cancellation :

1. Cancellations are not entertained over phone.
2. If you are not able to cancel ticket, please mail us to punbusadmin@travelyaari.com.
3. Cancellation charges within 1 hrs of Journey time - 100% (of Ticket Value).
4. Cancellation charges between 1 Hrs and 4 Hrs of Journey Time - Rs. 50 (Per Seat).
5. Cancellation charges between 4 Hrs and 8 Hrs of Journey Time - Rs. 20 (Per Seat).
6. Cancellation charges between 8 Hrs and 12 Hrs of Journey Time - Rs. 10 (Per Seat).
7. Cancellation of enroute bus stands will be carried out as per departure time from originating city.
8. Cancelled ticket amount is transferred back to the source, which means your credit / debit / net banking / cash card or mobile payment account. The cancelled ticket amount is refunded by the respective bank subject to terms and conditions of the bank. However, if you need any assistance for repayments, you can contact our Call Centre 011-44820000.

Modification:

Modification/changes to the origin and/or destination of travel and/or customer name, etc are not permitted on ticket.

Refund:

1. No-Refund after departure and up to 1 hour before departure.
2. No-Refunds or Complaints will be entertained for passenger waiting for the Bus at an incorrect boarding point. The passenger is requested to confirm the exact boarding point and time well in advance.

Other facilities

1. Video is an additional facility and not a condition.
2. In case AC unit fails, proportionate refund will be paid back after submission of claim.

Baggage & luggage :

1. Maximum 20kg of Baggage & Luggage is allowed per passenger. Above 20kgs is chargeable as per policies.
2. Management is not responsible for any loss, theft or damages to the goods or property of the passenger.
3. Luggage & Baggage is carried at your own risk.
4. No Contraband articles are permitted to be carried by any passenger.

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Other terms & conditions:

1. Management is not responsible for delay and cancellation of trips on account of Breakdown, Accident, Riots etc., and due to any unforeseen circumstances.
2. In case of cancellation of a coach, full refund will be paid back.
3. In case of coach break-down, management is not responsible for any alternate transport arrangement, though management will try its best to adjust passengers in other buses on the route.
4. Pets, Animals, Birds are not permitted in the coach, and if found, the passenger is bound to be disembark from the coach.
5. Smoking and Drinking are not permitted inside the coach.
6. Passenger found disturbing the co-passenger, in a logical way, is liable to be disembark from the coach. However for further assistance or complaint please feel free to Contact Us at 080-44820000 and Email us General Enquiry: enquiry@punbusonline.com

All transaction amounts are in INR (Indian National Rupee)

All disputes are subject to Chandigarh Jurisdiction.

Full Ticket amount will be charged for children above 3 yrs age.