TRIPOGRAM CLUB PVT LTD

TERMS & CONDITIONS

Last Updated: [21 September 2026]

These Terms & Conditions (“Terms”, “Terms & Conditions” or “Agreement”) govern your use of the Tripogram Club website, booking services and travel-related services provided by Tripogram Club Pvt Ltd (“Tripogram Club”, “Company”, “we”, “us” or “our”).

By accessing our website, making an enquiry, making a booking, making any payment, or participating in a trip organised or arranged by Tripogram Club, you acknowledge that you have read, understood and agreed to these Terms & Conditions.

If you do not agree with these Terms, please do not use our website or book our services.

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1. ABOUT TRIPOGRAM CLUB

Tripogram Club is a travel company offering travel and tourism services including:

- Group trips and weekend getaways
- Treks and adventure trips
- Domestic tours
- Private trips
- Corporate trips
- Family trips
- Couple and honeymoon trips
- Pilgrimage tours
- Customised travel arrangements
- Accommodation, transportation, activities and other travel-related services

The exact services included in each booking will be specified in the applicable itinerary, quotation, booking confirmation, invoice or other written communication.

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2. DEFINITIONS

For these Terms:

“Customer”, “Traveller”, “You” or “Your” means any person making an enquiry, booking or participating in a Tripogram Club service.

“Trip” or “Tour” means any travel package, group departure, trek, weekend trip, pilgrimage, private tour, corporate trip or other travel service offered by Tripogram Club.

“Booking” means a confirmed reservation made by a customer after payment of the applicable booking amount.

“Date of Travel” (DOT) means the scheduled departure date communicated to the customer.

“Service Provider” means any third-party hotel, resort, homestay, transporter, driver, airline, railway, activity operator, guide, local operator, restaurant or other supplier involved in delivering travel services.

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3. ELIGIBILITY TO BOOK

The person making a booking must be legally capable of entering into a binding agreement under applicable Indian law.

Where a person makes a booking on behalf of other travellers, that person confirms that they have the authority to provide their information and accept these Terms on behalf of those travellers.

For trips with specific age restrictions, fitness requirements or other eligibility conditions, the requirements mentioned in the relevant trip itinerary or booking communication shall apply.

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4. BOOKING CONFIRMATION

A booking shall be considered confirmed only after:

1. The required booking amount has been received by Tripogram Club; and
2. Tripogram Club has issued or communicated a booking confirmation.

Payment of an enquiry amount, token amount or advance does not automatically guarantee a booking unless confirmation has been issued.

Availability of hotels, transport, activities and other services is subject to confirmation by the relevant service providers.

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5. PRICING

Trip prices may vary depending on:

- Travel dates
- Hotel availability
- Room category
- Transportation availability
- Seasonal demand
- Festival/holiday periods
- Fuel and transportation costs
- Government charges
- Supplier pricing
- Taxes
- Changes requested by the customer

The price applicable to a customer shall be the price communicated and accepted at the time of booking.

Once a booking has been confirmed, the confirmed price will generally remain applicable except where additional charges arise due to customer-requested changes, government/tax changes, supplier-imposed charges, force-majeure circumstances or other charges specifically permitted under the booking terms.

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6. PAYMENT TERMS

Unless a particular package specifies otherwise:

- The applicable booking amount must be paid to reserve the booking.
- The remaining balance must be paid within the deadline communicated by Tripogram Club.
- Full payment may be required before the Date of Travel.
- Tripogram Club may decline to provide travel documents, pickup details or other services where required payment remains outstanding.
- Failure to make payment within the applicable deadline may result in cancellation of the booking and application of the applicable cancellation charges.

The payment schedule mentioned in the customer's invoice, quotation or booking confirmation shall prevail where it differs from these general Terms.

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7. PAYMENT METHODS

Payments may be accepted through payment gateways, UPI, bank transfer or other payment methods made available by Tripogram Club.

Customers must make payments only through officially communicated Tripogram Club payment channels.

Tripogram Club shall not be responsible for payments made to unauthorised persons or unofficial accounts.

Customers should retain payment receipts, transaction references and booking communications until completion of the trip.

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8. GST, TAXES AND OTHER GOVERNMENT CHARGES

Applicable GST and other legally applicable taxes, levies, fees or government charges may be added to the advertised price or included in the displayed price, depending on the applicable package.

Where additional taxes, permits, entry fees, government charges or other mandatory charges are not included in the package price, the customer shall be responsible for paying them as communicated.

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9. ITINERARY

The itinerary provided at the time of booking represents the planned travel arrangement.

Tripogram Club may modify the itinerary where reasonably necessary because of:

- Weather conditions
- Road conditions
- Landslides
- Snowfall
- Floods
- Traffic restrictions
- Government orders
- Local administration restrictions
- Safety concerns
- Hotel or transport availability
- Operational requirements

- Delays or cancellations by third-party service providers
- Force majeure events

Where reasonably possible, Tripogram Club will attempt to provide a suitable alternative.

Minor itinerary changes that do not materially affect the overall nature of the trip shall not automatically create a right to cancellation or refund.

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10. HOTELS AND ACCOMMODATION

Hotel, resort, hostel, homestay or other accommodation will be provided as mentioned in the applicable package.

Photographs and descriptions displayed on the website may represent the property generally and may not guarantee a particular room, view, floor, décor or furnishing.

Room allocation is subject to availability and the property's operational policies.

For large groups, accommodation may occasionally be distributed across more than one property where required by availability.

In remote destinations, facilities such as uninterrupted electricity, hot water, Wi-Fi, room heating or other amenities may be limited.

Where a comparable alternative accommodation is provided due to operational circumstances, the customer shall not automatically be entitled to a refund solely because the alternative property differs from the originally planned property.

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11. ROOM SHARING

Unless specifically stated otherwise, accommodation will be provided according to the room-sharing arrangement communicated at the time of booking.

Single occupancy, room upgrades, specific room requests or special accommodation requirements may involve additional charges and are subject to availability.

Customers travelling together should inform Tripogram Club of their room-sharing preferences before the applicable booking deadline.

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12. TRANSPORTATION

Transportation may be provided through third-party buses, tempo travellers, cars, cabs, local vehicles, trains, flights or other transport providers.

Vehicle type, seating arrangements and transport timings may be changed where operationally necessary.

Vehicle allocation may depend on group size, road conditions, local regulations and availability.

Passengers must follow the instructions of the driver, trip captain, guide and Tripogram Club representatives.

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13. DELAYS

Tripogram Club shall not be responsible for delays caused by circumstances outside its reasonable control, including:

- Traffic
- Road closures
- Weather
- Landslides
- Accidents
- Government restrictions
- Transport operator delays
- Railway or airline delays
- Local protests or strikes
- Natural disasters
- Security restrictions

Travellers should therefore avoid scheduling critical onward travel immediately after the expected completion of a Tripogram trip unless sufficient buffer time is maintained.

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14. THIRD-PARTY SERVICE PROVIDERS

Tripogram Club may use independent third-party service providers including hotels, transporters, drivers, guides, activity operators, restaurants and other suppliers.

Although Tripogram Club will make reasonable efforts to select and coordinate suitable service providers, certain aspects of their operations remain outside Tripogram Club's direct control.

Third-party services may also be governed by the supplier's own terms, safety requirements and cancellation policies.

Where a refund depends on money being refunded by a third-party supplier, Tripogram Club may process the corresponding customer refund after receiving the applicable amount from that supplier, subject to applicable law.

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15. TRAVEL DOCUMENTS

Customers are responsible for carrying valid identification and any documents required for the applicable journey.

Depending on the destination, travellers may be required to carry:

- Government-issued photo identification
- Passport
- Visa
- Travel permits
- Driving licence
- Vehicle documents
- Medical certificates
- Other documents required by authorities or service providers

Tripogram Club shall not be responsible for losses resulting from a customer's failure to carry required documents.

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16. CUSTOMER INFORMATION

Customers must provide accurate information including:

- Full name
- Contact number
- Email address
- Government ID details where required
- Emergency contact
- Age/date of birth where required
- Dietary requirements where relevant

- Other information necessary for arranging the trip

Incorrect information may result in additional costs, denial of services or cancellation of the booking.

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17. HEALTH AND FITNESS

Customers are responsible for determining whether they are physically and medically capable of participating in the selected trip.

Certain trips, particularly treks, high-altitude journeys and adventure activities, may involve physical exertion, difficult terrain, altitude, weather exposure and other inherent risks.

Customers should consult an appropriate medical professional where they have concerns about their ability to participate.

Customers must inform Tripogram Club in advance of any relevant requirement that may materially affect safe participation.

Tripogram Club does not provide medical advice.

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18. ADVENTURE AND TREKKING ACTIVITIES

Participation in trekking, hiking, camping, rafting, paragliding, snow activities, biking or other adventure activities involves inherent risks.

Customers must follow all safety instructions issued by the relevant guide, instructor, activity operator or Tripogram Club representative.

An activity may be cancelled, modified or replaced where safety conditions make the planned activity unsuitable.

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19. INSURANCE

Travel insurance is recommended, particularly for adventure, high-altitude, international and long-duration travel.

Unless specifically mentioned in writing as part of a particular package, Tripogram Club does not represent that travel, medical, accident, baggage or other insurance is included.

Where insurance is purchased through or arranged by a third party, claims shall be governed by the insurer's applicable policy terms.

Tripogram Club shall not guarantee acceptance of any insurance claim.

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20. PERSONAL BELONGINGS

Customers are responsible for their personal belongings, valuables, cash, electronics, jewellery, travel documents and baggage.

Customers should take reasonable precautions to secure their belongings.

Tripogram Club shall not be responsible for loss or theft of personal belongings except to the extent required under applicable law.

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21. ALCOHOL, DRUGS AND ILLEGAL ACTIVITIES

Customers must comply with applicable Indian laws and local regulations during the trip.

Illegal drugs, unlawful activities, violent behaviour, harassment, threats, abuse or conduct creating a safety risk are strictly prohibited.

Tripogram Club may remove a customer from a trip where the customer's conduct creates a serious safety, legal or operational concern.

Any additional costs resulting from such removal may be borne by the concerned customer, subject to applicable law.

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22. CUSTOMER CODE OF CONDUCT

Customers are expected to:

- Treat fellow travellers, staff and local communities respectfully.
- Follow reasonable instructions of Tripogram Club representatives.
- Arrive at designated pickup points on time.

- Respect hotel and property rules.
- Avoid behaviour that disturbs other travellers.
- Follow applicable laws and local regulations.
- Avoid damaging vehicles, hotels, equipment or other property.

Tripogram Club may take appropriate action against serious misconduct, including refusing further participation in the trip where reasonably necessary for safety or the interests of other travellers.

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23. DAMAGE TO PROPERTY

If a customer causes damage to hotel property, vehicles, equipment, accommodation or other third-party property, the customer may be required to pay the applicable repair or replacement cost.

Tripogram Club may assist in coordinating such matters but shall not automatically be responsible for the customer's personal liability.

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24. CHILDREN AND MINORS

Minors may participate only where the relevant trip permits them and subject to the applicable accommodation, transportation, activity and safety requirements.

A parent or legal guardian remains responsible for a minor travelling with them.

Certain adventure activities may have separate minimum-age requirements imposed by the activity provider.

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25. PETS

Pets are not permitted on group trips unless Tripogram Club expressly confirms otherwise in writing.

For private or customised trips, pet travel may be considered subject to the policies of the accommodation and transportation providers.

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26. NO-SHOW AND LATE ARRIVAL

Customers must arrive at the designated pickup point at the communicated reporting time.

If a customer fails to report on time and misses transportation or any portion of the itinerary, Tripogram Club will not ordinarily be responsible for arranging replacement transportation.

Additional costs incurred by the customer may be borne by the customer.

No refund shall ordinarily be provided for services missed due to late arrival or no-show.

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27. EARLY DEPARTURE / UNUSED SERVICES

If a customer voluntarily leaves a trip early, misses activities, chooses not to use included services or is unable to continue the trip for personal reasons, no automatic refund shall be available for unused services.

Where a refund is legally required or expressly approved by Tripogram Club, the amount will be determined after considering recoverable amounts from relevant service providers and applicable cancellation charges.

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28. FORCE MAJEURE

Force majeure means circumstances beyond the reasonable control of Tripogram Club that materially affect the ability to provide the planned services.

These may include, where applicable:

- Natural disasters
- Landslides
- Floods
- Earthquakes
- Extreme weather
- Government restrictions
- Curfews
- Strikes
- Civil unrest
- War
- Terrorism
- Epidemics/pandemics

- Road closures
- Transport disruptions
- Political restrictions
- Acts of authorities
- Other circumstances beyond reasonable control

In such circumstances, Tripogram Club may modify, postpone, suspend or cancel affected services.

Tripogram Club will make reasonable efforts to provide an alternative arrangement where practical.

Refunds, credits or transfers in such circumstances will depend on amounts recoverable from service providers and the specific circumstances, subject to applicable law.

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29. TRIPOGRAM CLUB CANCELLATION

Tripogram Club may cancel or postpone a trip where necessary because of insufficient participation, operational constraints, safety concerns, force majeure, government restrictions or other circumstances.

Where Tripogram Club cancels a trip for reasons within its control, customers will ordinarily be offered an applicable alternative date, transfer or refund of the amount actually received for the cancelled service, subject to the specific booking terms.

Where cancellation occurs because of force majeure or circumstances outside Tripogram Club's reasonable control, the remedies available may depend on recoveries from suppliers and the circumstances of the event.

The separate Cancellation & Refund Policy forms part of these Terms.

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30. MINIMUM GROUP SIZE

Certain group departures may require a minimum number of confirmed travellers to operate.

Where a minimum group size is applicable, it will be communicated in the relevant package or booking information.

If the required minimum is not reached, Tripogram Club may postpone, combine, modify or cancel the departure and provide an applicable alternative or refund in accordance with the booking terms and applicable law.

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31. PHOTOGRAPHY AND VIDEOGRAPHY

Tripogram Club and its representatives may capture photographs or videos during trips for operational, promotional, social-media, advertising or marketing purposes.

Where legally required, Tripogram Club will obtain appropriate consent for identifiable use.

Customers may contact Tripogram Club if they have a reasonable objection to future promotional use of identifiable photographs/videos featuring them.

No customer shall be entitled to payment merely because they appear incidentally in general trip photographs or videos, subject to applicable law.

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32. CUSTOMER REVIEWS AND TESTIMONIALS

Customers may voluntarily submit reviews, photographs, videos or testimonials regarding their experience.

By submitting such material to Tripogram Club for promotional use, the customer grants Tripogram Club permission to use the submitted material for legitimate marketing and promotional purposes, subject to applicable law.

Tripogram Club shall not knowingly misrepresent a customer's review.

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33. WEBSITE CONTENT

The content on the Tripogram Club website, including text, photographs, graphics, logos, videos, itineraries and other materials, is intended for general information and booking purposes.

While reasonable efforts are made to keep information accurate, destination conditions, hotel facilities, road conditions, prices, regulations and availability may change.

Tripogram Club reserves the right to correct errors and update website information.

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34. INTELLECTUAL PROPERTY

Unless otherwise stated, website content, branding, logos, photographs, graphics, videos, text and other materials belonging to Tripogram Club may not be copied, reproduced, modified, distributed or commercially used without prior written permission.

Third-party content remains the property of its respective owners.

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35. PRIVACY

Tripogram Club may collect and process customer information necessary to provide travel services, communicate with customers, process payments, issue invoices, coordinate bookings and comply with applicable legal obligations.

Use of personal information shall be governed by the Tripogram Club Privacy Policy.

Customers should review the Privacy Policy before submitting personal information.

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36. ELECTRONIC COMMUNICATION

Customers consent to receiving transactional communications relating to their bookings through appropriate channels such as email, telephone, SMS and WhatsApp, where applicable.

These communications may include:

- Booking confirmations
- Payment reminders
- Itinerary information
- Pickup information
- Trip updates
- Emergency communications
- Cancellation or rescheduling notices
- Customer-support communications

Marketing communications, where required, shall be handled in accordance with applicable law and customer preferences.

37. COMPLAINTS

Customers should report service-related issues to Tripogram Club as soon as reasonably possible during the trip so that the Company has an opportunity to investigate and, where possible, resolve the issue.

For post-trip complaints, customers should submit the complaint in writing through the official contact channel.

Where a complaint concerns a third-party supplier, Tripogram Club may coordinate with that supplier to seek an appropriate resolution.

38. LIMITATION OF LIABILITY

Tripogram Club shall not be responsible for losses arising solely from circumstances outside its reasonable control or from independent third-party service providers, except to the extent liability cannot lawfully be excluded or limited.

Nothing in these Terms shall exclude or limit any liability that cannot legally be excluded or limited under applicable Indian law.

Any contractual limitation of liability should be interpreted subject to applicable consumer-protection and other mandatory laws.

[LAWYER REVIEW REQUIRED] — The precise scope and monetary cap of Tripogram Club's liability should be reviewed and approved by an Indian lawyer before publication.

39. INDEMNITY

To the extent permitted by applicable law, a customer may be responsible for losses, claims, damages or expenses suffered by Tripogram Club as a direct result of:

Fraudulent information provided by the customer;

Intentional misconduct;

Unlawful activities;

Material breach of these Terms; or

Damage caused by the customer's actions.

This clause shall not restrict any rights available to the customer under applicable law.

[LAWYER REVIEW REQUIRED]

40. CHANGES TO THESE TERMS

Tripogram Club may update these Terms from time to time to reflect changes in its services, business practices or applicable law.

The latest version published on the website shall apply to future bookings.

For existing bookings, the terms applicable at the time of booking shall generally continue to apply unless changes are required by law or agreed otherwise.

41. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by the laws applicable in India.

Any dispute shall be subject to the dispute-resolution mechanisms and jurisdiction legally applicable to the parties.

[LAWYER REVIEW / COMPANY CONFIRMATION REQUIRED] — Tripogram Club should confirm the exact city/state jurisdiction to be stated in the final published version based on its registered office and applicable legal requirements.

42. SEVERABILITY

If any provision of these Terms is found to be invalid, unlawful or unenforceable, the remaining provisions shall continue to remain effective to the extent permitted by law.

43. ENTIRE AGREEMENT

These Terms, together with the applicable booking confirmation, quotation, invoice, itinerary, cancellation policy, privacy policy and other written booking-specific terms, constitute the agreement governing the relevant booking.

Where a booking-specific written policy conflicts with a general website provision, the booking-specific provision shall prevail for that booking, unless prohibited by applicable law.

44. CONTACT

For booking and travel-related queries:

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Website: tripogramclub.com
Email: mail@tripogramclub.com
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Registered Office: Tripogram Club
Customer Support / Grievance Contact: +91 9472345099