

APPeL Events

Terms and Conditions

This 'Terms and Conditions' document ("T&C") governs the end users' ("You/Your/User") access to and use of 'APPeL Events Platform' (which term shall be deemed to include the internet and mobile website <https://appel.events/> as well as its mobile application and any other means to access the same from time to time) and the services offered thereunder.

The APPeL Events Platform is owned and controlled by e2Serv Ventures Private Limited with its registered address at 204, Chawla Complex, Sector 15, CBD Belapur, Navi Mumbai - 400614 (hereinafter referred to as " e2Serv/Us/Our/We "). Through the APPeL Events Platform, E2Serv provides to You information in relation to events that are organized by third-party entities including but not limited to the dates, ticket pricing and other event-related information, and facilitates sale of tickets to such events, to You.

This T&C, privacy policy which constitutes an integral and inalienable part of the T&C, and any other applicable policies published on the APPeL Events Platform, comprise a binding agreement between You and E2Serv.

Your use of the APPeL Events Platform and the services provided thereunder shall be governed by this T&C as well as any other applicable policies published on this APPeL Events Platform, including but not limited to the Privacy Policy.

Your use of the APPeL Events Platform whether for the purpose of transacting through APPeL Events Platform or otherwise, implies Your consent to the provisions of this T&C as well as any other applicable policies, including but not limited to E2Serv's use of any information provided by You for the purpose of Your use of the APPeL Events Platform.

E2Serv hereby reserves the right to modify, add or delete any part of this T&C without any prior written notice/ intimation to You. It shall be Your sole responsibility to periodically review this T&C and all other applicable policies published on the APPeL Events Platform for any revisions thereto. If You do not agree to any of the revisions made to this T&C by E2Serv, You must discontinue further access and use of the APPeL Events Platform and the services provided thereunder.

You agree and acknowledge that such discontinuance of access to and use of the APPeL Events Platform and the services provided thereunder will render the T&C inapplicable from such date of discontinuance only; however this T&C will remain applicable to all instances of use by You of APPeL Events Platform and the services provided thereunder prior to such date of discontinuance.

It is clarified that terms and conditions specific to an event in respect of which E2Serv has facilitated sale of tickets through APPeL Events Platform ("Event") shall be published on the event page accessible on the APPeL Events Platform. E2Serv publishes such information as provided by and on behalf of the organiser associated with such Event ("Event Organiser").

In the event of any conflict between the Event-related terms and conditions, and this T&C, User agrees that the Event-related terms and conditions shall prevail and be binding on the User at all times.

CANCELLATION POLICY

- Tickets purchased online on APPEL Events Platform cannot be cancelled.
- Cancellation only covers the ticket, any additional amount like commission, convenience fee & cancellation protect fees including GST on the same will not be refunded.
- Partial cancellation of a booking is not allowed.
- In case of any payment gateway issues, the decision of PayU will be considered final and binding on the User(s) at all times.

COPYRIGHT

The entire content included in the APPEL Events Platform, including but not limited to text, graphics or code is copyrighted as a collective work under the Indian and all other copyright laws of the world, and is the sole property of E2Serv or is appropriately licensed by E2Serv. At no point of time, will the User have any rights and/ or claim to have acquired any rights in and to any part or portion of the APPEL Events Platform and/ or any content contained therein, in any manner whatsoever.

Any other use, including but not limited to the reproduction, distribution, display or transmission of the content of the APPEL Events Platform is strictly prohibited, unless specifically authorized by E2Serv in writing.

PAYMENT METHODS

We accept Visa, MasterCard, Debit Cards, Net Banking, Paytm Wallet, UPI and PayU Money.

PRICING, AVAILABILITY AND SEAT CONFIRMATION

APPEL Events Platform is a ticketing platform and sells tickets on behalf of Event Organisers and therefore has no control on its availability and pricing.

After the payment is complete, You will receive a confirmation page or email.

If You do not receive a confirmation number after submitting payment information, or if you experience an error message or service interruption after submitting payment information, please get in touch with our support team to confirm whether the order has been placed or not. We don't want You to lose money in case You assume that booking was not placed because you failed to receive confirmation.

While purchasing tickets, you are limited to a specific number of tickets You can buy per event.

CANCELLATIONS, EXCHANGES AND REFUNDS

1. Tickets

Tickets once sold cannot be exchanged, cancelled or refunded. Please make sure You check the time and location before You book Your tickets. But we'd still advise You to read the terms and conditions for each Event regarding exchange, refund and cancellation.

If an Event is cancelled or postponed and the Event Organisers of such Event agree on issuing a refund for the tickets, it shall be the Event Organiser's sole responsibility to contact You and process the refund and E2Serv and/ or PayU shall have no liability in this regard.

DELIVERY

1. Tickets

Email confirmation: Your booking confirmation will be sent via an email.

SMS confirmation: Your booking confirmation will be sent via an SMS.