

# Terms and Conditions

---

2017-07-30 11:05:26

Terms and Conditions, as may be amended from time to time, apply to all our services directly or indirectly made available online, through any mobile device, by email or by telephone. By accessing, browsing and using our (mobile) website or any of our applications through whatever platform (hereafter collectively referred to as the "website") and/or by completing a reservation, you acknowledge and agree to have read, understood and agreed to the Terms and Conditions.

These pages, the content and infrastructure of these pages, and the online reservation service provided on these pages and through the website are owned, operated and provided by Pgpali.com. and are provided for your personal, non-commercial use only, subject to the Terms and Conditions.

## 1. Scope of Our Service

Through the Platform, we (Pgpali.com) provide an online platform through which Hostels and Pg (hereafter termed as 'Provider') can advertise their products and service for reservation, and through which visitors to the Platform can make such reservations. By making a reservation through Pgpali.com, you enter into a direct (legally binding) contractual relationship with the Provider with which you make a reservation or purchase a product or service (as applicable). From the point at which you make your reservation, we act solely as an intermediary between you and the Provider, transmitting the details of your reservation to the relevant Provider (s) and sending you a confirmation email for and on behalf of the Provider.

When rendering our services, the information that we disclose is based on the information provided to us by Provider. As such, the Provider are given access to an Extranet through which they are fully responsible for updating all rates, availability and other information which is displayed on our Platform. Although we will use

reasonable skill and care in performing our services we will not verify if, and cannot guarantee that, all information is accurate, complete or correct, nor can we be held responsible for any errors (including manifest and typographical errors), any interruptions (whether due to any (temporary and/or partial) breakdown, repair, upgrade or maintenance of our Platform or otherwise), inaccurate, misleading or untrue information or non-delivery of information. Each Provider remains responsible at all times for the accuracy, completeness and correctness of the (descriptive) information (including the rates and availability) displayed on our Platform. Our Platform does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification or (star) rating of any Supplier (or its facilities, venue, products or services) made available.

Our Service is made available for personal and non-commercial use only. Therefore, you are not allowed to resell, deep-link, use, copy, monitor (e.g. spider, scrape), display, download or reproduce any content or information, software, reservations, products or services available on our Platform for any commercial or competitive activity or purpose.

## 2. Privacy and Cookies

Pgpali.com respects your privacy and has legitimate system for Login and Logout for which the responsibilities solely relies on the user.

## 3. Free of Charge

Our Service is free of charge because, unlike many other parties, we will not charge you for our Service.

The reserving party are committed to pay a fee (being a small percentage of the product price (e.g. room price)) to Booking.com after the end user has consummated the service or product of the Provider or after the guest has stayed at (and paid) the property.

## 4. Credit Card or Bank Transfer

For certain products and services, Pgpali.com facilitates (through third-party payment processors) the payment of the relevant product or service (i.e. the payment facilitation service) for and on behalf of the Provider (Pgpali.com never acts nor operates as the merchant of record). Payment is safely processed from your credit/debit card or bank account to the bank account of the accommodations provider through a third-party payment processor. Any payment facilitated by us for and on behalf of, and transferred to the Provider will in each case constitute a payment of (part of) the booking price by you of the relevant product or service in final settlement of such (partial) due and payable price and you cannot reclaim such paid monies.

In the event of credit card fraud or unauthorized use of your credit card by third parties, most banks and credit card companies bear the risk and cover all the charges resulting from such fraud or misuse, which may sometimes be subject to a deductible.

## 5. Prepayment, Cancellation, No-shows

By making a reservation with a Provider, you accept and agree to the relevant cancellation and no-show policy of that Provider, and to any additional (delivery) terms and conditions of the Provider that may apply to your visit or stay, including for services rendered and/or products offered by the accommodation provider (the delivery terms and conditions of an accommodation provider can be obtained with the relevant accommodation provider).

## 6. Ranking, Preferred Program, Stars and Guest Reviews

The default setting of the ranking of Providers on our Platform is "Recommended" (or any similar wording) (the "Default Ranking"). For your convenience, we also offer other ways to rank the Provider. Note that the Default Ranking is created through a

fully automated ranking system (algorithm) and is based on multiple criteria, which include not only the popularity of a Provider among our visitors, but also customer service history and certain booking-related data (number of bookings, cancellations, conversion rate, etc

## 7. Information and Data security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customize the website/app according to your interests.

To contact you via email, facsimile, phone or text message, to deliver certain services or information you have requested.