

UTC – Cancellation / Refund Policy



Cancellation and Refund Policy for Fairview Media Pvt. Ltd.

("Universal Travel Conclave" or "UTC-Connect")

01-JUL-2024

1. Introduction

This Cancellation and Refund Policy governs the terms and conditions for cancellations and refunds related to events organized by Fairview Media Pvt. Ltd., operating under the brand name "Universal Travel Conclave" or "UTC-Connect" ("we," "us," or "our"). This policy applies to all participants, including Buyers, Hosted Buyers, and Visitors, for our B2B travel business conclaves held across cities in India and internationally.

2. Registration Fees

a. Non-Refundable Fees

- **General Policy:** All registration fees are non-refundable. This applies to Buyers, Hosted Buyers, and Visitors. Once registration is confirmed and payment is made, the registration fee is forfeited in the event of cancellation.
- **Booking Advance/Full Payment:** To reserve participation, booking a specific event and paying the booking advance or full payment is mandatory. In case of cancellation, the advance deposit made is non-refundable.

b. Exception for Specific Events

- **Event-Specific Policies:** For particular events, if special cancellation or refund terms are provided, those terms will override this general policy. Such terms will be communicated at the time of registration for the specific event.

3. Hosted Buyer Reimbursement

a. Flight/Train Booking

- **Reimbursement Eligibility:** Approved Hosted Buyers who book their own flights or train tickets to attend the event may be eligible for reimbursement up to a certain amount as specified by management.
- **Reimbursement Process:** Reimbursement is generally processed after the event concludes. The specific amount and process for claiming reimbursement will be detailed by management. Management's decision regarding reimbursement is final and binding.

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4. Cancellations by Participants

a. No Refund for Cancellations

- **General Rule:** All registration fees, including any booking advance or full payment, are forfeited in the event of cancellation. This applies to all categories of participants.

b. Event-Specific Cancellation Policies

- **Modification of Policies:** In cases where the management specifies different cancellation or refund policies for a particular event, those policies will apply exclusively to that event and override the standard policy.
- **Incase the Management decides to refund Partially or Fully to any particular client as a special case, the refund is processed within 30 working days, after the date of the respective event.**

5. Modifications and Cancellations by Management

a. Changes by Management

- **Event Modifications:** We reserve the right to modify or cancel any event, including changes to dates, locations, or formats. Any such modifications will be communicated to participants as soon as possible.
- **Impact on Fees:** If modifications or cancellations occur, the specific cancellation and refund policies applicable to that event will govern the financial aspects. Incase the Management decides to refund Partially or Fully to any particular client as a special case, the refund is processed within 30 working days, after the date of the respective event.

b. Management's Final Decision

- **Authority:** The decisions of Fairview Media Pvt. Ltd. regarding cancellations, refunds, and any other event-related matters are final and binding. This includes decisions on reimbursements, exceptions, and any alterations to the standard policy.

6. Contact Information

For any questions or clarifications regarding cancellations or refunds, please contact us at:

Fairview Media Pvt. Ltd.

Address: 87 Lenin Sarani, 2nd Floor, Kolkata – 700013, WB, India

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Email: info@UTCconnect.com

Phone: +91 9051135801

7. Policy Updates

This policy may be updated periodically. Any changes will be posted on our website with an updated effective date. Continued participation in our events following such changes constitutes acceptance of the revised policy.

Thank you for your understanding and cooperation. We look forward to your participation in our events and providing a valuable experience.