

TERMS AND CONDITIONS

Clients, Products and Third Parties

Introduction:

GREENBANGLA Limited sell a variety of travel related products from different suppliers and service providers (“Third Parties”). Each Supplier has its own terms and condition that are applicable to your particular arrangements in addition to our general terms and conditions, and you should make sure you understand them. Certain software and content found on our website are owned or licensed by us or our Suppliers, your use of which may be subject to further conditions.

GREENBANGLA Limited acts as intermediary or a “Booking Agent” in some cases for products and services that are not directly supplied by us (e.g., air carriage and some aspects of ground transportation, hotel accommodations, meals, tours, cruises, travel insurance etc.). Although we partner with such suppliers, we are not a co-vendor of such products and services. You will be entering into a separate contract with such Suppliers in connection with such products and services. All airlines tickets are subject to supplemental price increases that occur before the date of purchase. Pre-purchase price increases may be applied due to additional costs imposed by a supplier or government. You may be charged additional sums by GREENBANGLA Travel to offset increased fees, fuel surcharges, taxes, and fluctuations in foreign exchange markets or any combination thereof. Acceptance of these terms and conditions hereby consent you to any pre-purchase price increases and authorize GREENBANGLA Travel to charge your credit card or call you to pay top up for such additional amounts.

Deposits and Payment

Any deposits from you are non-refundable. Payment of a deposit enables us to hold a reservation for you but does not guarantee the price. The price can only be guaranteed once we receive full payment and other travel documents have been issued, subject to any terms and conditions of the Supplier. We will advise you of the date that full payment is required. Upon your provision of your payment information, you are authorizing us to make the payment arrangements with the corresponding Suppliers. We reserve the right to refuse personal checks as a method of payment. After full payment, this guarantees that all your arrangements for your services will be delivered according to plan. However should you request for additional services, products, etc, we shall charge you the additional costs incurred from these new arrangements.

At GREENBANGLA Travel we understand that every situation is different, and that we take into consideration your ability to pay, the amount unpaid, your payment history, length of time you have been a customer and specific reasons why the account is past due in working out a payment solution with you.

We offer you flexible payment plan for your every need and we are open to variety as and when the need arises. You can choose to pay us by card, bank transfer (an online booking and payment system that ensures your monies are protected), cash upon arrival, etc. Please make sure that the information provided to us if you want to pay by card are all accurate and order so that your payment can be properly be credited to our accounts. **IF THIS IS YOUR PAYMENT OPTION, WE SHALL SEND YOU OUR CARD AUTHORIZATION FORM** for you to fill out and you resend it to us.

- 30 percent to confirm bookings (non-refundable)
- 50 percent due 30 days commencement of trip
- 20 percent due one week to commencement of tour
- Other extra charges
- Credit card – 3 percent additional bank charges
- Debit card 1.5percent additional
- Bank transfers all banking charges on client's account .
- No show – non-refundable of full amount paid.

For payments via bank transfer, you are kindly choose one of the most applicable accounts below;

Bank name: NATWEST BANK LIMITED

Bank code (BIC-Swift): 60-14-26

Bank address:

Account number: 56168926

Account holder: GREENBANGLA LIMITED

Account currency: USD/GBP

*After the bank transfer is completed, please notify us by email by sending us a scanned copy of the transfer. For your financial protection GREENBANGLA LTD is a member of **approved ATOLHOLDER**.*

*This means in the unlikely event of our financial failure you will receive a refund for the services you have paid for. Money is not received by us until all suppliers have been paid and you have completed your trip. **ATOL HOLDER** is Authorized and Regulated by the Financial Conduct Authority under the....UK LAW.*

Our general practice is to send documents to our customers electronically whenever possible. Right from the word go, we pay close attention to details of your request to ensure that the right and corresponding documents are sent to you by mail/WATSAP for your thorough study and confirmation. We reserve the right to charge an administration fee should you make a request for such documents to be sent as a hard copy.

Cancellations and Changes

Unplanned changes may happen with airline flight schedules, hotel bookings, vehicle rentals that may not be within our control. However, as your Consultant for such services, we will ensure that you are promptly notified of any significant changes in advance once we become aware of such change if there is time before your departure or commencement of service, but we accept no liability for any changes or costs incurred that may result. Subject to the Supplier's terms and conditions, you will then have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements if one is made available by the Supplier, or cancelling your booked arrangements and receiving any applicable refunds. We do not guaranty that any refunds will apply. For instance, if you have booked a flight and we are alerted to a significant schedule change by your airline before you leave or arrive in UK, we will contact you by email to advise you of this. Please ensure that you have given your contact email address to us and that you regularly check for messages before you leave. We have no control over airline schedule changes and accept no liability for costs which may arise as a result of such changes. We will do our best to facilitate with the airline to give the best alternative available which will be cost effective. After you have left or arrive in UK, it is your responsibility to check with the airline that any onward flights you have confirmed are operating as booked. We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this. Please note that for some airlines it is mandatory to confirm with them your intention to fly. For any foreseen changes that you will like make to your schedule flight before departure, it is required that you do so at least 72 hours before the date.

REFUND POLICY AND PROCEDURES

As changes may happen and we understand that this normally occurs out of necessity; we try to make room for such incidences. You may be eligible for a refund if ticket or services purchased have the rules that they are refundable. All refund requests on tickets are subject to the rules of ticketed fare, and fees or penalties may apply to your refund. Your itinerary will be CANCELLED at the time the refund is processed.

As previously indicated GREENBANGLA Travel, will process the refund request through the airlines. Every Airline has their specific duration for all refunds and GREENBANGLA Travel does not have control on the refund process, procedure or duration of the Airline. The company can issue refunds only when there refund process has been completed by the airline and our accounts are credited.

In view of this procedure, we advise customers to allow at least 21 working days where they will be informed of any update possible. Refunds for eligible tickets purchased with cash or check will be processed within 30 business days from when your request is processed.

For other services, which we have already made deposits as commitments to third party suppliers to ensure that your

bookings are guaranteed, the third party policy concerning refunds is applicable. This may take duration of 10-21 working days for such refunds to be ready.

CANCELLATION POLICY

If we withdraw or terminate a Product or service, you shall be immediately notified of the withdrawal or termination and the reason for the withdrawal or termination. However, if a change is requested by you to your travel arrangements is permitted and possible, our standard service fees will apply in addition to any additional Supplier charges. Please contact us by phone or email to enquire about how to request changes. Please note that all reservation changes are subject to availability and the terms and conditions of the product purchased.

Cancellations for Airlines bookings

Changes to name details are not allowed by many airlines and services may also not be transferrable to other parties. While we will endeavour to make such a change if necessary, please bear in mind that most airlines and Suppliers treat a name change as a cancellation, to which standard conditions and charges would apply.

Flights must be taken in the sequence they appear on your ticket or E-ticket confirmation. If you plan not to take a flight as booked, please contact us as far in advance as possible to discuss your options.

If you do not check in on time or miss the flight for a confirmed reservation, the airline may register you as a 'no-show', which could result in extra charges and/or your whole flight itinerary being cancelled and/or render your ticket void. You may also be entitled to a partial refund. In addition to the cancellation terms and conditions of your Supplier(s), our standard fees will apply as may be outlined on your receipt or booking confirmation. We need to receive from you your original voucher before any applicable refund can be considered. If you decide to cancel arrangements before the balance due date, any deposits paid are non-refundable.

Refunds will only be paid to you once we have received the funds back from the Supplier(s). Generally flight tickets cannot be refunded if they are partially used. We are not responsible for a Supplier's failure to pay a refund.

Important Notice Regarding Airline Reservations

If you arrive at an airline ticket or passenger check-in counter with your confirmed ticket and find that the airline shows no reservation for you – do not leave the counter. Check your ticket. If the status box shows "OK" for the flight in question, the airline policies typically require them to accommodate you on that flight, or if that is not possible, they must either find you a substitute flight or pay you denied boarding compensation. If necessary ask to speak to a supervisor.

General Procedures if You have a Complaint

If you have a problem during your holiday, please inform the relevant Supplier (e.g. your hotel) immediately. Should they be unable to resolve the matter, please immediately contact us via mail or phone through our office where you made your arrangements? If you fail to timely contact us, we will not be permitted the opportunity to investigate your complaint and attempt to rectify any error while you are away, and this may affect your rights under this Agreement.

Travel Documents and Destinations

It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately. Your travel documents are valuable and should be safeguarded as if they were cash. It is not always possible to replace travel documents in the case of loss, theft, damage, etc. Prior to booking international travel, we recommend that you review any of UK Government's prohibitions, warnings and advisories applicable to your destinations. By offering travel to any particular destination, we do not represent that travel in such destination is safe or without risk.

You further agree that in connection with your activities, you will not permit the use of our services or website by anyone that resides or is staying in a country for which such use is prohibited under our Nation's legal laws and regulations.

Passport, Visa and Immigration Requirements

It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your itinerary. You should confirm these with the relevant embassies and/or consulates. We do not accept any responsibility in the case of you being unable to travel due to not complying with any such requirements. We can offer assistance services on visa and advice on the most applicable visa for your travel. You can contact us whenever the need arises. You are also required to carry a valid International Student I.D., and International Youth I.D. or an International Teacher I.D. card if you are travelling on a special student/youth/teacher ticket. It is your responsibility to verify this with our travel expert who is assisting you.

Insurance

Travel insurance is a vital part of your arrangements. We strongly recommend that you have taken out adequate insurance for the duration of your journey. Travel insurance is a mandatory element of some travel arrangements. We may be able to arrange travel insurance to be provided to you, furnish you a quote, and answer any queries you may have regarding the insurance.

Travel Advice and Vaccinations

All nationalities should refer to the travel advice posted by their state Department of travel websites or contacts for all countries they intend to visit. Vaccinations may be required for some or all of the places you are intending to visit. It is your responsibility to ensure that you have arranged all necessary vaccinations for your itinerary.

Use of our Services and Website

You agree you will only use our website or services to make legitimate reservations or purchases and shall not make speculative, false or fraudulent reservations or reservations in anticipation of demand. You will only use our website and services in compliance with applicable law.

Without our prior written permission, you may not (a) access, monitor or copy any content or information on our website using any "robot", "spider" or other automated or manual device or program, (b) deep link to any portion of our website, or (c) "frame" or incorporate any portion of our website into any other website.

Our website may contain links to third party websites that we provide only as a convenience to you. You should take precautions to ensure that whatever links you access are free of viruses, worms, Trojan horses or other destructive mechanisms. The existence of these links does not imply that we endorse such websites or any included content. We are not responsible for such websites or content or any data privacy practices of such websites.

Indemnity

You agree to indemnify us and our affiliates, and any of our Suppliers, and any such parties' officers, directors, employees and agents from and against any claims, causes of action, demands, losses, damages, or other costs, (including reasonable legal and accounting fees) brought by you or third parties as a result of (a) your breach of this Agreement, (b) your violation of any law or rights of any third party, or (c) your use of our website.

Privacy Policy

You consent to our processing and sharing of personal information about you and other members of your party that you have provided to us in accordance with the terms of and for the purposes set forth in our privacy policy. You represent that you have read and agree to the terms of our privacy policy, which can be found at our website.

General

We are acting as an independent contractor and no joint venture, partnership or employment relationship exists between you and us or our Suppliers as a result of this Agreement or your use of our website.

We reserve the right at any time to modify this Agreement without prior notice to you. Please contact us via mail from time to time to review the most current version of the Agreement. Your continued access or use of our website or services signifies your acceptance of the modifications to the Agreement. You may not assign your rights or obligations under this Agreement to any third party. We may terminate this Agreement at any time for any reason, and such termination shall not affect any right to relief to which we are entitled at law or in equity.

This Agreement shall be governed by the laws of UK without regard to its conflicts of laws principles. If any provision of this Agreement is found to be invalid, illegal or unenforceable, the enforceability of the remaining provisions will not in any way be affected or impaired.

Your Acceptance of these Terms and Conditions

By booking your arrangement with us or using our website, you are agreeing to be bound by the terms of this Agreement and any additional terms and conditions of any Supplier that are applicable to your booking, travel arrangements or use of any website content. You agree on behalf of yourself and those you represent to comply with all such terms and conditions, including the payment of all amounts when due.

You agree that any violation of any such terms and conditions may result in (a) the cancellation of your reservation or purchase, (b) your forfeiture of any monies paid for your reservation or purchase, (c) you being denied access to the applicable travel related product or service, and (d) our right to debit your account for any costs we incur as a result of such violation.

You represent and warrant that (a) you are of sufficient age to use our services and website and can create binding legal obligations in connection with your use, (b) you are legally authorized to act on behalf of those you represent and accept these terms and conditions on their behalf, and (c) the information supplied by you or members of your group is true and correct. You are responsible for informing such other persons of all terms and conditions applicable to their travel arrangements. You understand that you are financially responsible for any use of our services or website by you and those using your name or account.