

## **Pricing Policy**

In addition to the cost of booking as charged by Microgravity, MICROGRAVITY reserves the right to charge certain fees in the nature of convenience fees or service fees. MICROGRAVITY further reserves the right to alter any and all fees from time to time. Any such additional fees, including fee towards any modifications thereof, will be displayed to the User before confirming the booking or collecting the payment from such User.

In cases of short charging of the booking amount, taxes, statutory fee, convenience fee etc., owing to any technical error or other reason, MICROGRAVITY shall reserve the right to deduct, charge or claim the balance amount from the User and the User shall pay such balance amount to MICROGRAVITY. In cases where the short charge is claimed prior to the utilization of the booking, MICROGRAVITY will be at liberty to cancel such bookings if the amount is not paid before the utilization date.

Any increase in the price charged by MICROGRAVITY on account of change in rate of taxes or imposition of new taxes, levies by Government shall have to be borne by the User. Such imposition of taxes, levies may be without prior notice and could also be retrospective but will always be as per applicable law.

In the rare circumstance of a booking not getting confirmed for any reason whatsoever, MICROGRAVITY will process the refund of the booking amount paid by the User and intimate the User about the same. MICROGRAVITY is not under any obligation to provide an alternate booking in lieu of or to compensate or replace the unconfirmed booking. All subsequent bookings will be treated as new transactions. Any applicable refund will be processed as per the defined policies of the service provider and MICROGRAVITY as the case may be.

The User shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of the service, as per the applicable laws

The User agrees and understands that all payments shall only be made to bank accounts of MICROGRAVITY. MICROGRAVITY or its agents, representatives or employees shall never ask a customer to transfer money to any private account or to an account not held in the name of MICROGRAVITY. The User agrees that if that user transfers any amount against any booking or transaction to any bank account that is not legitimately held by MICROGRAVITY or to any personal account of any person, MICROGRAVITY shall not be held liable for the same. User shall not hold any right to recover from MICROGRAVITY any amount which is transferred by the User to any third party.

The User will not share his personal sensitive information like credit/debit card number, CVV, OTP, card expiry date, user IDs, passwords etc. with any person including the agents, employees or representatives of MICROGRAVITY. The User shall immediately inform MICROGRAVITY if such details are demanded by any of its agents' employees or representatives. MICROGRAVITY shall not be liable for any loss that the User incurs for sharing the aforesaid details.

Refunds, if any, on cancelled bookings will always be processed to the respective account or the banking instrument (credit card, wallet etc.) from which payment was made for that booking.

Booking(s) made by the User through MICROGRAVITY are subject to the applicable cancellation policy as set out on the booking page or as communicated to the customers in writing.