

BookUrVibe – Terms & Conditions

Welcome to **BookUrVibe ("BUV")**. These Terms & Conditions govern your use of the BookUrVibe website, mobile application, and all related services. By accessing or using our platform, you agree to comply with these Terms.

1. About BookUrVibe

BookUrVibe is an online marketplace that connects customers with independent service providers ("Vendors") offering services including, but not limited to:

- Tailoring
- Beauty Parlours & Salons
- Home Services
- Other services added in the future

BookUrVibe acts only as a technology platform that facilitates bookings between customers and vendors.

2. Eligibility

To use BookUrVibe, you must:

- Be at least 18 years old, or use the platform under parental or guardian supervision.
- Provide accurate information during registration.
- Keep your login credentials secure.

You are responsible for all activities conducted through your account.

3. User Accounts

Users agree to:

- Provide genuine information.
- Keep passwords confidential.
- Update profile information whenever necessary.
- Not create fake or duplicate accounts.

BookUrVibe reserves the right to suspend or terminate accounts involved in fraudulent or suspicious activities.

4. Vendor Accounts

All vendors must:

- Provide valid business and identity information.
- Complete the verification process required by BookUrVibe.
- Offer services legally.
- Deliver services professionally and honestly.

BookUrVibe reserves the right to approve, reject, suspend, or remove vendor accounts at its sole discretion.

5. Bookings

When a booking is placed:

- Customers agree to provide accurate booking details.
- Vendors agree to honour confirmed bookings.
- Booking confirmation depends on vendor availability.
- Prices are displayed before confirmation.

BookUrVibe is not responsible for delays caused by customers, vendors, weather conditions, natural disasters, or unforeseen circumstances.

6. Payments

Payments may be collected through secure payment gateways.

Depending on the service:

- Full payment may be collected.
- Partial advance payment must be required.
- Platform fees or convenience charges may apply.

BookUrVibe may temporarily hold payments until service completion where applicable.

7. Cancellations

Customers may cancel bookings subject to the applicable cancellation policy.

Refund eligibility depends on:

- Time of cancellation
- Vendor policy
- Service category

Repeated misuse of cancellations may result in account restrictions.

8. Vendor Responsibilities

Vendors are solely responsible for:

- Service quality
- Professional behaviour
- Timely arrival
- Required licences and permits
- Compliance with applicable laws

Vendors must not:

- Provide misleading information.
 - Charge hidden fees outside the platform.
 - Request payments outside BookUrVibe where prohibited.
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9. Customer Responsibilities

Customers agree to:

- Treat vendors respectfully.
- Provide correct addresses and contact details.
- Be available during scheduled appointments.

- Make payments as required.

Customers shall not engage in abusive, fraudulent, or unlawful behaviour.

10. Ratings & Reviews

Customers may leave ratings and reviews only after service completion.

Reviews must:

- Be honest.
- Not contain abusive language.
- Not include false allegations.
- Not violate any person's rights.

BookUrVibe may remove reviews that violate these Terms.

11. Prohibited Activities

Users must not:

- Create fake accounts.
- Use stolen payment methods.
- Upload harmful software.
- Attempt to hack or disrupt the platform.
- Impersonate another individual or business.
- Engage in fraud or illegal activities.
- Misuse promotions or referral programmes.

Violations may lead to permanent suspension.

12. Intellectual Property

All BookUrVibe logos, designs, graphics, software, trademarks, and content belong to BookUrVibe. Users may not copy, modify, distribute, or use BookUrVibe intellectual property without written permission.

13. Privacy

Your use of BookUrVibe is also governed by our Privacy Policy.

By using the platform, you consent to the collection and processing of your information as described in the Privacy Policy.

14. Platform Availability

While we strive to maintain uninterrupted service, BookUrVibe does not guarantee that the platform will always be available.

Maintenance, upgrades, or technical issues may temporarily affect access.

15. Limitation of Liability

BookUrVibe acts only as a marketplace connecting customers and independent vendors.

We are not liable for:

- Vendor performance
- Service quality
- Personal disputes
- Property damage
- Financial losses
- Personal injury
- Delays caused by vendors or customers

Any disputes regarding service quality should first be addressed between the customer and the vendor. BookUrVibe may assist in dispute resolution where appropriate but is not obligated to provide compensation.

16. Account Suspension

BookUrVibe may suspend or terminate any account that:

- Violates these Terms.
 - Engages in fraudulent activity.
 - Misuses the platform.
 - Harasses users or vendors.
 - Violates applicable laws.
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17. Changes to Terms

BookUrVibe may modify these Terms & Conditions at any time.

Updated Terms will become effective immediately upon publication on the platform.

Continued use of BookUrVibe constitutes acceptance of the revised Terms.

18. Governing Law

These Terms shall be governed by the laws of India.

Any disputes shall be subject to the exclusive jurisdiction of the competent courts where BookUrVibe is registered.

19. Contact Us

For any questions regarding these Terms & Conditions, please contact:

BookUrVibe Support

Email: support@bookurvibe.com

Website: www.bookurvibe.com

By using BookUrVibe, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.