

## **Terms and Conditions for Roxilla Executive Travel Club (India) Limited**

These terms and conditions ("Terms") outline the agreement between ROXILLA EXECUTIVE TRAVEL CLUB (INDIA) LIMITED (referred to as "the Club") and the members (referred to as "you" or "the member" or "the members") participating in ROXILLA EXECUTIVE TRAVEL CLUB program, including male, female and trans-genders whichever may be applicable even if it is written here in only male gender or only in female gender, including singular and plural. By joining ROXILLA EXECUTIVE TRAVEL CLUB (INDIA) LIMITED, the applicants agree to abide by these Terms and Conditions before applying. Please read them carefully before submitting the APPLICATION FOR MEMBERSHIP.

1. Membership in ROXILLA EXECUTIVE TRAVEL CLUB (INDIA) LIMITED is open to individuals of 18 years age including NRIs. Foreigners who are residing in India are also eligible to apply. Persons with OCI Card are treated as Indian Citizens only.
2. To become a member, the applicant must complete the enrolment process and provide accurate and complete information. If any false information is provided, the Club may cancel the membership at any time without giving any notice and the fees or subscriptions paid shall be forfeited by the applicant/s.
3. The membership card will be issued once the information provided is validated and a thorough background verification conducted by the Club's processing team which may include checking of criminal records, credit bureau reports, etc. The process may take minimum 15 days to maximum 120 days.
4. Upon completion of the verification process, if the documents of the membership applicant are found to be dubious, then the card will not be issued and a 15% fee shall be deducted towards administrative fees and 85% of the membership fee shall be refunded.
5. Members are facilitated to use their membership card only up to allowable trips in a calendar year of 365 from the day of issue of the card. Allowable duration for each trip shall be within the time limits of that respective category of membership.
6. Members have to submit their travel program through the Club's designated channels like through TOLL FREE TELEPHONE NUMBERS, WHATSAPP MESSAGE, MOBILE APP, EMAIL, and through our WEBSITE a minimum 48 hours prior to the trip. Members have to take the confirmation of booking of their trip and mere messaging or emailing or calling will not confirm their respective travel program. A Trip Identification Number (TIN) will be provided to each member after the trip is registered in the Club's systems. If the TIN is not generated and provided to you, it is deemed that your trip is not registered in our system and you will have call our Customer Care again.
7. Cancellations will be accepted only till 48 hours prior commencement of travel program. Any request for cancellation of trip within 48 hours will make the member to forfeit one Electronic Coupon out of the allowable trips chances given per year.
8. Similarly, members, who used the cars beyond the allowable time window of that particular category of membership, will also lose one such chance out of the allowable trips given per year, in addition to levying one demerit point for such over usage of car.
9. The Club-provided vehicles shall not be misused for any illegal activities, or for carrying dangerous & toxic substances, whatsoever. If found in violation, then the complete liability shall be borne by the said member and hence the Club shall not have any such responsibility.
10. The Club will make reasonable efforts to ensure the accuracy of the information and services provided. However, The Club shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of our services.
11. While applying for a membership, the applicants/members indemnify and hold the Club, its employees, and agents harmless from any claims, liabilities, damages, costs, or expenses (including legal fees) arising from the use or misuse of ROXILLA EXECUTIVE TRAVEL CLUB (INDIA) LIMITED services or any violation of these Terms.
12. The Club reserves the right to terminate the membership at any time, with or without notice. Termination may result in the loss of all membership benefits and privileges, including the membership fee paid.

13. Members may withdraw from the club and hence can terminate relationship with the Club by providing written notice to the Club. However, membership fees are non-refundable.
14. In case of major public events, like Pran Parthistha in Ram Mandir in Ayodhya, in a particular city, the allotment of cars will be on a first come first serve basis to the members and limited to the inventory of cars for that particular city, hence members have to make their own arrangements only in such peak days of rush.
15. These Terms shall be governed by and construed in accordance with the laws of Hyderabad, Telangana Jurisdiction. All communication shall be in the English language.
16. These Terms constitute the entire agreement between the Club and the member, supersedes any prior agreements or understandings, and cannot be modified except in writing.
17. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.
18. By clicking the AGREE Button below, Members hereby acknowledge and consent for the above mentioned Terms and Conditions and also our [Privacy Policy](#) as read, understood and got explained if required.
19. By clicking the DISAGREE Button below, the application for membership cannot be processed further for grant of a membership.

For any inquiries or concerns regarding ROXILLA EXECUTIVE TRAVEL CLUB (INDIA) LIMITED or these Terms, please contact The Club's customer service at 1-800-JOY-AUTO (1-800-569-2886) OR 1-800-599-2886 or e-mail to: [info@retcil.com](mailto:info@retcil.com)

I AGREE

I DISAGREE