BOOKING TERMS & CONDITIONS

These Booking Terms apply to reservations and registrations for darshan, sevas, poojas, religious ceremonies, events, accommodation and other services or facilities made available by the Trust.

1. PURPOSE AND SCOPE

These Booking Terms explain the conditions that apply when a devotee, visitor or other user makes a booking for services or facilities offered by Sri Devagiri Venkateshwaraswami Temple Trust (“Trust”). They apply to bookings made through an official Temple website, online booking facility, authorised counter, telephone, email or any other channel expressly recognised by the Trust.

Bookings may relate to darshan arrangements, seva, pooja, religious ceremonies, festival programmes, accommodation, annadanam-related arrangements or other facilities that the Trust makes available from time to time. Not every service will necessarily be available through every booking channel. The service description and any specific conditions shown at the time of booking form part of the applicable booking.

2. AUTHORISED BOOKING CHANNELS

Devotees should make bookings only through channels officially announced or authorised by the Trust. Before entering personal details or making a payment, users should verify that the website, booking counter, telephone number, payment link or other channel belongs to or is authorised by the Trust.

The Trust is not responsible for payments made to unauthorised individuals, agents, social-media accounts, websites, QR codes, bank accounts or links. A message or forwarded notice should not be treated as official merely because it uses the Temple name, logo or photographs. If there is doubt, the devotee should verify the channel through the Trust’s independently confirmed contact details.

3. SERVICES AND BOOKING AVAILABILITY

Services, dates, time slots, participant limits, fees, facilities and eligibility conditions may vary according to the Temple schedule, religious observances, festivals, maintenance, staffing, crowd conditions and operational requirements. The Trust may make only selected services available for advance booking.

Information displayed on a booking page or provided by an authorised counter is intended to describe the service at the time it is offered. Availability is not guaranteed until the booking process has been completed and a confirmation or valid receipt has been issued by an authorised channel.

A service displayed as available may become unavailable before payment or confirmation is completed. Placing a service in a cart, selecting a date or filling in a form does not by itself create a confirmed booking or reserve a slot.

4. INFORMATION REQUIRED FOR A BOOKING

Users must provide complete, accurate and current information requested for the selected service. Depending on the booking, this may include the devotee’s name, contact number, email address, selected date, service or seva name, number of participants and other details reasonably required to administer the booking.

The person making a booking is responsible for checking all details before submission. Incorrect names, contact information, dates, service selections or participant counts may cause difficulty when verifying or providing the service. The Trust may be unable to correct certain details after confirmation, particularly where records, receipts or religious arrangements have already been prepared.

If a booking is made on behalf of family members or other devotees, the person submitting the information should have the authority or permission required to provide those details and should communicate the relevant booking conditions to all participants.

5. BOOKING CONFIRMATION

A booking will be treated as confirmed only when the required booking details have been submitted, any applicable payment or contribution has been successfully recorded, and the authorised booking system or Trust has issued a confirmation, ticket, receipt or booking reference.

An acknowledgement that an enquiry or payment request has been received is not necessarily a final booking confirmation. Users should check the status shown by the official booking channel and retain the confirmation for future reference.

If a payment is debited but no confirmation is received, the user should not immediately make repeated payments. The user should first check the booking status and then contact the Trust or relevant payment provider with the transaction reference, date and amount.

6. BOOKING REFERENCE, TICKET AND VERIFICATION

Where a ticket, pass, receipt or booking reference is issued, the devotee should keep it available in digital or printed form and present it when requested by authorised Temple personnel. The Trust may verify the booking reference, service, date, participant details and payment status before permitting access to the booked service.

A booking confirmation is valid only for the service, date, time window, participant count and conditions stated in it. It does not automatically grant access to unrelated services, restricted areas or facilities.

Users should protect booking references and avoid sharing them publicly. If a booking confirmation is lost, the user should contact the Trust through an authorised channel and provide sufficient information for verification.

7. PAYMENT OF BOOKING FEES OR CHARGES

Any fee, charge or suggested contribution applicable to a bookable service will be communicated through the authorised booking channel. Users should review the amount, service details and applicable conditions before making payment.

Payment methods may include those specifically enabled or announced by the Trust. Online payments may be handled by an independent bank, UPI provider, card network or payment gateway. A payment is considered successful for booking purposes only when its status is confirmed by the authorised system or Trust records.

Users must not disclose card PINs, UPI PINs, passwords or one-time passwords to anyone claiming to assist with a booking. The Trust will not require such confidential credentials to confirm a booking.

8. SERVICE-SPECIFIC CONDITIONS

Different services may have different participant limits, reporting times, age requirements, dress guidance, ritual procedures, identity checks or other conditions. Users must read the service description and any instructions displayed before completing a booking.

Where a seva or pooja requires participants to be present at a specified place or time, devotees should follow the reporting instructions provided in the confirmation or by authorised Temple personnel. Late arrival may affect participation, particularly where the religious ceremony has already commenced or cannot be interrupted.

A booking for a religious service does not permit a devotee to alter the ritual, enter a restricted area or direct the conduct of priests or Temple personnel. Religious ceremonies will be conducted according to the Temple’s accepted traditions and authorised arrangements.

9. DARSHAN BOOKINGS AND QUEUE ARRANGEMENTS

Where darshan slots, special-entry arrangements or designated queues are offered for booking, access will be subject to the instructions, time window and verification procedure stated by the Trust. A booking may help regulate entry but does not guarantee entry at an exact minute.

Darshan timings and queue arrangements may be adjusted due to worship schedules, special rituals, crowd management, security requirements, public instructions or unforeseen events. Devotees must follow the queue and entry directions issued on the day.

A darshan booking does not automatically include a seva, pooja, prasadam, accommodation or any other service unless the booking description expressly states that it is included.

10. SEVA, POOJA AND CEREMONY BOOKINGS

Seva and pooja bookings are subject to the availability and conditions announced by the Trust. The name of the service, date, participant limit, applicable amount and any required details should be checked before confirmation.

The Trust may organise the order and conduct of ceremonies according to religious practice and operational requirements. The exact sequence, duration or individual participation arrangements may vary. Devotees should follow the instructions of authorised priests and coordinators.

Any special request submitted with a booking is subject to approval and availability. Submission of a request does not mean that it has been accepted or that the requested arrangement is guaranteed.

11. ACCOMMODATION AND FACILITY BOOKINGS

If the Trust makes accommodation, lodging, rest areas, parking, cloakroom or other facilities available for booking, use will be subject to the facility-specific rules communicated at the time of reservation. These may include occupancy limits, check-in and check-out procedures, permitted use, charges, identification requirements and restrictions.

A facility booking is limited to the person, period, capacity and purpose stated in the confirmation. It may not be transferred, sublet or used for an unauthorised commercial purpose unless the Trust expressly permits it.

Users must take reasonable care of Temple property and report any damage, safety issue or maintenance concern to the responsible personnel. The Trust may regulate or discontinue access to a facility where necessary for safety, maintenance, misuse or breach of its rules.

12. FESTIVAL AND SPECIAL-EVENT BOOKINGS

Bookings for festivals, special darshan, processions, religious functions or other events may be subject to separate notices and arrangements. Such notices may specify entry gates, reporting times, participant limits, permitted items, seating or standing arrangements and other event-specific conditions.

Event schedules may change because of religious requirements, weather, crowd conditions, security directions or other circumstances. Devotees should check the latest official notice before travelling and follow instructions issued at the venue.

13. CHANGES OR CORRECTIONS TO A BOOKING

Requests to change a name, date, time, service, participant count or other booking detail must be made through an authorised Trust channel. A requested change is effective only after it has been accepted and confirmed by the Trust.

Changes may not be possible where the service is fully booked, records have been finalised, a religious arrangement has been scheduled or the request is received too close to the service date. The Trust may require reasonable verification before changing a booking.

Users should not assume that an email, telephone call or message has changed a booking unless the Trust provides confirmation through an authorised channel.

14. CANCELLATION AND REFUND POLICY

Cancellation, rescheduling and refund requests are governed by the separate Cancellation and Refund Policy published by the Trust, together with any service-specific conditions shown before payment. Users should review those conditions before confirming a booking.

Different rules may apply to darshan arrangements, sevas, poojas, accommodation, events and other services. A booking should not be assumed refundable or transferable unless the applicable policy or the Trust’s written confirmation allows it.

If the Trust cancels or materially changes a booked service, any available alternative arrangement, rescheduling or eligible refund will be handled in accordance with the applicable policy and law.

15. NON-TRANSFERABILITY AND MISUSE

Unless the Trust expressly permits transfer, a booking is intended for the devotee or participants identified in the confirmation and may not be sold, exchanged, resold, assigned or used by another person.

Users must not create false, duplicate, speculative or bulk bookings for resale or to block availability for other devotees. The Trust may review and take appropriate action on suspected misuse, fraudulent information, duplicate transactions or unauthorised commercial activity, subject to applicable law.

16. ARRIVAL AND REPORTING RESPONSIBILITIES

Devotees should arrive at the location and within the reporting period stated in the confirmation or official instructions. They should allow sufficient time for entry procedures, security checks, queues and movement within the Temple premises.

Late arrival may result in a missed time slot or reduced ability to participate in a scheduled service. The Trust may be unable to extend or repeat a ceremony solely because a participant arrived late, where doing so would affect religious or operational arrangements.

Participants should carry any ticket, booking reference, receipt or identification document specifically requested for the service. They should not submit original identity documents unless a lawful and necessary verification process requires it.

17. CONDUCT AND TEMPLE RULES

All persons using a booking must comply with the Temple's entry rules, dress guidance, queue arrangements, photography restrictions, safety instructions and directions of authorised personnel.

Bookings do not exempt devotees from general Temple rules. Disruptive, abusive, unsafe or unauthorised conduct may result in refusal or withdrawal of access to a service, subject to applicable law and the circumstances.

18. PERSONAL INFORMATION AND COMMUNICATION

Information submitted during booking may be used to process the reservation, verify participants, communicate confirmations or changes, provide the selected service, maintain records and address enquiries or complaints. The Trust's Privacy Policy explains the handling of personal information in greater detail.

Users are responsible for providing a correct mobile number or email address and checking communications sent to those details. The Trust may not be able to deliver a confirmation or schedule update if the information supplied is incorrect or inaccessible.

19. THIRD-PARTY PAYMENT AND TECHNICAL SERVICES

Online booking facilities may rely on independent hosting, communication, banking or payment service providers. Their availability and processing are subject to their own terms and technical conditions.

The Trust does not control delays or interruptions caused by independent payment networks, internet providers or communication systems. If a technical issue affects a booking or payment, the user should preserve the transaction details and contact the Trust through an official channel.

20. TEMPORARY SUSPENSION OR CLOSURE

The Trust may suspend, restrict, reschedule or close a booking facility or service where reasonably necessary for religious observances, maintenance, safety, security, crowd management, government directions or other operational reasons.

Where a confirmed booking is affected, the Trust will make reasonable efforts to communicate the change through available contact details or official notices. Any rescheduling or refund will be handled under the separate Cancellation and Refund Policy and applicable law.

21. LIMITATION OF BOOKING ASSURANCE

The Trust will make reasonable efforts to administer bookings accurately and provide the service described in the confirmation. However, a booking does not guarantee an exact start time or uninterrupted access where circumstances such as religious schedules, crowd levels, safety requirements, weather, technical failures or other events affect operations.

Nothing in these Booking Terms excludes or limits any right or liability that cannot lawfully be excluded or limited. Any concern will be considered in accordance with applicable law and the facts of the matter.

22. COMPLAINTS AND BOOKING ENQUIRIES

Questions or complaints about a booking should be submitted through the Trust's verified official contact channels. To assist review, users should provide the booking reference, service name, date, registered contact details and a clear description of the issue.

Users should not send passwords, UPI PINs, card PINs or one-time passwords when raising a booking enquiry. Payment-related enquiries should include only the transaction reference and other information reasonably needed to identify

the payment.

23. UPDATES TO BOOKING TERMS

The Trust may revise these Booking Terms to reflect changes in Temple operations, services, booking systems, safety procedures or applicable law. The latest version should be made available through the official booking channel or Temple website.

Any service-specific condition displayed at the time of booking should be read together with these general Booking Terms. Where a specific written condition applies to a particular service, it will govern that service to the extent of any inconsistency, subject to applicable law.

24. GOVERNING LAW AND ACCEPTANCE

These Booking Terms are governed by the laws applicable in India. Disputes will be addressed by the competent courts or authorities having jurisdiction under applicable law.

By submitting a booking, making a payment for a bookable service or using a confirmed booking, the user acknowledges that they have had an opportunity to review these Booking Terms and agrees to comply with the conditions applicable to that service, subject to applicable law.