SRI DEVAGIRI VENKATESHWARASWAMI TEMPLE TRUST

TERMS & CONDITIONS

For temple visits, darshan, sevas, poojas, donations, offerings, facilities, events and online services

Trust / Temple	Sri Devagiri Venkateshwaraswami Temple Trust
Location	Pavagada, Karnataka, India
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OFFICIAL TEMPLE TERMS

These terms are intended to explain the general conditions for using temple premises, facilities and any official digital services. Specific schedules, fees, availability and procedures will be communicated separately by the Trust.

1. PURPOSE AND SCOPE

These Terms are intended to support orderly, safe and respectful use of the Temple and its services, while preserving the sanctity of religious activities and the convenience of devotees. They apply to the extent relevant to all Temple premises, counters, queues, halls, facilities, event areas and official digital channels managed or authorised by the Trust.

These Terms do not prescribe or alter religious doctrine, rituals, traditions or the manner in which authorised priests and religious personnel conduct worship. Rituals and religious practices will be conducted in accordance with the traditions and decisions recognised by the Trust.

2. TEMPLE ADMINISTRATION AND AUTHORITY

The Trust is responsible for the administration and management of the Temple and the facilities under its control. The Trust, its authorised office-bearers, staff, priests, security personnel and designated volunteers may issue reasonable instructions concerning entry, queues, worship arrangements, safety, cleanliness, bookings and use of facilities.

The Trust may regulate access to particular areas, limit attendance, change queue arrangements, temporarily close facilities or restrict entry where required for religious observances, crowd management, maintenance, security, safety or other legitimate operational reasons.

3. ENTRY, CONDUCT AND GENERAL DISCIPLINE

Visitors shall follow signboards, queue markings, announcements and instructions issued by authorised Temple personnel. Devotees should maintain decorum, avoid pushing or rushing, respect other visitors and allow religious activities to proceed without unnecessary disturbance.

Entry may be subject to opening hours, special-event arrangements, capacity limits, security checks and other reasonable controls. Entry to restricted areas, sanctums, service rooms, offices, kitchens, storage areas and other non-public spaces is permitted only with express authorisation.

Visitors must not obstruct entrances, emergency exits, corridors, worship areas or the movement of priests, staff and other devotees. The Trust may ask a person to leave or restrict access if their conduct creates a safety concern, disrupts worship or breaches these Terms, subject to applicable law.

4. DARSHAN ARRANGEMENTS

Darshan timings, queue systems, special-entry arrangements and other procedures may vary on ordinary days, weekends, festival days, special occasions and during religious ceremonies. The current schedule, where published, should be checked through the Temple’s official communication channels before travel.

Any special darshan facility, priority arrangement or designated queue is subject to availability and the conditions announced by the Trust. A booking or payment for a particular facility does not guarantee entry at an exact minute where crowd conditions, rituals, safety requirements or other circumstances cause a delay.

Devotees shall retain any valid ticket, pass, confirmation or receipt required for the selected arrangement and present it when requested. Tickets and passes may be checked for validity and may not be transferable unless the Trust expressly permits transfer.

5. SEVA, POOJA AND RELIGIOUS SERVICES

Seva and pooja names, descriptions, eligibility, dates, timings, fees or suggested contributions, participant limits and procedures will be as announced by the Trust from time to time. A devotee should confirm the details of a service before completing a booking or payment.

Participation may be subject to ritual requirements, the direction of the authorised priest, capacity limits and the timing of the religious programme. The Trust may adjust the sequence or timing of a service where required by religious practice, safety or operational circumstances.

Devotees must provide accurate details requested for a booking. The Trust may ask for reasonable clarification where information is incomplete or inconsistent. No person may claim to represent the Trust, priest or Temple without authorisation.

6. BOOKING AND REGISTRATION

Bookings may be accepted through authorised counters or official digital channels, where available. A booking is confirmed only when the applicable process is completed and a confirmation, ticket or receipt is issued by an authorised channel.

Users must enter correct names, contact details, dates, service selections and other requested information. The person making a booking is responsible for checking the details before submission. Incorrect or incomplete information may affect the Trust's ability to provide the requested service.

Confirmation messages, tickets or receipts should be retained until the service is completed. The Trust may request the booking reference and reasonable identity or transaction verification at the time of service. The Trust may reject duplicate, fraudulent, unauthorised or invalid bookings.

Availability displayed online or at a counter may change until the booking is successfully confirmed. A selection placed in a cart or entered into a form does not by itself reserve a slot.

7. PAYMENTS, FEES AND RECEIPTS

Applicable service charges, booking fees, facility charges or suggested contributions will be communicated by the Trust through authorised channels. Amounts, if any, should be reviewed before payment. The Trust will not be responsible for payments made to unauthorised persons or unofficial accounts.

Payments may be accepted through the methods made available by the Trust, which may include cash at authorised counters or supported electronic payment methods. A payment should be treated as completed only when the authorised payment system or Trust records confirm it.

Receipts or electronic acknowledgements should be retained for reference. If a receipt is not generated, or a payment appears to have failed or been duplicated, the payer should contact the Trust through its official communication channel and provide the transaction reference and relevant details. Sensitive card details, passwords, PINs and one-time passwords must never be shared.

8. DONATIONS AND VOLUNTARY CONTRIBUTIONS

Donations and voluntary contributions are intended to support the religious, charitable, maintenance, development and other lawful activities of the Trust. Donors should use only donation counters, bank accounts, payment links or digital channels expressly identified by the Trust as official.

Before donating, donors should verify the name of the receiving Trust or account and the amount. Donors are responsible for ensuring that the payment is made to the correct authorised recipient. The Trust is not responsible for amounts sent to an unauthorised individual, intermediary, account or fraudulent link.

Donation acknowledgements or receipts will be issued in accordance with the Trust's procedures and the information provided by the donor. Donors should provide accurate details if they require a receipt. Any tax-related benefit or exemption may be claimed only if the Trust is legally eligible and the relevant approval is valid; no tax benefit is promised by these Terms.

Donations are voluntary contributions and are distinct from payments for a specific service or booking. A donation does not automatically confer a right to special darshan, a particular ritual, accommodation, a service benefit or any other preferential treatment unless a specific scheme is officially announced and its conditions are met.

Requests concerning an incorrect, duplicate or mistaken donation will be reviewed on the facts and in accordance with applicable law and the Trust's approved procedures. A donation should not be assumed refundable merely because a donor later changes their mind.

9. CANCELLATION, RESCHEDULING AND REFUNDS

Cancellation, rescheduling and refund rules may differ between darshan arrangements, sevas, poojas, accommodation, event registrations and other services. The applicable policy should be displayed or communicated before payment wherever a booking is offered.

Where a service-specific policy is published, it will apply to the relevant booking. If no separate policy is published, the devotee should contact the Trust for guidance; no automatic right to cancellation, rescheduling or refund is created by these general Terms.

If a service is cancelled by the Trust, materially changed, or cannot be provided for reasons within the Trust's control, the Trust will communicate the available remedy in accordance with the applicable policy and law. Depending on the circumstances, this may include rescheduling, an alternative arrangement or a refund of an eligible service payment.

Payment gateway charges, bank charges or other third-party fees, if any, will be handled in accordance with the applicable payment provider rules and law. The Trust will not promise a processing time controlled by a bank or payment provider.

10. PRASADAM, THEERTHAM AND OFFERINGS

Prasadam, theertham and other religious offerings will be distributed or made available in accordance with Temple practice, availability and applicable hygiene procedures. Distribution may be adjusted during crowded periods, festivals or special programmes.

Devotees should follow instructions concerning the collection, handling and consumption of prasadam. Food items should not be wasted, littered or taken into restricted areas. Any special dietary, allergy or ingredient information should be raised with the relevant Temple personnel before accepting or consuming an item.

11. ANNADANAM AND FOOD FACILITIES

Where annadanam or other food facilities are provided, the Trust may announce the location, timings, eligibility, serving procedure and capacity limits separately. Access may be managed to ensure orderly service and minimise food waste.

Visitors shall maintain cleanliness, follow queue instructions, avoid wastage and respect volunteers and other recipients. Food service may be paused or modified due to supply, hygiene, safety, crowd or other operational requirements.

12. ACCOMMODATION AND OTHER FACILITIES

If accommodation, lodging, rest areas, cloakrooms, footwear stands, drinking-water points, parking or other facilities are made available, their availability, charges, timings, occupancy limits and usage conditions will be communicated separately.

Users must provide accurate booking details, comply with check-in and check-out procedures, protect keys or access cards and use facilities responsibly. Users are responsible for their personal belongings and should report loss, damage or safety concerns promptly.

Accommodation or facility bookings are subject to availability and any separate rules issued by the Trust. The Trust may refuse or end use of a facility where there is a material breach of its rules, misuse, safety concern or other lawful reason.

13. FESTIVALS, EVENTS AND SPECIAL PROGRAMMES

Festival schedules, religious processions, special poojas, cultural programmes and other events may involve separate entry arrangements, crowd controls, route restrictions, timings and participant conditions. Devotees should follow event-specific notices and announcements.

Schedules may change due to religious requirements, weather, crowd conditions, safety directions or other unforeseen circumstances. The Trust may limit access to particular areas or suspend an event where reasonably necessary.

14. DRESS, DECORUM AND RESPECTFUL CONDUCT

Visitors are expected to wear attire appropriate to a place of worship and to behave respectfully. The Trust may publish specific dress or access guidance for particular rituals, areas or occasions.

Visitors should maintain personal hygiene, avoid loud or disruptive behaviour, refrain from arguments and respect the religious sentiments and personal space of others. Harassment, intimidation, discriminatory abuse or threatening conduct will not be tolerated.

15. CHILDREN, SENIOR CITIZENS AND PERSONS REQUIRING ASSISTANCE

Children should remain under the care and supervision of a parent, guardian or responsible adult. Adults accompanying children are responsible for their safety and conduct while on Temple premises.

Persons accompanying senior citizens, persons with disabilities or visitors who require assistance should seek help from authorised Temple personnel where available. Assistance arrangements depend on staff, facilities, crowd conditions and safety requirements.

Visitors should not leave children or dependent persons unattended. Any lost-child or urgent assistance matter should be reported immediately to Temple staff or security personnel.

16. PHOTOGRAPHY, RECORDING AND PUBLICATION

Photography, video recording, live streaming and audio recording may be restricted in sanctum areas, during rituals, in queues, in accommodation areas or wherever signs or authorised personnel prohibit them. Visitors must follow all posted restrictions.

No person may obstruct worship, disturb others, use lighting or equipment in a manner that creates a hazard, or commercially publish Temple-related recordings in a way that falsely suggests endorsement by the Trust. Separate written permission may be required for professional, media, commercial or organised shoots.

Visitors should respect the privacy of other devotees, priests, staff and children. Recording or publishing identifiable images of others without appropriate permission may raise privacy or legal concerns.

17. PERSONAL INFORMATION AND PRIVACY

The Trust may collect information reasonably required to administer bookings, issue receipts, respond to enquiries, manage events, maintain security, process payments and provide requested services. Information may include a name, contact details, booking information, donation details and transaction references.

Personal information should be accurate and supplied only for a lawful purpose. The Trust will take reasonable steps to restrict access to information to persons who need it for authorised Temple or Trust functions, subject to applicable law and operational requirements.

Information may be shared with payment providers, technology vendors, auditors, professional advisers, government authorities or other parties where necessary for the stated purpose, required by law or otherwise lawfully permitted. The Trust will not ask users to disclose passwords, PINs or one-time passwords.

Requests concerning personal information, correction of inaccurate details or privacy concerns may be submitted through the Trust’s official contact channel. The Trust will handle such requests in accordance with applicable law and its available records.

18. ONLINE SERVICES AND ELECTRONIC COMMUNICATION

Official online services may include information pages, booking forms, donation facilities, enquiry forms, event notices and other features introduced by the Trust. Features may be added, modified, suspended or withdrawn as operational needs change.

Users must not misuse online services, submit false information, attempt unauthorised access, interfere with system operation, upload harmful code or use the services for unlawful, fraudulent or misleading purposes.

Electronic confirmations, receipts and notices may be sent to the contact details supplied by the user. Users are responsible for entering a valid email address or mobile number and checking their messages, including spam or filtered folders.

19. PAYMENT SECURITY AND THIRD-PARTY SERVICES

Electronic payments may be processed through independent banks, payment gateways, card networks, UPI providers or other service providers. Their services are subject to their own terms, security processes, availability and privacy practices.

The Trust does not control independent payment networks or telecommunications services and cannot guarantee uninterrupted operation. Users should make payments only through official links and should verify the recipient before authorising a transaction.

Users must not share OTPs, UPI PINs, card PINs, passwords or full security credentials with anyone claiming to represent the Temple. The Trust will not ask a devotee to disclose such confidential credentials.

20. HEALTH, SAFETY AND EMERGENCY INSTRUCTIONS

Visitors must comply with safety announcements, security checks, crowd-control arrangements, fire-safety instructions and directions from authorised personnel. Emergency exits and access routes must remain clear.

Visitors should take reasonable care of their own health and belongings, particularly in crowded areas, during processions and in hot or wet weather. Any accident, medical emergency, suspicious object or safety concern should be reported promptly to Temple staff or security.

Where a health, safety or security risk arises, the Trust may temporarily close an area, stop an activity, redirect queues, restrict entry or request visitors to move to a safer location.

21. TEMPLE PROPERTY, CLEANLINESS AND ENVIRONMENT

Visitors shall respect Temple buildings, idols, structures, gardens, furniture, equipment, signs, utilities and other property. No person may damage, deface, remove, misuse or interfere with Temple property.

Visitors must use designated waste bins, avoid littering, conserve water and electricity and follow instructions concerning footwear, plastic, flowers, food waste and other materials. Any damage caused intentionally or through negligent conduct may be addressed in accordance with applicable law.

Offerings, materials or objects should be placed only in locations designated by Temple personnel. Visitors must not leave unattended packages or personal items in public areas.

22. VOLUNTEERS, VENDORS AND SERVICE PROVIDERS

Volunteers, vendors, contractors and service providers operating within Temple premises must act only within the scope of their authorisation and follow the Trust’s instructions, safety requirements and applicable laws.

Visitors should verify whether a person or payment counter is authorised before making a payment or accepting a service. The Trust may regulate, relocate or discontinue vendor or volunteer activities for administrative, safety or compliance reasons.

23. PROHIBITED ACTIVITIES

The following activities are prohibited, subject to applicable law and any specific permissions granted by the Trust:

• Theft, vandalism, damage to property, fraud, impersonation or unauthorised collection of money.

• Smoking, consumption or possession of prohibited intoxicants, or conduct that creates a safety or public-order risk.

• Carrying dangerous, unlawful or restricted items into Temple premises, except where lawfully authorised.

• Begging or solicitation in restricted areas, unauthorised sales, commercial promotion or distribution of materials.

• Disrupting rituals, obstructing queues, entering restricted areas or refusing reasonable safety instructions.

• Harassment, threats, violence, abusive conduct, discrimination or invasion of another person's privacy.

• Unauthorised photography, recording, livestreaming or commercial use of the Temple's name, logo or identity.

The Trust may take reasonable steps to stop prohibited conduct, protect visitors and property, and refer serious matters to the appropriate authorities.

24. ACCESSIBILITY, SERVICE AVAILABILITY AND CHANGES

The Trust will make reasonable efforts to communicate relevant service information and facilitate access where practicable. The availability of particular facilities may depend on the physical layout, staffing, resources, crowd conditions and safety requirements.

Timings, routes, fees, facilities, service descriptions and procedures may change. Users should rely on the latest notice issued through an official Trust channel rather than an old screenshot, forwarded message or unofficial social-media post.

25. LIMITATION OF RESPONSIBILITY

The Trust will take reasonable steps to manage the Temple and its facilities with due regard to safety and orderly administration. However, visitors are responsible for taking reasonable care of themselves, children, dependants and personal belongings.

To the extent permitted by law, the Trust is not responsible for losses arising from events outside its reasonable control, interruptions to independent third-party services, inaccurate information supplied by a user, unauthorised transactions made outside official channels, or failure to follow reasonable instructions.

Nothing in these Terms excludes or limits any duty or liability that cannot lawfully be excluded or limited. Any claim will be assessed in accordance with applicable law and the facts of the matter.

26. FORCE MAJEURE AND UNFORESEEN EVENTS

The Trust may delay, modify, suspend or cancel a service or activity where affected by circumstances beyond its reasonable control. Such circumstances may include severe weather, natural disasters, fire, public-health emergencies, government directions, public-order situations, power or network failures, major infrastructure disruption or other comparable events.

Where reasonably practicable, the Trust will communicate material changes and any available alternative arrangements through its official channels. Any refund or rescheduling will be handled under the applicable service policy and law.

27. COMPLAINTS, FEEDBACK AND DISPUTE RESOLUTION

Devotees may submit feedback, complaints or service concerns through the official contact details or channels published by the Trust. To help the Trust review a matter, the communication should include the relevant date, service or booking reference, a clear description and supporting receipt or transaction reference where available.

The Trust will make reasonable efforts to review genuine concerns and respond through an appropriate channel. Matters should first be raised with the Trust for an opportunity to clarify or resolve them in good faith.

Nothing in this section prevents a person from approaching a competent statutory or judicial authority where permitted by law.

28. AMENDMENTS TO THESE TERMS

The Trust may update these Terms to reflect changes in Temple operations, facilities, services, technology, safety practices or applicable law. The current version will be made available through an official channel where these Terms are published.

Updated Terms will apply from the effective date stated in the revised version, subject to applicable law. Changes to a confirmed booking or specific arrangement will be handled in accordance with the conditions applicable to that booking and any legal requirements.

29. GOVERNING LAW AND JURISDICTION

These Terms are governed by the laws applicable in India. Subject to mandatory legal provisions and the jurisdiction of competent authorities, disputes arising in connection with these Terms shall be brought before the courts or forums having lawful jurisdiction over the relevant matter.

30. OFFICIAL COMMUNICATION

Questions about darshan, sevas, poojas, donations, bookings, facilities, receipts, privacy or these Terms should be directed only to the official contact details published by the Trust. Users should independently verify contact numbers, email addresses, bank details and payment links before sharing information or making payments.

Trust contact information, registered office details, registration particulars, official website address and any designated grievance contact should be inserted and verified by the Trust before publication. No unofficial person or social-media account should be treated as an authorised representative unless the Trust confirms that authority.

31. ACCEPTANCE AND LEGAL NOTICE

By entering the Temple premises, using an official Temple facility or digital service, making a booking or donation, or participating in an activity governed by these Terms, the visitor or user acknowledges that they have had an opportunity to read and understand the applicable conditions and agrees to comply with them, subject to applicable law.

These Terms are a general administrative template prepared for review and adoption by the Trust. They do not replace the Trust’s governing documents, registration records, resolutions, approved policies, statutory obligations or service-specific agreements. Before publication or reliance, the Trust should have the document reviewed by a qualified legal professional and formally approve the final version through its authorised governing body.

DOCUMENT APPROVAL

Approved by	Sri Devagiri Venkateshwaraswami Temple Trust
Authorised signatory	_____
Designation	_____
Date of approval	_____
Trust seal	

Important: Before publishing, the Trust should verify its exact legal name, registered address, registration details, official contact information, service-specific prices and policies, and approve the final document. Do not publish placeholder or unverified details.