

Terms and Conditions

We at Blue Bus Line, value the relationship we have with our customers. Please read the terms and conditions of Blue Bus Line carefully before using our services. For the purpose of clarity, it is hereby stated that the Blue Bus Line is a platform, which merely connects the bus operators with the bus travelers.

By agreeing to these Terms, you also agree to Blue Bus Line' other policies; including but not limited to, privacy policy, cancellation/modification policy, refund policy & other policies, as amended time to time

Our Website:

Blue Bus Line is an Online Ticket Booking Agency, which gives travelers and bus operators a platform to connect. In light of the foregoing, Blue Bus Line wishes to state the following:

Blue Bus Line is an Online Ticket Booking Agency, which merely lists the inventory of bus operators who are registered with us. The limited role of the Blue Bus Line is to connect you with the bus operator and vice versa.

You understand and agree that the fare of the bus tickets listed and/or offered for sale by the bus operator on the Blue Bus Line website, is solely determined by the respective bus operator, and Blue Bus Line has no control over the fare of the tickets listed on the website.

In the event, the minimum and/or the maximum fare of the tickets, is in contravention of any law and/or any order or judgment of any regulatory authority/Tribunal/Court, it shall be the sole responsibility of the respective bus operator to ensure that such fare is in compliance with the law/order/judgment, and Blue Bus Line shall in no way be liable for such contravention of the law/order/judgment.

You further agree and acknowledge that all the 'discounts/coupons (if any)' on the Website/prices at which the tickets are being sold by the bus operator on the Website is merely an "invitation to offer" in accordance with the applicable law and shall not be construed to be an "offer" in accordance with the applicable law. If more than one offer is live, customer can avail only one at a time.

You further agree and acknowledge that the Blue Bus Line is only a facilitator and is not and cannot be a party to or control in any manner any transactions on the Website. Accordingly, the contract of sale of services on the Website shall be a strictly bipartite contract between you and the bus operators listed on the Website.

User Account:

Blue Bus Line offer you the facility of opening user account on its Website. This user account can be linked to the email-id or phone number or both. For your use of the website, either by registering an account with Blue Bus Line or using the website as a guest (unregistered user) you agree to the following:

You are solely responsible for maintaining the confidentiality of your account and password and for restricting access to your device to prevent unauthorized access to your account when you use the Website by registering an account with Blue Bus Line. You should inform Blue Bus Line immediately if you have any reason to believe that your password has been compromised, or if the password is being, or is likely to be, used in an unauthorized manner. Blue Bus Line shall not be liable for any losses

By using the Website, either as a guest user or registered user, you authorize Blue Bus Line and its agents to access third party sites, including but not limited to that of banks and other payment gateways, designated by the bank or on the bank's behalf for retrieving requested information for processing of a customer generated transaction on the Website.

In the event that you use the Blue Bus Line's website through a registered account, you agree to accept responsibility for all activities that occur through your Blue Bus Line account.

Blue Bus Line will not be responsible for screening, censoring or otherwise controlling transactions, including ascertaining whether the transaction is legal and valid as per the laws of the land, if you are resident/national of a country other than India.

Website may be used for your personal and non-commercial purposes only. Therefore, you are not allowed to re-sell, deep-link, use, copy, monitor (e.g. spider, scrape), display, download or reproduce any content or information, software, products or Facility available on Website for any commercial or competitive activity/purpose.

Blue Bus Line reserves the right to refuse your access to website, terminate Your Blue Bus Line account, cancel any bus ticket reservations, remove and/or edit content on the website at any time without notice if we have reasonable belief that your account is being used for purposes other than personal use.

Membership Eligibility:

Blue Bus Line website is available only to persons who enter into legally binding contracts under the applicable law. If you are a minor, you shall not register as a user of the Website and shall not transact on or use the website.

Blue Bus Line Wallet:

Blue Bus Line may provide at its sole discretion, the facility to transact through an online Blue Bus Line wallet to its registered users with the following features:

- Upon cancellation of previously booked tickets, you would be accorded an option of either withdrawing such amounts to your bank account/credit card linked to the account or to the wallet. In case of COD your amount (only Ticket Fare will be refunded, service charges will not.) will directly be credited in your wallet.
- The cash equivalent balance available in the Wallet may be used by the Customer for making bus ticket bookings or any other services available at Blue Bus Line website or Mobile App.
- Any promotional cash credited in to your Wallet by Blue Bus Line, will not be refundable into your bank account under any circumstances. On cancellation of a reservation of services provided by Blue Bus Line, any utilized promotional cash will be forfeited. This promotional cash has an expiry date beyond which, it will not be available for your usage. The customers are advised to use the amount lying in the Wallet within its validity period.
- Maximum of 15% of the ticket price can be availed from the wallet promotional cash for ticket booking. Blue Bus Line reserves the right to modify such percentage at its sole discretion without any prior intimation.
- The amount in the wallet is not transferable to any other wallet of same or different user.
- By choosing the option to maintain the wallet with the Company, you agree to comply with the aforesaid terms and conditions.
- The Company reserves the right to suspend/discontinue wallet scheme to customers at any time, for any cause, including, but not limited to, for any violation of the terms and conditions mentioned herein by the wallet user or to comply with any rules, regulations, orders, directions, notifications issued by any regulatory authority.
- The Company makes no express or implied warranty, guarantee, representation or undertaking whatsoever regarding the Services, which are not expressly mentioned herein.

- The Company may at its sole discretion change, by addition or deletion, these Terms and Conditions.

Disclaimer of Warranties and Liability

All the services (including but not limited to software) included on or otherwise made available to you through Blue Bus Line are provided on "as is" and "as available" basis without any representation or warranties, express or implied except otherwise specified in writing by Blue Bus Line or on the website.

Without prejudice to the forgoing paragraph, Blue Bus Line does not warrant that:

The information on this website is complete, true, accurate or non-misleading.

Blue Bus Line will not be liable to you in any way or in relation to the contents of, or use of, or otherwise in connection with, the website. Wherever, the same is under the control of the bus operator. Blue Bus Line does not warrant that this website; information, content, materials, product (including software) facility or services included on or otherwise made available to you through the website; the servers; or electronic communication sent from us are free of viruses or other harmful components, despite our best efforts to prevent these incidents.

You are required to enter a valid phone number while booking a bus ticket on the website or mobile application. By registering your phone number with us, you consent to be contacted by us for the purposes of the transaction.

For the purpose of booking bus tickets through the Blue Bus Line, we warrant that we shall be responsible for the following activities:

- Issuing a valid ticket (a ticket that will be accepted by the bus operator); and
- Providing customer support and information in case of any delays in the departure of a bus / inconvenience caused to you.
- Blue Bus Line will process the ticket cancellation request from customers subject to the cancellation and refund policy of the respective bus operator. The cancellation fee may differ for each bus operator.

However, We DO NOT take any liability for the following:

- The bus operator not permitting your baggage beyond a limit determined at the bus operator's sole discretion. & your baggage getting lost/stolen/damaged;
- The bus operator's bus seats or the journey not being up to your expectation;

- The bus operator's bus not departing from/reaching the pick-up point or destination on time;
- The bus operator's employee/s being rude to you;
- The bus operator modifying and/or cancelling your bus ticket reservation partially or completely due to unavoidable reasons as described in the following clauses;
- The bus operator changing a customer's seat at the last minute to accommodate a female / child passenger;
- Bus departing without you boarding the bus, while you were waiting at the wrong boarding point (please call the bus operator to find out the exact boarding point if you are not a regular traveler of a particular bus operator);
- The bus operator changing the boarding point and/or using a pick-up vehicle at the boarding point to take the passengers to the bus departure point.

Payment:

COD option is available 36 hours prior to departure time of bus. On availing COD payment option a provisional PNR is generated and their seat is kept on hold for a maximum period of 12 hour and only after payment a confirmed PNR is given to customer.

At the time of COD, customer has to specify the delivery point of ticket. Our delivery boy will deliver the ticket within 12 hour of booking time and payment should be given there, otherwise ticket will be cancelled.

By the use of any of the payment method/s available on the website or mobile application by you, Blue Bus Line shall not be responsible or assume any liability, whatsoever in respect of any loss or damage arising directly or indirectly to you due to any of the following:

- Lack of authorization for any transaction/s; or
- Exceeding the preset limit mutually agreed by You and any bank/s; or
- Any payment issues arising out of the transaction; or
- Decline of transaction for any other reason/s.

Please note that:

1. You understand, accept and agree that the payment facility provided through any third party on the Blue Bus Line website/mobile application is neither a banking nor financial service provided by Blue Bus Line, but is merely a facilitator providing an electronic, automated online electronic payment collection and remittance facility for the

transactions on the website/mobile application using the existing authorized banking infrastructure and credit card payment gateway networks. Further, by providing payment facility Blue Bus Line is neither acting as a trustee nor acting in a fiduciary capacity with respect to the transaction or the transaction price.

2. Transactions, transaction price and all commercial terms governing the provision of services are bipartite contractual obligations between you and the bus operator. Blue Bus Line acts merely as a facilitator being an independent platform and at no point in time, enters into any direct /contractual arrangement with the customers with regard to the services provided by the bus operator.
3. Use of the payment Facility shall not render Blue Bus Line liable or responsible for the non-delivery, non-receipt, non-payment, damage, breach of representations and warranties, or fraud as regards the services listed on the Website.
4. You have specifically authorized the Blue Bus Line or its service providers to collect, process, facilitate and remit payments and/or the transaction price electronically. Your relationship with Blue Bus Line is on a principal to principal basis and by accepting these terms you agree that Blue Bus Line is an independent contractor for all purposes, and does not have control of or liability for the products or services that are listed on the website/mobile application that are paid for by using the payment facility.

Intellectual Property Rights:

The compilation of all content on this website is the exclusive property of Blue Bus Line and its affiliates and is protected by laws of India and international copyright and database right laws. All software used on this Website is the property of Blue Bus Line, its affiliates or its software suppliers and is protected by Indian and international copyright and authors' rights laws.

Content included on the Website, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the property of Blue Bus Line, its affiliates or its content suppliers and is protected by Indian and international copyright and database right laws.

You may not systematically extract/or re-utilize any parts of the contents of the website without our express written consent. In particular, you may not utilize any data mining, robots, or similar data gathering and extraction tools to extract (whether once or many times) for re-utilization of any substantial parts of this website, without Blue Bus Line's express written consent. You may also not create and/or publish your own database

that features substantial (eg: prices and service listings) parts of the Website without Rebus's express written consent.

Amendment / Modification:

Blue Bus Line reserves the right to modify these Terms at any time with or without any further notice by uploading the revised Terms on the Website and it is your duty to keep yourself aware of the revisions to the Terms of the Website.

Suspension, Termination or Cancellation

Website may suspend, cancel or terminate your account registered with us, with or without prior notice, if we believe in good faith that you have breached any of these Terms or any other terms or policies referred to in these Terms.

Governing law and Jurisdiction:

These terms are governed by and shall be construed in accordance with the laws of India. The courts in Patna shall have exclusive jurisdiction in respect of any disputes arising out of or in connection with these terms.

Grievance Officer:

In case of any consumer grievance, the end-user may contact Blue Bus Line on the email id provided below:

support@bluebusline.com