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These Terms and Conditions ("Terms") govern your use of the services provided by **Eventia Hospitality** ("Eventia", "we", "us", or "our"). By engaging our services, submitting an enquiry, or entering into a service agreement with us, you agree to be bound by these Terms. Please read them carefully before proceeding.

*Last updated: April 2026 | Effective date: April 2026*

## 1. Definitions

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- "Client" means any individual, company, or organisation that engages Eventia Hospitality for services
- "Services" means MICE event planning, wedding management, hotel marketing, travel management, and any related hospitality solutions provided by Eventia
- "Agreement" means the service agreement, proposal, or booking confirmation executed between Eventia and the Client
- "Event" means any conference, meeting, wedding, corporate gathering, or travel programme managed by Eventia on behalf of the Client
- "Vendor" means any third-party supplier, hotel, venue, airline, caterer, or service provider engaged by Eventia to deliver services

## 2. Scope of Services

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Eventia Hospitality offers the following core service verticals:

### 2.1 MICE Event Planning

End-to-end planning and execution of corporate meetings, incentive programmes, conferences, and exhibitions. Services include venue sourcing, vendor coordination, logistics management, on-ground support, and post-event reporting.

### 2.2 Wedding & Celebration Planning

Comprehensive destination wedding and luxury celebration management including venue selection, decor coordination, catering management, guest logistics, and day-of execution.

### 2.3 Hotel Digital Marketing

Digital marketing solutions for hotels and hospitality properties, including SEO, social media management, content creation, influencer partnerships, and brand strategy.

### 2.4 Travel Management

Corporate and leisure travel planning including flight bookings, hotel reservations, group travel coordination, visa assistance, and 24/7 travel support across India and internationally.

## 3. Booking & Confirmation

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### 3.1 Enquiry and Proposal

All bookings begin with a formal enquiry. Upon receipt, Eventia will provide a detailed proposal outlining the scope of services, timeline, and estimated costs. The proposal is valid for 14 days from the date of issue unless otherwise stated.

### 3.2 Booking Confirmation

A booking is confirmed only upon: (a) written acceptance of the proposal by the Client, (b) execution of a service agreement, and (c) receipt of the required advance payment as specified in the agreement.

### 3.3 Changes to Scope

Any changes to the agreed scope of services must be requested in writing. Eventia will assess the impact on cost and timeline and issue a revised proposal. Changes are effective only upon written confirmation by both parties.

## 4. Payment Terms

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### 4.1 Advance Payment

A non-refundable advance payment (typically 30-50% of the total service fee, as specified in the service agreement) is required to confirm the booking and commence planning.

### 4.2 Milestone Payments

For larger events, payments may be structured in milestones as outlined in the service agreement. Each milestone payment is due by the date specified, failing which Eventia reserves the right to pause or suspend services.

### 4.3 Final Payment

The balance payment is due no later than 7 days prior to the event date, unless otherwise agreed in writing. Eventia reserves the right to withhold services if final payment is not received by the due date.

#### 4.4 Third-Party Costs

Costs incurred with third-party vendors (hotels, airlines, caterers, venues, etc.) are either billed directly to the Client or invoiced by Eventia at cost plus a service fee, as specified in the agreement. The Client is responsible for all vendor payments unless Eventia has expressly agreed to manage vendor payments.

#### 4.5 Late Payments

Payments not received by the due date may attract a late fee of 2% per month on the outstanding amount. Eventia reserves the right to suspend services for overdue accounts.

## 5. Cancellation & Refund Policy

Cancellation requests must be submitted in writing to [sunil.eventia@gmail.com](mailto:sunil.eventia@gmail.com). The following cancellation charges apply from the date of written cancellation:

Notice Period Before Event	Cancellation Charge
More than 60 days	<b>25% of total service fee</b>
30 to 60 days	<b>50% of total service fee</b>
15 to 29 days	<b>75% of total service fee</b>
Less than 15 days	<b>100% of total service fee (no refund)</b>

The advance payment (deposit) is non-refundable in all circumstances. Refunds, where applicable, will be processed within 21 business days of the cancellation confirmation. Eventia is not liable for cancellation charges imposed by third-party vendors, which are governed by the respective vendor policies.

## 6. Force Majeure

Eventia Hospitality shall not be liable for any failure or delay in performing its obligations resulting from circumstances beyond its reasonable control, including but not limited to:

- Acts of God, natural disasters, floods, earthquakes, or extreme weather
- War, terrorism, civil unrest, or government-imposed restrictions
- Pandemic, epidemic, or public health emergencies
- Government orders, travel bans, or regulatory restrictions
- Strikes, lockouts, or industrial disputes affecting third-party vendors

In such circumstances, Eventia will make reasonable efforts to reschedule or offer alternative solutions. Refunds in force majeure situations will be assessed on a case-by-case basis.

## 7. Client Responsibilities

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The Client agrees to:

- Provide accurate, complete, and timely information required for planning and executing the services
- Obtain all necessary permissions, licences, and regulatory approvals for the event
- Ensure timely payment of all amounts due under the service agreement
- Comply with the rules, regulations, and policies of all venues, hotels, and service providers
- Notify Eventia promptly of any changes to event requirements, guest lists, or travel itineraries
- Ensure the conduct of guests, attendees, and accompanying persons is lawful and appropriate

## 8. Intellectual Property

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All creative work, event concepts, presentations, marketing materials, and plans developed by Eventia Hospitality remain the intellectual property of Eventia until full payment has been received. Upon receipt of full payment, ownership of deliverables specified in the service agreement transfers to the Client.

The Client grants Eventia permission to use photographs, videos, and testimonials from events managed by Eventia for portfolio, marketing, and promotional purposes, unless the Client expressly requests otherwise in writing.

## 9. Limitation of Liability

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To the fullest extent permitted by applicable law:

- Eventia's total liability to the Client for any claim arising out of or relating to the services shall not exceed the total fees paid by the Client for the specific service giving rise to the claim
- Eventia shall not be liable for any indirect, incidental, consequential, or punitive damages
- Eventia is not responsible for the acts, omissions, quality of service, or insolvency of third-party vendors, airlines, hotels, or other service providers
- Eventia is not liable for loss or damage to personal property, illness, injury, or death that is not directly and solely caused by Eventia's negligence

## 10. Indemnification

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The Client agrees to indemnify, defend, and hold harmless Eventia Hospitality, its founders, employees, and agents from and against any claims, losses, damages, liabilities, and expenses (including legal fees) arising out of or relating to: (a) the Client's breach of these Terms; (b) the conduct of the Client or its guests at any event; or (c) any claim by a third party arising from the Client's actions or omissions.

## 11. Confidentiality

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Both parties agree to keep confidential all proprietary information, business data, event plans, pricing, and communications shared during the course of the engagement. This obligation of confidentiality shall survive the termination of the service agreement for a period of 2 years.

## 12. Dispute Resolution

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In the event of a dispute arising out of or in connection with these Terms or any service agreement:

- The parties shall first attempt to resolve the dispute through good-faith negotiation within 30 days of written notice of the dispute
- If negotiation fails, the parties agree to submit the dispute to mediation before a mutually agreed mediator
- If mediation is unsuccessful, the dispute shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996 (India), with the seat of arbitration in Ghaziabad, Uttar Pradesh
- The language of arbitration shall be English

## 13. Governing Law

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These Terms and Conditions shall be governed by and construed in accordance with the laws of India. Any legal proceedings arising out of these Terms shall be subject to the exclusive jurisdiction of the courts of Ghaziabad, Uttar Pradesh, India.

## 14. Amendments

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Eventia Hospitality reserves the right to amend these Terms and Conditions at any time. Updated Terms will be published on our website with a revised effective date. Continued engagement of our services after the effective date of any changes constitutes acceptance of the revised Terms.

## 15. Entire Agreement

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These Terms and Conditions, together with the service agreement and any appendices or schedules attached thereto, constitute the entire agreement between Eventia Hospitality and the Client with respect to the services and supersede all prior negotiations, representations, and understandings.

## 16. Contact & Grievance Redressal

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For any questions regarding these Terms, or to raise a grievance, please contact:

### Eventia Hospitality

<b>Grievance Officer:</b>	Mr. Sunil Kumar
<b>Address:</b>	Vaishali, Ghaziabad, Uttar Pradesh, India
<b>Email:</b>	sunil.eventia@gmail.com
<b>Phone:</b>	+91 98182 11046
<b>Response Time:</b>	Within 30 days of receipt of written complaint

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*By engaging Eventia Hospitality's services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.*

*Eventia Hospitality — Where Moments Matter*