

JUNELI EVENTS

Terms & Conditions | Refund & Cancellation Policy | Privacy Policy | Disclaimer

Effective Date: 23 June 2026

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PART A — TERMS AND CONDITIONS

These Terms and Conditions ("Terms") govern access to and use of the website, mobile interfaces, ticketing systems, sponsorship portals and all events, programmes and services organised, promoted or managed by Juneli Events ("Juneli", "we", "us", "our"), including but not limited to NAAD and any other cultural, sports, tourism, or entertainment properties owned or operated by Juneli. By accessing the website, registering an account, purchasing a ticket, booking a sponsorship, stall, or vendor slot, or otherwise participating in a Juneli event, you ("User", "Attendee", "Sponsor", "Vendor", or "you") agree to be bound by these Terms.

1. About Juneli Events

Juneli Events is an event management and experiential platform engaged in the planning, organising, managing, curating, promoting, and executing cultural events, concerts, conferences, exhibitions, sports forums, festivals, and public programmes across India.

2. Acceptance of Terms

By accessing this website, registering, purchasing tickets, booking sponsorships, or attending events organised by Juneli Events, you agree to these Terms and all applicable laws and regulations. If you do not agree with any part of these Terms, you must not access the website or use any of Juneli's services. Continued use of the website or participation in any event constitutes acceptance of these Terms as amended from time to time.

3. Definitions

- "Event" means any programme, festival, concert, exhibition, conference, or activity organised, co-organised, or promoted by Juneli, including NAAD.
- "Booking" means any ticket purchase, sponsorship commitment, stall reservation, or vendor engagement made through the website or otherwise with Juneli.
- "Sponsor" means any entity or individual entering a sponsorship, brand partnership, or institutional collaboration arrangement with Juneli.
- "Third Party" means any exhibitor, vendor, contractor, artist, speaker, performer, or service provider engaged in connection with an Event but not directly employed by Juneli.

4. Event Registration, Tickets & Bookings

All registrations, ticket purchases, and bookings made through the website are subject to availability and confirmation by Juneli. Submission of a booking request does not guarantee participation or entry until confirmation is issued. Juneli reserves the right, in its sole discretion, to accept, reject, limit, or revoke any registration, ticket, or booking, including where information provided is inaccurate, incomplete, or where capacity, safety, or compliance considerations so require.

Users are responsible for ensuring that all details provided at the time of booking (name, contact information, payment details, category of ticket or sponsorship tier) are accurate. Juneli shall not be liable for any loss arising from incorrect information supplied by the User.

5. Payment Gateway & Failed Transactions

Juneli uses third-party payment gateways and financial service providers to process online payments, including ticketing, sponsorship, and stall-booking payments. Juneli shall not be responsible or liable for failed transactions, delayed processing, duplicate debits, unauthorised banking failures, technical gateway errors, or payment reversals caused by banks, card issuers, UPI providers, or other payment intermediaries.

Users shall resolve such issues primarily with the concerned bank, card issuer, UPI provider, or payment processor. Juneli shall extend reasonable assistance in coordinating with the payment gateway where required but assumes no independent liability for third-party payment failures.

6. Event Changes, Rescheduling & Cancellation

Juneli reserves the absolute right to cancel, postpone, reschedule, relocate, or otherwise modify any Event, programme, venue, performer line-up, sponsor arrangement, or schedule, at its sole discretion and without prior notice where circumstances so require. Where reasonably practicable, Juneli will make efforts to notify registered Users of material changes through the contact details provided at booking.

7. Force Majeure

Juneli shall not be liable for any delay, failure to perform, or cancellation caused directly or indirectly by circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, epidemic or pandemic, fire, flood, war, civil unrest, terrorism, strikes, governmental orders or restrictions, venue unavailability, power failure, or failure of third-party infrastructure or service providers.

8. Artist, Speaker & Performer Changes

Participation of artists, speakers, performers, or other featured individuals is subject to their availability and professional commitments and may change without notice. Juneli does not guarantee the appearance of any specific artist, speaker, or performer and shall not be liable for any disappointment, loss, or claim arising from such change or substitution.

9. Sponsor & Vendor Default

Juneli acts as organiser, curator, and platform provider for Events. Juneli shall not be liable for any loss, delay, failure, deficiency, non-performance, misconduct, insolvency, or breach committed by sponsors, exhibitors, vendors, contractors, service providers, artists, speakers, or other third-party partners engaged in connection with an Event.

Any dispute arising between a User and such a Third Party shall be resolved directly between those parties, and no liability in respect of such dispute shall attach to Juneli.

10. No Guarantee of Commercial Outcome

Juneli does not guarantee attendance numbers, audience demographics, brand impressions, sales conversions, business leads, sponsorship return on investment, media reach, commercial success, or revenue outcomes to any Sponsor, exhibitor, or vendor, unless expressly and specifically committed under a written agreement signed by authorised representatives of Juneli.

11. Attendee Conduct

Attendees must comply with venue rules, security protocols, and all lawful directions issued by Juneli staff, venue authorities, or law enforcement at an Event. Juneli reserves the right to deny entry to, or remove from

the venue, any person whose conduct is disruptive, unlawful, unsafe, or in breach of these Terms, without obligation to refund any amount paid.

12. Health & Safety

Attendees participate in Events at their own risk. While Juneli takes reasonable measures for the safety of attendees, Juneli does not accept liability for injury, illness, loss, or damage sustained during an Event except to the extent caused by Juneli's proven gross negligence or wilful misconduct, and subject always to the limitation of liability in Clause 18.

13. Photography & Media Consent

By attending an Event, Users consent to being photographed, filmed, and recorded, and to the use of such photography, video, and audio recordings by Juneli for promotional, archival, editorial, and commercial purposes across any media, without further consent or compensation, except where applicable law requires otherwise.

14. Intellectual Property

All content on the website and at Events — including logos, trademarks, event branding, design elements, text, graphics, and media — is the property of Juneli or its licensors and is protected under applicable intellectual property laws. Nothing in these Terms grants any User a licence to use Juneli's intellectual property except as expressly permitted in writing.

15. Website Use Restrictions / Anti-Scraping

Users shall not copy, scrape, crawl, reproduce, reverse engineer, exploit, frame, mirror, distribute, or commercially use any content, database, media, or proprietary information from the website without Juneli's prior written permission. Automated access to the website for data extraction, price/inventory monitoring, or competitive analysis is strictly prohibited.

16. Electronic Communications Consent

By submitting contact details on the website or at the time of booking, Users consent to receiving calls, SMS, WhatsApp messages, emails, notifications, promotional materials, event updates, and marketing communications from Juneli and its authorised partners, unless the User opts out in accordance with applicable law and Juneli's opt-out mechanism.

17. Indemnity

Users agree to indemnify and hold harmless Juneli, its directors, employees, agents, and affiliates against any claim, loss, liability, damage, or expense (including reasonable legal costs) arising out of the User's breach of these Terms, misuse of the website, violation of applicable law, or infringement of any third-party right.

18. Limitation of Liability

To the maximum extent permitted by applicable law, Juneli and its affiliates, directors, employees, and agents shall not be liable for any direct, indirect, incidental, consequential, special, or exemplary damages arising from or in connection with use of the website, participation in an Event, or any booking, including loss of profit, loss of business opportunity, or loss of data, whether based on contract, tort, or otherwise.

Juneli's aggregate liability, if any, in respect of any claim arising from a Booking shall not exceed the amount actually paid by the User for that Booking.

19. Waiver of Collective Claims

Any claim or dispute against Juneli shall be brought solely in an individual capacity and not as part of any class action, representative proceeding, collective action, or public interest claim, to the extent permitted under applicable law.

20. Dispute Resolution & Arbitration

In the event of any dispute, controversy, claim, or disagreement arising out of or relating to these Terms, the website, any Booking, payment, event participation, sponsorship arrangement, or vendor engagement, the parties shall first attempt to resolve the dispute amicably through good-faith discussions within thirty (30) days of written notice of the dispute.

If the dispute is not resolved amicably within such period, it shall be referred to and finally resolved by arbitration under the Arbitration and Conciliation Act, 1996, and any statutory amendments or re-enactments thereof. The arbitration shall be conducted by a sole arbitrator. The seat and venue of arbitration shall be at New Delhi, and the proceedings shall be conducted in English. The arbitral award shall be final and binding on the parties, subject to applicable law.

21. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of India. Subject to Clause 20 above, the courts at New Delhi, shall have exclusive jurisdiction over any matter not referred to arbitration or arising in connection with interim relief, enforcement, or challenge to an arbitral award.

22. Severability

If any provision of these Terms is held to be invalid or unenforceable by a court or arbitral tribunal of competent jurisdiction, that provision shall be severed and the remaining provisions shall continue in full force and effect.

23. Amendment

Juneli reserves the right to amend, modify, or update these Terms at any time. Amended Terms shall take effect upon posting to the website, and continued use of the website or participation in an Event after such posting constitutes acceptance of the amended Terms.

24. Grievance Officer & Contact

For any queries, complaints, or grievances relating to these Terms, Users may contact Juneli Events.

PART B — REFUND & CANCELLATION POLICY

This Refund & Cancellation Policy applies to all tickets, sponsorship payments, stall bookings, and vendor fees paid to Juneli Events through the website or any authorised payment channel.

1. General Principle

All payments made to Juneli including for tickets, sponsorships, stalls, or vendor slots are generally non-refundable, except where expressly approved in writing by an authorised representative of Juneli, or where required under applicable consumer protection law.

2. Cancellation by Juneli

Where Juneli cancels an Event in its entirety (and does not reschedule it within a reasonable period), Users who have made a Booking for that Event shall, at Juneli's discretion, be offered one of the following: (a) a full or partial refund; (b) credit toward a future Juneli event; or (c) transfer of the Booking to the rescheduled date, where applicable. Juneli shall communicate the applicable option through the contact details provided at booking.

3. Cancellation or Withdrawal by User

Where a User voluntarily cancels a ticket, sponsorship, or stall booking, no refund shall ordinarily be due, except where Juneli, in its sole discretion, approves a refund, transfer, or credit which may be subject to a processing or cancellation fee.

4. Rescheduled Events

Where an Event is postponed or rescheduled rather than cancelled, existing Bookings shall ordinarily remain valid for the rescheduled date. A User unable to attend the rescheduled date may request a refund or credit, which Juneli will consider on a case-by-case basis.

5. Processing Timeline

Where a refund is approved, it shall ordinarily be processed to the original mode of payment within 15–21 business days, subject to processing timelines of the User's bank or payment provider, over which Juneli has no control.

6. Non-Refundable Items

- Convenience fees, payment gateway charges, and platform/booking fees, unless the Event itself is cancelled by Juneli.
- Amounts paid for add-ons, merchandise, or hospitality packages that have already been fulfilled or dispatched.
- Sponsorship or stall deposits after production, branding, or allocation work has commenced on Juneli's side, except as otherwise agreed in writing.

7. Chargebacks & Disputed Transactions

Users are requested to raise refund concerns directly with Juneli before initiating a chargeback or dispute with their bank or card issuer. Juneli reserves the right to contest any chargeback that it reasonably believes

to be inconsistent with this Policy or the Terms and Conditions, and to suspend future bookings by a User who repeatedly raises unsubstantiated chargebacks.

8. Contact for Refund Requests

Refund or cancellation requests should be sent with the booking reference, payment proof, and reason for the request. Juneli will acknowledge such requests within 5 business days.

PART C — PRIVACY POLICY

Juneli Events respects the privacy of Users and is committed to protecting personal information collected through the website and in connection with Events. This Privacy Policy explains what information is collected, how it is used, and the choices available to Users.

1. Information We Collect

- Identity and contact information: name, email address, phone number.
- Booking and payment information: ticket category, sponsorship tier, transaction ID, and payment status
- Voluntary information: details submitted through contact forms, sponsorship enquiry forms, or vendor applications.

2. Purpose of Collection & Use

Juneli collects and uses personal information for registration and booking confirmation, communication regarding Events, processing payments and refunds, sponsorship and vendor coordination, marketing and promotional communications (subject to opt-out), analytics and website improvement, safety and security at Events, and compliance with applicable legal and regulatory requirements.

3. Cookies & Tracking Technologies

The website uses cookies and similar technologies to enhance user experience, remember preferences, and gather analytics. Users may control cookie settings through their browser, though disabling cookies may affect certain website functionality.

4. Sharing of Information

Juneli may share personal information with: (a) payment gateway providers, strictly for transaction processing; (b) sponsors, exhibitors, or vendors, where a User has specifically registered interest in their offerings; (c) service providers assisting with event logistics, security, or communications, under confidentiality obligations; and (d) government or regulatory authorities, where required by law. Juneli does not sell personal information to third parties.

5. Data Storage & Security

Juneli implements reasonable technical and organisational measures to protect personal information against unauthorised access, alteration, disclosure, or destruction. However, no method of electronic transmission or storage is entirely secure, and Juneli cannot guarantee absolute security.

6. Data Retention

Personal information is retained for as long as necessary to fulfil the purposes described in this Policy, comply with legal obligations, resolve disputes, and enforce agreements, after which it is securely deleted or anonymised.

7. User Rights

Subject to applicable law, Users may request access to, correction of, or deletion of their personal information, and may withdraw consent for marketing communications at any time, by writing to the Juneli Events. Juneli will respond to such requests within a reasonable time and in accordance with the Digital Personal Data Protection Act, 2023, once and to the extent it is in force.

8. Third-Party Links

The website may contain links to third-party websites, including sponsor or vendor websites. Juneli is not responsible for the privacy practices of such third parties, and Users are encouraged to review the privacy policies of any third-party site they visit.

9. Changes to this Policy

Juneli may update this Privacy Policy from time to time. Material changes will be reflected by an updated "Last Updated" date at the top of the policies. Continued use of the website after such update constitutes acceptance of the revised Policy.

PART D — DISCLAIMER

1. General Disclaimer

The information provided on this website and at Juneli's Events is for general informational purposes only. While Juneli endeavours to keep all information accurate and current, it makes no representation or warranty of any kind, express or implied, regarding the completeness, accuracy, reliability, or availability of the website, its content, or any linked Event materials.

2. Schedules & Promotional Materials

All schedules, line-ups, itineraries, and promotional materials published by Juneli whether on the website, social media, or print are indicative and subject to change without prior notice, as further described in Part A (Terms and Conditions).

3. No Professional Advice

Nothing on the website constitutes legal, financial, medical, or professional advice. Any commercial, sponsorship, or participation decision made in reliance on website content is made at the User's own discretion and risk.

4. Third-Party Content & Links

The website may feature content, advertisements, or links relating to sponsors, vendors, or third parties. Juneli does not endorse and is not responsible for the accuracy, legality, or content of any third-party material, product, or service referenced on the website.

5. Limitation of Liability

To the fullest extent permitted by law, Juneli disclaims all liability for any loss or damage arising from reliance on website content, technical errors, or interruptions in website availability, without prejudice to the limitation of liability provisions set out in Part A, Clause 18.