

REFUND & CANCELLATION POLICY

Status: Standalone Module

Incorporation: Incorporated by reference into Section 1 and Section 2 of the Brihos Master Terms of Use.

Applicability: Applies globally to all Platform Users, including Accommodation Providers, Travel Agents, and Guests initiating or executing cancellation requests on the Platform.

1. THE NON-MERCHANT LIQUIDITY BOUNDARY

- **No Platform Fund Custody:** The Brihos Platform operates strictly as a software-as-a-service (SaaS) provider and technology intermediary. Except where expressly stated otherwise, Brihos does not collect, hold, process, settle or route guest booking funds or escrow deposits.
- **Direct Property Accountability:** Every transaction, advance payment, and security deposit occurs directly between the purchasing user (Travel Agent or Guest) and the designated bank account or UPI handle of the Accommodation Provider.
- **Disbursement Immunity:** Brihos cannot execute, reverse, override, hold, or manually disburse a refund transaction. The Accommodation Provider remains solely responsible for processing refunds in accordance with its cancellation policies and Applicable Laws.

2. PROPERTY-MANAGED CANCELLATION RULES & TAX TREATED DISCLOSURE

- **Dynamic Matrix Configurations:** Cancellation timelines, penalty percentages, and "non-refundable" designations are determined and maintained by the Accommodation Provider through the Platform or any connected systems used by the Accommodation Provider.
- **Pre-Booking Visibility:** The Accommodation Provider must ensure that their specific cancellation terms are clear, up-to-date, and fully disclosed to the Guest or Travel Agent prior to final payment authorization.
- **GST on Cancellation Charges:** Accommodation Providers remain solely responsible for determining and complying with all applicable tax requirements relating to cancellation charges, retention fees, refunds, credit notes and invoicing.

3. REFUND TIMELINES AND TRANSFER TRACKING

- **Direct Settlement Pipelines:** Because refunds cannot pass through Brihos servers, valid refund values must be returned directly from the Accommodation Provider to the original source account of the Guest or Travel Agent.
- **The 7-Day Settlement Standard:** Where a refund is due under the applicable cancellation terms, the Accommodation Provider shall use reasonable efforts to process the refund within seven (7) business days or such other period required under Applicable Laws.
- **Banking Delays:** To the maximum extent permitted by Applicable Laws, Brihos shall not be responsible for banking settlement delays, UPI processing issues, intermediary gateway holds or similar third-party payment disruptions.
- **Chargebacks:** Accommodation Providers remain solely responsible for chargebacks, refund disputes, cancellation disputes and unauthorized

charges attributable to their services, operations, pricing, cancellation practices or conduct.

4. DISPUTE CONDITIONS, NO-SHOWS, AND FORCE MAJEURE

- **The No-Show Policy:** If a Guest or Travel Agent client fails to check in at the property without a prior validated platform cancellation, the transaction is classified as a "No-Show." The applicable no-show charges and retention policies of the Accommodation Provider shall apply.
- **Force Majeure Disruptions:** In events of natural disasters, government lockdowns, regional curfew orders, or structural property closures, any dispute regarding credit vouchers, date modifications, or cash refunds must be resolved directly between the User and the Accommodation Provider in accordance with the applicable booking terms and Applicable Laws.
- **Forced Recovery Ban:** Users acknowledge that refund obligations remain the responsibility of the Accommodation Provider and not Brihos.
- **Communication Assistance:** Brihos may facilitate communications between Users and Accommodation Providers regarding cancellation and refund requests but assumes no independent refund obligation.

5. MARKETPLACE INTEGRITY AND REFUND MONITORING

Brihos may monitor complaints, refund disputes, booking defaults, payment irregularities and other indicators relevant to Platform integrity. Where Brihos reasonably believes that an Accommodation Provider may be engaging in repeated refund failures, undisclosed fee practices, booking defaults, fraudulent conduct or other activity adversely affecting Users or the Platform, Brihos may:

- request supporting documentation;
- restrict access to Platform features;
- reduce listing visibility;
- suspend or terminate participation on the Platform; or
- take other reasonable actions necessary to protect Platform integrity.

Repeated complaints from multiple Users may be considered as one factor, together with any supporting information available to Brihos in determining whether an investigation is required.

In the event of any inconsistency between this Refund & Cancellation Policy and the Brihos Master Terms of Use, the Brihos Master Terms of Use shall prevail except to the extent this Policy specifically governs cancellations, refunds, no-shows, refund timelines, chargebacks or related payment matters.