

Travlounge

Comfort at Every Stop

Data, Privacy & Subscription Terms

Effective Date: _____, 2026 | Version 1.0
Governed by the Laws of India | Jurisdiction: Kerala

This document sets out Travlounge's Data & Privacy Policy and Subscription Terms & Conditions. By using Travlounge, you confirm you have read and agreed to both. This constitutes a legally valid electronic agreement under Section 10A of the Information Technology Act, 2000.

Travlounge is committed to protecting your personal data. This Privacy Policy explains what we collect, why we collect it, how we keep it safe, and what rights you have. It is designed to be clear and specific — we only collect data we actually need to run our services.

This policy is governed by the Digital Personal Data Protection Act, 2023 ("DPDP Act"), the Information Technology Act, 2000, and the IT (Reasonable Security Practices) Rules, 2011.

Information We Collect

We collect the following categories of data when you use Travlounge:

Data Category	What We Collect	Why We Collect It
Personal Information	Full name, email address, phone number	Account creation, identity verification, and service communication
Usage Information	Pages and features accessed, time spent on app, user interaction logs and activity history	Understanding how the app is used, improving features, personalising your experience
Location Information	Real-time or approximate location (GPS / network-based)	Showing you nearby Travlounge locations, partner cafés, lounges, and washrooms
Transaction Information	Subscription plan details, payment status, and transaction history. Note: full card/UPI details are never stored — payments are processed through secure third-party gateways	Subscription management, cashback processing, and dispute resolution
Device Information	Device type, operating system, IP address, app version, and unique device identifiers	App security, fraud detection, diagnostics, and platform compatibility
Camera	Camera access for scanning QR codes at Travlounge and partner locations	Enabling in-app QR scanning for washroom access, beverage redemption, pod check-in, and cashback verification. Camera is not used to capture, store, or transmit any

		images or video.
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Camera Access — Important: Travlounge requests camera permission solely to scan QR codes at Travlounge locations and partner outlets (for washroom entry, beverage redemption, pod check-in, and cashback). The camera is not used to take photos or videos, and no image data is captured or stored at any time.

How We Use Your Information

We use the data we collect for the following purposes only:

- To provide access to Travlounge services — washrooms, lounges, beverage redemptions, cashback, and pod / room bookings.
- To enable bookings, QR-based access, and service usage at Travlounge and partner locations.
- To personalise recommendations based on your location and usage preferences.
- To process subscriptions and transactions through secure third-party payment gateways.
- To improve app functionality, stability, and user experience through aggregate analytics.
- To send you important transactional updates, booking confirmations, and service notifications.
- To analyse visit frequency, preferred locations, and service usage patterns at an aggregate level to improve overall service quality.
- To comply with applicable laws, court orders, and regulatory requirements.

Sharing of Information

We do not sell or rent your personal data to any third party. We share your data only in the following limited circumstances:

With Partner Locations

Cafés, lounges, washroom facilities, and pod/room providers listed on Travlounge — only to the extent required for booking validation, QR-based access, or service delivery (e.g., your booking reference or first name). Partners are not permitted to use this data for any other purpose.

With Service Providers

We work with third-party providers for the following purposes, each under their own privacy and security policies:

- Payment gateway providers — to process subscriptions and transactions securely.
- Analytics and performance tracking services — to understand aggregate app usage.
- Cloud hosting providers — to store and run the Travlounge platform.
- Map and location services — to display nearby Travlounge and partner locations.

For Legal Requirements

We will disclose your data if required to do so by a court order, statutory obligation, or a lawful direction from a regulatory authority. Where permitted by law, we will notify you of such a disclosure.

Data Security

We take the following measures to protect your data:

- Secure data transmission using HTTPS / TLS encryption for all data in transit.
- Data encryption and strict access controls on stored data.
- Access restricted to authorised Travlounge personnel on a need-to-know basis.
- Regular security reviews of our platform and infrastructure.

No method of electronic transmission or storage is completely secure. In the event of a data breach that is likely to harm you, we will notify you within 72 hours of identifying the breach, as required under the DPDP Act, 2023.

Cookies and Tracking Technologies

Travlounge may use cookies and similar technologies within the app for the following purposes:

- Maintaining your login session securely.
- Analysing app performance and feature usage at an aggregate level.
- Improving your overall experience based on usage patterns.

We do not use advertising cookies or sell behavioural data to ad networks.

Your Rights

Under the DPDP Act, 2023, you have the following rights over your personal data:

- Right to Access — request a summary of the data we hold about you and how it is used.
- Right to Correction — request that inaccurate or incomplete data be corrected.
- Right to Erasure — request deletion of your account and associated data, subject to our legal retention obligations.
- Right to Withdraw Consent — withdraw consent to data processing at any time via Account Settings > Privacy. Withdrawal may limit your ability to use certain features.
- Right to Grievance Redressal — raise a complaint with our Data Protection Officer (see Section A9).
- Right to Nominate — nominate another person to exercise these rights on your behalf in the event of your death or incapacity.
- Opt-Out of Promotional Communications — opt out of marketing messages at any time via Account Settings > Notifications.

To exercise any of these rights, email: privacy@travlounge.com. We will respond within 30 days.

Data Retention

We retain your data only for as long as necessary:

- For as long as your account is active and you are using Travlounge services.
- As necessary to fulfil any legal or regulatory obligation (e.g., transaction records retained for 8 years under the Income Tax Act, 1961).
- Data that is no longer required will be permanently deleted or anonymised. Anonymised aggregate data (which cannot identify you) may be retained for analytics purposes.

Third-Party Services

Travlounge uses third-party services including payment gateways, map and location providers, and analytics tools. Each of these operates under its own privacy policy and terms of service. Travlounge is not responsible for the data practices of these third parties. By using Travlounge, you acknowledge and agree that any issues arising from third-party services — including data handling by payment processors, map providers, or analytics tools — are governed by those third parties' own policies, and Travlounge's liability in respect of such third-party services is fully excluded to the extent permitted by law.

Children's Privacy

Travlounge is not intended for individuals under the age of 18. We do not knowingly collect, store, or process personal data from anyone under 18. If you believe we have inadvertently collected data from a minor, please contact privacy@travlounge.com and we will delete it promptly.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Where changes are material, we will notify you through the app and/or via email at least 15 days before the new policy takes effect. The version number and effective date at the top of this document will be updated accordingly. Continued use of Travlounge after the effective date of any updated policy constitutes your acceptance of the changes.

Data Protection Officer / Grievance

Travlounge — Data Protection Officer Email: privacy@travlounge.com Grievance acknowledgement: Within 48 hours Resolution target: Within 30 days If your grievance is not resolved to your satisfaction, you have the right to escalate it to the Data Protection Board of India, as constituted under the DPDP Act, 2023.

Subscription Plans

Travlounge offers subscription plans that give you access to a set of curated travel comfort benefits. The complete and current details of each plan — including the specific benefits, inclusions, exclusions, pricing, and availability — are displayed within the Travlounge application at the time of purchase. These Terms govern the rules and conditions under which those plans operate; the app is the single source of truth for what each plan contains.

Plans are Non-Refundable

Subscription plans are non-refundable. Once a plan is purchased and activated, cancellation is not available and no refund will be issued under any circumstances, except where required by applicable law. Please review the plan details carefully on the app before completing your purchase.

Facilities and Service Availability

All facilities and services included in your subscription plan — including washroom access, lounge access, beverage redemption, sleeping pod bookings, and any other listed benefits — are subject to the following:

Available at Travlounge Infrastructure Only

All subscription benefits are redeemable exclusively at Travlounge's own infrastructure locations and at authorised Travlounge partner locations. This includes all currently operational locations as well as any new Travlounge infrastructure locations that are added to the network in the future. The list of available locations is maintained and updated within the app.

Subject to Availability

All services and facilities are provided subject to availability. Travlounge does not guarantee that any specific location, facility, or service will be available at any given time. Availability may be affected by maintenance, partner operations, capacity constraints, or circumstances beyond Travlounge's control. Travlounge will update the app when locations are added, temporarily unavailable, or removed.

Continuity If a Plan is Discontinued

If Travlounge discontinues or removes a specific subscription plan from its offerings, this will not affect existing subscribers who are currently on that plan. Your current plan, all associated benefits, and your subscription standing will remain fully intact until your plan's validity period expires. No action is required from you.

Physical Presence Requirement

All subscription benefits — including washroom access, beverage redemptions, cashback transactions, pod bookings, and any other in-app offer or perk — require the subscriber to be physically present at the Travlounge or partner location at the time of redemption.

Offers, benefits, and perks cannot be redeemed remotely, in advance, or on behalf of another person who is not physically present. The in-app QR code or OTP generated for any service is valid only when presented in person at the relevant location. Remote redemptions of any kind are not valid and will be rejected.

Redemption and Offer Logic

The offers and benefits displayed in the Travlounge app for each partner location reflect the current configurations set by those partner businesses. The following conditions apply to all redemptions:

- All offers, discounts, cashback rates, and complimentary items shown on the app are subject to availability at the partner location at the time of your visit.
- Offer details — including the type of offer, percentage, terms, and included items — are configured by each partner independently and may differ from location to location.
- The portrayal of offers on the app represents the intended offering; actual fulfilment is subject to the partner's current operational capacity and stock availability.
- Where a specific benefit (e.g., a particular beverage, service, or add-on) is unavailable at the time of your visit, Travlounge will endeavour to assist but cannot guarantee fulfilment or compensation.

- Travlounge reserves the right to update, modify, or remove offers on the app at any time, reflecting changes made by partner businesses. You will see the most current offer details in the app at the time of your visit.

Cashback Terms and Conditions

Eligibility

Cashback is available exclusively to Travlounge subscribers with an active plan. Users without an active subscription plan are not eligible to earn or redeem cashback on any transaction, irrespective of their account history.

Cashback Offer Percentages

Cashback percentages are set individually by each partner merchant and may vary by location, transaction type, and time period. The cashback percentage displayed in the app for any given partner reflects that partner's current offering and is subject to change at the merchant's discretion. Travlounge does not guarantee a minimum or fixed cashback rate at any partner.

Cashback Settlement

Cashback earned on a qualifying transaction will be credited to your Travlounge in-app wallet within 2–3 working days of the transaction being confirmed. If you experience any issue with a cashback not being credited, you must raise a complaint through the app's support function. Complaints will be investigated and, where valid, resolved within 2–3 working days, depending on the nature of the issue.

Cashback Usage and Technical Issues

The ability to use accumulated cashback for redemptions at partner locations may occasionally be unavailable due to technical issues within the app, payment gateway issues, or partner system issues. Such disruptions will be resolved within 2–3 working days of the issue being identified or reported. Travlounge's liability in respect of such technical disruptions is limited to restoring the cashback balance and functionality; no additional compensation will be provided.

Downtime and Force Majeure

Cashback and other app services may be temporarily unavailable due to circumstances beyond Travlounge's control, including but not limited to: government-imposed restrictions on specific service categories, war, civil unrest, pandemics, natural disasters, regulatory orders, network outages, or any other event constituting force majeure. Travlounge shall not be liable for any loss of access to cashback or other services during such periods, and no compensation will be provided for downtime caused by such events.

Location and GPS

Travlounge uses location services to show nearby partners and to verify proximity for certain redemptions. Location accuracy depends on your device's GPS capability and network conditions. Travlounge's location suggestions are provided on a best-effort basis and may not always reflect the precise nearest location due to technical limitations. Travlounge's liability for any inconvenience arising from GPS or location inaccuracies is limited and excluded to the fullest extent permitted by law.

Sleeping Pod and Room Bookings

Booking

Sleeping pod and private room bookings are paid for in full at the time of booking. A booking confirmation (QR code or Booking ID) will be issued in the app upon successful payment and must be presented at the location for check-in. Check-in is only valid during the booked time slot.

Cancellation and Refund Policy

Cancellation Timing	Refund %	Notes
More than 24 hours before check-in time	100%	Full refund — no deduction
Less than 24 hours but more than 2 hours before check-in time	90%	10% cancellation fee applied
Less than 2 hours before check-in time, or no-show	0%	No refund — amount fully forfeited

Refund requests must be raised through the app before the applicable deadline. Refunds are processed to the original payment method within 5–7 working days. If Travlounge or the partner cancels a confirmed booking for operational reasons, a full refund will be issued.

At the Location

Travlounge is not responsible for loss, theft, or damage to personal belongings at pod or room locations. Users are responsible for any damage caused to the facility. The quality, cleanliness, and maintenance of pod and room facilities are the responsibility of the respective partner operator.

Limitation of Liability

Travlounge's Limited Liability

Travlounge operates as a platform that connects subscribers with partner-operated locations and services. Travlounge's liability is limited as follows:

- Travlounge is not liable for the service quality, hygiene, safety, food standards, behaviour of staff, or any other aspect of the experience at any partner outlet or infrastructure location. Responsibility for the physical service experience lies entirely with the partner operator.
- Travlounge will use reasonable efforts to assist subscribers who encounter issues at partner locations — including raising complaints on the subscriber's behalf, facilitating communication with the partner, and, where warranted, applying appropriate remedies under the Merchant Agreement. However, Travlounge does not guarantee any specific outcome from such assistance.
- Travlounge is not liable for service disruptions, app downtime, or feature unavailability caused by technical failures, maintenance, or infrastructure issues beyond Travlounge's direct control.
- Travlounge's maximum aggregate liability to any subscriber for any claim arising under these Terms is limited to the total subscription fee paid by that subscriber in the 12 months preceding the event giving rise to the claim.
- In no event shall Travlounge be liable for indirect, consequential, or punitive damages.

Third-Party Liability

Travlounge uses third-party services including payment gateways, cloud providers, map services, and analytics platforms. Any issues, failures, data incidents, or losses arising from these third-party services are not Travlounge's liability. By using Travlounge, you acknowledge that liability for such issues is fully transferred to the relevant third-party service provider and governed by that provider's own terms.

Account Termination

Travlounge reserves the right to terminate or permanently deactivate a user's account if the account is found to be in violation of these Terms, involved in fraudulent activity, or has been inactive for an extended period. The following applies upon account termination:

Subscription Plan

If your account is terminated by Travlounge due to a violation of these Terms or fraudulent conduct, your active subscription plan will be cancelled with immediate effect and no refund will be issued for any unused portion of the plan. If you voluntarily close your account, the same non-refundable policy applies.

Cashback Wallet Balance

Any cashback coins or wallet balance accumulated in your Travlounge account will be forfeited upon account termination — whether initiated by Travlounge or by the user. Cashback coins and wallet balances have no cash value and cannot be withdrawn, transferred, or redeemed after an account has been terminated or deactivated.

If you believe your account has been terminated in error, you may write to support@travlounge.com within 7 days of receiving the termination notice. Travlounge will review and respond within 5 working days.

Payment Errors and Failed Transactions

In the event of a payment error or failed transaction while purchasing a Travlounge subscription plan, the following procedure applies:

- If a payment fails at the gateway and no amount is debited from your account, no subscription will be activated. You may retry the purchase.
- If an amount is debited from your account but the subscription is not activated — for example due to a network interruption, gateway timeout, or system error — the deducted amount will be automatically refunded to your original payment method within 5–7 working days, depending on your bank or payment provider.
- If you are unsure whether a payment was successfully processed, do not retry the payment immediately. First check your Travlounge account under 'My Plan' to confirm whether a subscription is active. If no plan is active and your bank account shows a debit, raise a complaint via support@travlounge.com with the transaction reference number.
- Travlounge is not responsible for delays in refund processing caused by your bank or payment gateway provider. All refunds are credited to the original payment method only.

Do not make duplicate payment attempts for the same plan. In the event of a genuine double charge, Travlounge will refund the duplicate transaction within 5–7 working days upon verification.

Misuse, QR Code Abuse, and Account Suspension

Travlounge's QR-based access system is designed for individual use by the registered account holder only. The following constitutes misuse and is strictly prohibited:

- Sharing your in-app QR code, OTP, or booking reference with any person who is not the registered account holder.
- Allowing another person to use your account credentials or QR code to access Travlounge facilities.
- Attempting to generate, replicate, screenshot, or duplicate QR codes for unauthorised access.
- Using the app or its benefits for any commercial purpose, resale, or in a manner that is not intended for personal use.
- Any attempt to manipulate, falsify, or abuse the cashback or redemption system.

Actions Travlounge May Take

Upon detection of misuse or abuse — whether reported by a partner location, flagged by the system, or identified through internal review — Travlounge reserves the right to take the following actions, at its sole discretion:

- Immediate temporary suspension of the account pending investigation.
- Permanent deactivation of the account in cases of confirmed misuse, fraud, or repeated violations.
- Forfeiture of any active subscription plan and cashback balance without refund.
- Reporting the matter to relevant authorities where the misuse constitutes a criminal offence under applicable law.

Account suspension or deactivation due to misuse does not entitle the user to any refund of the subscription plan amount or cashback balance. Travlounge's decision following an investigation is final, subject to the grievance process below.

If you believe your account has been suspended in error, contact support@travlounge.com within 7 days. Travlounge will respond within 5 working days of receiving your complaint.

Minor Protection and Age Policy

Travlounge's services are intended exclusively for individuals who are 18 years of age or older. While age verification is not currently collected as a mandatory field during registration, the following policy applies:

- By creating an account and accepting these Terms, you confirm that you are 18 years of age or older.
- If a parent or guardian becomes aware that a minor has created a Travlounge account or provided personal data without their consent, they should immediately contact privacy@travlounge.com. Travlounge will delete the account and all associated personal data promptly upon verification.
- Travlounge does not knowingly collect, store, or process personal data from individuals under the age of 18. In the event that such data is discovered, it will be permanently deleted.
- Travlounge complies with the Digital Personal Data Protection Act, 2023, which imposes additional obligations on the processing of children's data. Until age verification mechanisms are implemented within the app, parental oversight and the above declaration serve as the primary safeguard.

Travlounge intends to introduce age-verification steps in a future version of the application in compliance with evolving regulatory requirements under the DPDP Act, 2023.

Intellectual Property

All content, features, and materials available on or through the Travlounge application — including but not limited to the Travlounge name, logo, brand identity, app design, user interface, graphics, text, icons, photographs, and any other visual or written material — are the exclusive intellectual property of Travlounge and are protected under applicable Indian law, including the Trade Marks Act, 1999, the Copyright Act, 1957, and the Information Technology Act, 2000.

- You may not reproduce, distribute, modify, create derivative works of, publicly display, or otherwise exploit any Travlounge content or brand elements without prior written consent from Travlounge.
- The Travlounge name, logo, and related brand marks may not be used in any manner that implies endorsement, affiliation, or sponsorship without explicit authorisation.
- Any feedback, suggestions, or ideas you submit to Travlounge may be used by Travlounge without restriction or compensation to you.

General

- These Terms are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the competent courts of Kerala, India.
- Travlounge may update these Terms at any time. You will be notified of material changes at least 15 days before they take effect via in-app notification and / or email. Continued use of the app after the effective date constitutes acceptance.
- Nothing in these Terms affects your rights under the Consumer Protection Act, 2019.
- This agreement constitutes a legally valid electronic contract under Section 10A of the Information Technology Act, 2000.

Your Consent

I have read and understood this document in full, including Travlounge's Data and Privacy Policy and the Subscription Terms and Conditions. I confirm:



I agree to Travlounge's Data & Privacy Policy and Subscription Terms & Conditions. I consent to the collection and processing of my personal data as described above, and I understand that subscription plans are non-refundable and subject to availability at Travlounge infrastructure locations.

Your acceptance is recorded with your device ID, IP address, and timestamp as a legally valid electronic signature under Section 10A of the Information Technology Act, 2000.

Questions? support@travlounge.com | www.travlounge.com