

Terms & Conditions

OJSWIN Travel & Global Sourcing

Business Trip / Travel Package Terms

These Terms and Conditions apply to all China business trip, trade fair, sourcing support, and related travel package services arranged by OJSWIN Travel & Global Sourcing, hereinafter referred to as “the Company”. By confirming a booking or making any payment, the traveler confirms that they have read, understood, and accepted these Terms and Conditions.

1. Company Role and Scope of Service

The Company acts as a travel coordinator, business trip organizer, sourcing support provider, and service facilitator. The Company may provide coordination for travel arrangements, hotel accommodation, local transport, fair guidance, supplier meetings, product sourcing guidance, documentation support, and related business trip services as per the confirmed package.

The Company does not guarantee visa approval, supplier performance, product quality, fair results, business profit, order success, import success, or any commercial outcome unless such responsibility is specifically agreed in a separate written agreement signed by the Company.

2. Package Pricing and Payment

The package price quoted to the traveler is dynamic and may vary based on booking date, hotel availability, local transport availability, taxes, visa fees, foreign exchange fluctuation, group size, and other operational factors. Travelers in the same group may have paid different package prices, and the Company will not entertain any claim on this account.

The Company reserves the right to alter or amend the price published on its website, brochure, proposal, or communication if there is an increase in taxes, fuel charges, visa fees, foreign exchange fluctuation, or other unavoidable operational costs. Any such difference must be paid by the traveler before departure.

The tour price must be paid in full at least 45 days before the tour departure date. If the booking is made within 45 days of departure, full payment must be made at the time of booking. If the required payment is not received within the specified time, the Company reserves the right to cancel the booking, forfeit the advance amount, and apply cancellation charges as per the Cancellation and Refund Policy.

3. Flight Tickets and Airline Terms

Flight tickets are not included in the group travel package price unless specifically mentioned in writing. Travelers are required to book flight tickets at their own cost. The Company may provide general guidance regarding flight ticket booking where possible.

Travelers must carefully review the terms and conditions of the concerned airline before booking tickets, especially when booking through third-party websites such as Trip.com, MakeMyTrip, or any other online travel booking platform.

Before confirming flight tickets, travelers must verify all flight details, including name as per passport, departure and arrival dates, airport codes, destination country, flight timings, route, baggage allowance, transit details, cancellation policy, rescheduling policy, refund policy, fare difference, and possible schedule changes.

Airlines may change, reschedule, cancel, or modify flights, routes, timings, fares, baggage rules, or itineraries without prior notice to the Company or the traveler. Airlines may also operate flights under code-share arrangements with other airlines.

The Company has no control over airline operations, schedules, cancellations, rescheduling, baggage policies, fare differences, or refund procedures. Therefore, the Company shall not be liable for any direct, indirect, incidental, or consequential loss, expense, delay, inconvenience, or damage caused by airline-related changes, cancellations, delays, or service issues.

Travelers must take utmost care while entering and verifying booking details, including name spelling, age, date of birth, contact details, passport number, date and place of passport issue, and other required details. The traveler name must match the passport for international travel. Incorrect details may result in correction charges, denial of boarding, deportation, cancellation, or other consequences, and all such costs shall be borne by the traveler.

Travelers who wish to use air miles, frequent flyer points, or airline credit points are advised to book their tour as joining/leaving (J/L) or ex-destination travelers and reserve their individual tickets directly. Travelers must communicate directly with the concerned airlines for frequent flyer benefits. The Company may assist where possible but shall not be responsible for such airline benefits.

In-flight meals are at the discretion of the respective airline. The Company is not responsible for the unavailability, quantity, or quality of any requested meal type.

4. Hotel Booking and Accommodation

Hotel rooms will be arranged by the Company as per the package details confirmed with the traveler. Hotel location, room type, hotel images, room images, and available hotel videos may be shared with travelers through the official WhatsApp group or other official communication channels for reference.

The Company will make reasonable efforts to arrange suitable hotel accommodation for the business trip. However, hotel category, room type, location, facilities, and availability may vary depending on the selected package, travel dates, group size, and booking status. Final hotel confirmation is always subject to availability at the time of booking.

Hotel accommodation may be provided on a twin-sharing or double-sharing basis. If a traveler requires a single room, additional charges will apply based on hotel rates and availability.

Travelers must follow the hotel's standard check-in and check-out timings. Early check-in or late check-out is subject to hotel availability and approval. Any additional charge for early check-in or late check-out must be paid directly by the traveler unless specifically included in writing.

Travelers must carry their original passport, valid visa, and other required travel documents for hotel check-in at hotels in China. The hotel may request the traveler's passport or identification documents as per local government and hotel registration requirements. The Company shall not be responsible if the hotel refuses check-in due to missing, invalid, or incomplete travel documents.

Travelers must follow all hotel rules, regulations, and policies during their stay, including rules relating to identification documents, room usage, noise control, smoking, visitors, room damage, safety instructions, and general conduct. The hotel has the right to refuse service or take action against any traveler who violates hotel rules or causes inconvenience to hotel staff, other travelers, or third parties.

In unavoidable situations such as overbooking, maintenance, government restrictions, natural calamities, operational issues, or other reasons beyond control, the Company reserves the right to arrange alternative accommodation of a similar or suitable category, subject to availability. No claim or compensation shall apply if alternative accommodation is arranged due to circumstances beyond the Company's control.

5. Hotel Breakfast, Personal Expenses, and Room Responsibility

Breakfast will be provided only if it is included in the confirmed package or hotel booking. In China, hotel breakfast is usually served in a buffet system and may mainly include Chinese-style food items. Vegetarian, non-vegetarian, Indian, halal, Jain, or other special meal requirements are subject to hotel availability and cannot be guaranteed by the Company.

Travelers are advised to check the available food options at the hotel and make their own arrangements if they have specific dietary preferences or restrictions. Any extra food, beverages, room service, mini-bar usage, or restaurant bills must be paid directly by the traveler and are not included unless specifically mentioned in writing.

Travelers must attend breakfast within the fixed timing provided by the hotel. If a traveler does not arrive within the specified breakfast time, breakfast may no longer be available. In such cases, the Company shall not be responsible for arranging or purchasing outside food for the traveler.

The traveler is responsible for all personal expenses during the hotel stay, including laundry, room service, telephone charges, mini-bar usage, food and beverages, extra bed charges, upgrades, paid facilities, and any other additional services used by the traveler. These expenses are not included in the package unless specifically mentioned in writing.

Travelers are responsible for maintaining the hotel room, furniture, fittings, keys/cards, and hotel property in good condition. Any damage, loss, breakage, stain, misuse, or missing item caused by the traveler must be paid directly to the hotel as per hotel policy. The Company shall not be responsible for any damage charges or penalties imposed by the hotel.

6. Baggage, Belongings, and Personal Safety

Travelers are advised to travel light, avoid carrying unnecessary valuables, and take utmost care of their baggage and belongings at all times. Travelers must not carry banned, illegal, or restricted items and are solely responsible for the safety of their baggage, passport, money, valuables, mobile phone, laptop, documents, and personal belongings.

The Company shall not be liable for any loss, theft, damage, or misplacement of personal belongings inside the hotel, hotel lobby, restaurant, vehicle, airport, railway station, fair venue, public area, or any other location.

Travelers are advised to use hotel lockers or safety deposit facilities where available. In case of loss, theft, damage, accident, or misplacement, it is the sole responsibility of the traveler to file a complaint with the concerned authorities and follow up directly.

Airlines, trains, and transport providers may impose strict baggage rules relating to size, weight, and prohibited items. Travelers must comply with those rules and pay any porter charges, tips, baggage charges, or penalties directly if applicable.

7. Required Documents and Traveler Information

Travelers must provide accurate, true, current, and complete information and documents required for travel, visa, hotel booking, fair registration, and other tour formalities. The Company will proceed based on the information provided by the traveler. Any cost, delay, amendment, cancellation, rejection, or loss caused by incorrect or incomplete information shall be borne by the traveler.

The following documents may be required depending on the package, destination, visa category, and travel requirements:

- Current original passport with minimum 6 months validity.
- Last cancelled passport, if any.

- Two photographs, 35 x 45 mm, 80% face, white background, glossy finish. The forehead should be clearly visible, and hair should not fall on the forehead. The traveler name should be written on the back of each photograph.
- Blank business letterhead of the Indian company with rubber stamp at the bottom, if applicable.
- Canton Fair invitation letter or relevant trade fair invitation, if applicable.
- Aadhaar copy and PAN copy.
- Mobile number with WhatsApp.
- Email ID.
- Emergency contact number.
- Full residential and business address.

8. Business Trip Visa Process, Immigration, and Entry

It is the responsibility of the traveler to submit all documents required for visa application well in advance to the Company. Travelers must note that even if documents are submitted early, some consulates may have restrictions on how early a visa can be applied for or processed before the tour departure date.

Due to high demand at consulates, embassies, or visa application centers, visa processing time may be longer than expected. Even if documents are submitted well in advance, visas may get delayed and may not be received before departure. If the traveler is unable to join the tour due to visa delay or visa rejection, cancellation charges will apply as per the Cancellation and Refund Policy.

Any increase in visa fees, VFS charges, or service charges between the tour launch date and visa application date must be borne by the traveler.

For any reason, the Company may need to apply for an additional visa other than the visa already included in the tour price. In such cases, travelers must bear the additional visa cost.

Holding a valid visa only allows a traveler to arrive at the respective country's immigration point. Final entry is at the sole discretion of the immigration authority of that country. If any traveler is denied entry or deported for any reason, the traveler will be responsible for all related risks, expenses, missed services, and consequences. The traveler will not be eligible for any refund or compensation from the Company in such cases.

9. Local Laws, Traveler Conduct, and Prohibited Items

Travelers must strictly follow the laws, immigration rules, customs rules, hotel rules, fair venue rules, transport rules, and public regulations of the destination country. The Company will not be responsible for any penalty, detention, fine, legal issue, loss, or consequence caused by the traveler's personal action.

Travelers must behave respectfully with hotel staff, other travelers, tour managers, local authorities, suppliers, fair organizers, and third parties. Any illegal activity, misconduct, disturbance, damage, abusive behavior, violation of local laws, or non-compliance with hotel or tour policies will be the sole responsibility of the traveler.

Travelers are not allowed to possess, carry, purchase, or transport illegal or restricted items such as narcotic drugs, weapons, ammunition, explosives, or any other banned goods. If such items are found, the traveler may face legal action, detention, penalty, discontinuation from the tour, or other consequences according to the law of the land.

Visitors or outside persons may not be allowed inside hotel rooms as per hotel policy and local regulations. If allowed by the hotel, the traveler must follow the hotel visitor registration process and rules. Any issue, charge, penalty, or legal consequence arising from bringing outside persons into the hotel shall be the sole responsibility of the traveler.

Travelers must strictly follow the hotel's smoking and alcohol policy. Smoking in non-smoking rooms, restricted areas, or public areas may result in penalties or cleaning charges imposed by the hotel, and such charges must be paid directly by the traveler.

10. Business Dealings at Fair and Supplier Meetings

The Company may provide guidance for supplier meetings, product sourcing, fair navigation, factory visit coordination, and product selection support. However, any business deal, order confirmation, supplier payment, sample purchase, contract, commercial negotiation, or import decision made by the traveler will be at the traveler's own risk and decision.

The Company does not guarantee supplier performance, product quality, product compliance, delivery timeline, price stability, after-sales support, business profit, or any future commercial result unless a specific responsibility is covered under a separate written agreement.

11. Itinerary Changes, Road Travel, and Transportation

The Company reserves the right to modify the itinerary due to flight changes, visa delays, weather conditions, local restrictions, transport issues, hotel availability, fair schedule changes, traffic, government rules, operational requirements, or any situation beyond control.

For tours, AC or non-AC vehicles suitable for the group may be used as per the itinerary and package. These vehicles are meant for road journeys, transfers, and sightseeing as per the tour itinerary and are not at the disposal of any individual traveler or separate group.

Travelers must be punctual and follow the day's schedule. If any traveler does not report to the vehicle at the given time, the vehicle may proceed to the next point or destination. The traveler will have to join the group at their own expense. No refund will be provided for any missed sightseeing, meeting, transfer, or program due to traveler delay or unforeseen circumstances such as demonstrations, road closures, traffic jams, or similar situations.

In case of vehicle breakdown during travel, the Company will try to arrange a feasible solution at the earliest. However, the Company shall not be responsible for mechanical failure of third-party vehicles and shall not be liable for compensation.

12. Photography and Video Consent

The Company may take photos and videos during the trip for documentation, social media, marketing, and promotional purposes. Travelers who do not wish to appear in promotional content must inform the Company in writing before travel.

13. Health, Fitness, Medical Emergency, and Travel Insurance

By booking the tour, the traveler confirms that they are physically and mentally fit to travel to the destination. Travelers must take care of their health throughout the tour and carry required medication, if any, along with a doctor's prescription.

The Company reserves the right to decline a booking or discontinue a traveler from the tour if the traveler is found unfit to travel, poses a threat to fellow travelers, or if their medical condition causes inconvenience or safety concerns during the tour. Any such expenses shall be entirely borne by the traveler.

Travelers must abide by mandatory health and vaccination requirements for the destination as per country, state, local, or regulatory requirements, including amendments from time to time. Travelers should carry original proof wherever required.

In case of medical emergency, illness, accident, injury, or hospitalization during the tour, the traveler shall be responsible for all medical expenses, hospital charges, ambulance charges, insurance claims, and related costs. The Company may assist with basic coordination where possible but shall not be liable for any medical expense, emergency cost, treatment decision, or adequacy of medical care.

All travelers traveling within India or overseas must possess travel insurance. For international tours, overseas travel insurance may be included in the package only if specifically mentioned in writing and subject to eligible age category, policy limits, and insurance company terms. Travelers who wish to upgrade their insurance coverage may do so by paying the additional premium directly or as advised.

The overseas travel insurance policy and claim process are at the sole discretion of the insurance company. The Company acts only as a facilitator and has no control over the insurance company's operations, claim process, approval, or rejection. In case of any claim, the traveler must inform the insurance company and the Company within 24 hours and submit the required documents directly as requested by the insurance company.

14. Force Majeure and Uncontrollable Situations

The Company will not be liable for any loss, delay, cancellation, missed service, additional expense, inconvenience, or damage caused by natural disasters, flight cancellations, government restrictions, war, pandemic, strikes, political issues, visa delays, fair cancellation, weather conditions, road closures, civil unrest, terrorism, technical failures, or any other circumstances beyond the Company's control.

Any extra cost due to traveler delay, missed flight, missed transfer, visa rejection, additional stay, rebooking, medical emergency, document issue, personal reason, or force majeure situation must be borne by the traveler.

Any courtesy assistance provided by the Company during a force majeure or unforeseen situation to minimize impact, loss, or damage shall not be treated as an admission of liability or waiver of these Terms and Conditions.

15. Cancellation and Refund Policy

For any tour or package, services are booked or blocked several months in advance. Cancellation of such services may result in forfeiture of money depending on the time of cancellation and the supplier's cancellation policy. Therefore, cancellation of any tour or service will attract cancellation charges as specified in this document and in the package terms.

The package may include third-party products or services such as airline, railway, transport, hotel, restaurant, caterer, sightseeing company, trade fair organizer, visa center, or other service provider. The terms, conditions, and cancellation policies of such third parties shall apply in addition to the Company's Cancellation and Refund Policy.

Any cancellation request must be submitted in writing from the traveler's registered email ID to the Company's official email address, clearly stating the reason for cancellation. Once a booking is cancelled, it cannot be reinstated. Any reversal or rebooking will be treated as a fresh booking, and additional charges may apply.

If the traveler cancels the tour due to personal reasons such as non-approval of leave, exam postponement, illness, family emergency, or any other personal reason, the date of the cancellation request email will be considered the cancellation date, and cancellation charges will apply accordingly.

If the Company is compelled to postpone or reschedule the tour due to force majeure or uncontrollable factors at the destination, and the traveler does not wish to continue with the rescheduled tour, no full or partial refund will be applicable unless recoverable from the concerned service providers. The traveler may be required to choose the next possible future date of the same tour, and any price difference must be paid before departure.

To reschedule a tour due to force majeure or uncontrollable factors, the Company may request cooperation from concerned associates such as airlines, hoteliers, transporters, and other service providers. If those associates are unable to consider the request, actual cancellation charges may apply.

If the traveler wants to change the destination, the decision will depend on the cooperation of service providers such as airlines, hoteliers, and transporters. If the new tour price is higher, the traveler must pay the difference before

departure. If the new tour price is lower, the remaining amount may be kept in a credit shell with the Company, and no cash refund will be applicable for the credit shell.

The Company reserves the right to add, delete, exchange, or modify any sightseeing place, meeting, visit, or service for the betterment of the itinerary or due to an unforeseen situation. If any additional service requires extra cost, the traveler must pay the applicable charge. If the traveler does not accept the change and cancels the tour, cancellation charges will apply.

If the traveler's booking is cancelled due to visa rejection or visa delay, the visa rejection or delay notification date will be considered the cancellation date, and cancellation charges will apply accordingly.

In case of group booking, if the visa of one member is rejected or delayed and the rest of the group cancels the tour, cancellation charges will apply to the entire group as per the Cancellation and Refund Policy.

If the traveler is not allowed to leave or enter a country due to incorrect details, missing documents, immigration decision, or any other reason, the Company will not be responsible for any refund, loss, or consequence.

If the traveler fails to join the tour on day one, it will be treated as a "No Show" and no refund will be applicable. If the traveler discontinues or terminates the tour for any personal reason, it will be treated as deemed cancellation and no refund will be applicable.

The Company reserves the right to cancel any group tour or package due to operational reasons or inadequate participation. In such a case, cancellation will be communicated to the traveler through the registered email, telephone, SMS, WhatsApp, or other registered communication channel. The amount paid by the traveler will be refunded within 10 working days of cancellation by the Company, without interest. The Company shall not be responsible for any additional expense related to arrangements made by the traveler independently.

16. Right of Admission, Termination, and Non-Transferable Booking

The Company reserves the right to deny any booking or cancel any accepted booking without giving any reason or justification.

The Company reserves the right to terminate the tour of any traveler while on tour if the traveler does not follow group discipline, misbehaves, creates nuisance to co-travelers, tour managers, transport staff, local citizens, officials, suppliers, or any third party. In such circumstances, the traveler must arrange return travel at their own cost, and no refund will be applicable.

The booking is non-transferable unless approved by the Company in writing and subject to airline, hotel, visa, and service provider rules. If travelers wish to transfer their original tour to a new tour for any reason, the transfer will be treated as cancellation of the original tour and a fresh booking for the new tour. Cancellation charges will apply on the net tour price of the original tour, and the prevailing price and discounts of the new tour will apply.

The Company reserves the right to merge two or more tours when there is inadequate participation in a single tour or for any operational reason. Seat allocation in the coach will be based on booking date priority of the merged tours.

17. Refund Processing

The Company reserves the right to determine the quantum of refund payable to the traveler in case of cancellation, transfer, or amendment of the tour. Refund will be calculated based on various factors, including cancellation date, reduction in tour capacity, contractual obligations, and cancellation policies of associates such as airlines, hotels, transporters, and other service providers. The decision of the Company on the quantum of refund as per the Cancellation and Refund Policy shall be final.

As per applicable Government of India regulations, any refund from the Company for Indian or international tours will be paid only in Indian rupees through account payee cheque, NEFT, or RTGS, even if the traveler has made payment partly or fully in foreign currency.

Refund will be processed in the name of the family head marked on the booking form or, in the case of ad-hoc or corporate groups, in the name of the institution or company that made the payment on behalf of the group.

The Company is not liable to pay any interest on the tour amount paid by the traveler. Convenience charges for payments made by credit card, debit card, online transfer, or similar modes are non-refundable.

Tax Collected at Source (TCS) for international tours is non-refundable because it is deposited with the Income Tax Department and recorded against the traveler's registered PAN. TCS once paid cannot be reversed, but the traveler may claim it while filing annual income tax returns as per applicable rules.

If the tour price includes visa fees and the consulate, VFS, embassy, or related authority requires visa fee payment directly by the traveler, the visa fee reduction will be given at the time of booking or refunded within 7 working days after submission of the visa payment receipt by the traveler.

If the tour price includes visa fees and the traveler already holds a valid visa for the tour, the traveler must submit the visa copy at the time of booking to avail the applicable visa fee reduction. If the tour is rescheduled due to unforeseen circumstances, the traveler must obtain a visa according to the new schedule and bear the related cost.

In case of force majeure or uncontrollable situations, the Company reserves the right to levy a non-refundable tour transfer charge or service charge for standalone services.

18. Tour Managers and Traveler Participation

Company tour managers may accompany travelers on group tours from the first day to the last day of the tour as mentioned in the itinerary. Travelers are advised to follow the instructions given by the tour manager regarding schedule, safety, clothing, things to carry, meals, sightseeing information, local etiquette, and do's and don'ts.

The tour manager is not responsible for any instructions ignored or overruled by the traveler, or for any consequences arising from the same. Although tour managers may assist travelers during the tour, they are not responsible for theft, loss, damage to personal belongings, injury, accident, or medical issues.

Travelers should consult their physician before joining the tour. Travelers with disabilities or special assistance requirements should check the facilities available at the destination before booking and must be accompanied by a family member or responsible companion if assistance is required.

Some tours may include rough terrain, extensive walking, cobblestone streets, uneven pavements, steps, hill climbs, or locations that may not be easily accessible. Travelers must ensure they are physically fit to participate in included or optional activities. The Company will not be responsible for any injury, accident, or mishap that occurs due to such conditions.

Travelers must follow the tour manager's instructions and maintain punctuality. Any missed sightseeing, meeting, transfer, or service due to delay on the traveler's part shall be the sole responsibility of the traveler, and any related expense or loss must be borne by the traveler.

Any inconvenience faced by the traveler during the tour should be immediately brought to the notice of the tour manager or Company representative so that a solution can be attempted wherever possible.

19. Money to Carry and Personal Expenses During Tour

Travelers should carry sufficient money for shopping, phone calls, extra meals, excess baggage, taxi, SIM card, insurance upgrades, medical expenses, personal sightseeing, optional activities, local food, beverages, additional

hotel facilities, and any emergency caused by medical reasons or unforeseen situations. These expenses are not included unless clearly mentioned in writing.

20. Liability and Responsibility of the Company

Although the Company takes reasonable precautions to ensure smooth operation of the tour, it has no control over the operations of third-party service providers. Therefore, in case of any issue faced by travelers while availing services from airlines, hotels, transporters, restaurants, fair organizers, visa centers, insurance companies, or other service providers, the Company shall not be responsible or liable for compensation for operational inefficiency, misrepresentation, acts, omissions, errors, warranties, breaches, or negligence on the part of such service providers.

The Company is not liable for any loss of job, business, occupation, contract, business opportunity, commercial profit, or personal arrangement made by the traveler independently.

The Company reserves the right to correct any mistake in tour price and re-invoice the traveler even after booking confirmation. If the traveler disagrees and immediately communicates withdrawal within 48 hours of notification of the error, the booking will be cancelled and the advance paid by the traveler will be refunded within 10 working days, without interest.

As lawful consideration for participating in the tour, the traveler agrees not to make any claim against the Company, its group companies, employees, agents, associates, or personnel for bodily injury, emotional trauma, death, property loss, damage, or related consequence, except where prohibited by applicable law.

This agreement, though entered into on the traveler's behalf, also binds the traveler's heirs, assigns, and legal representatives.

21. Website Use, Content Accuracy, and Third-Party Links

The Company's website is provided for travelers to access information regarding bookings, hotels, tour packages, and related services. The Company makes reasonable efforts to keep the information accurate; however, it cannot be held responsible for typographical errors, changes, or circumstances beyond control. The Company makes no representation, warranty, or guarantee that website content is always accurate, complete, or up to date.

Website content is valid only at the time it is downloaded or viewed and may change during subsequent visits. Maps used on the website or promotional materials are indicative and not to scale. Photographs and descriptions of locations, attractions, hotels, or services are representative only and may differ at the time of travel.

The website may contain third-party products, services, or links. Accessing such links is voluntary and does not mean that the Company endorses, sponsors, or recommends those products, services, or websites. Travelers should check the terms, conditions, and privacy policies of third-party websites before submitting any personal data. The Company will not be responsible for any loss, damage, or injury arising from the use of third-party products, services, or links.

Travelers should read, understand, and accept these Terms and Conditions before booking any tour or package.

22. Intellectual Property, Copyright, and Browsing Licence

The website content, including itineraries, articles, text, images, designs, logos, appearance, and layout, is owned by the Company. Users must not copy, modify, sell, transmit, tamper with, misuse, or commercially exploit any website content without prior written permission from the Company.

Travelers acknowledge that all copyrights, designs, database rights, trademarks, patents, and other intellectual property rights relating to the website remain the sole property of the Company. The traveler is granted no ownership right, licence, or interest in the website content or intellectual property except the limited browsing licence expressly permitted in these Terms and Conditions.

As a traveler, you are granted a browsing licence to download, store, copy, or print pages of the website that are made accessible to you, provided this is done only for the purpose of your travel. The Company reserves the right to terminate such rights if misuse is observed.

Users must not introduce viruses, trojans, worms, or any malicious or technologically harmful material into the website. Any breach may lead to termination of access and legal action under applicable law.

The names, logos, symbols, slogans, trademarks, and service marks displayed on the website or promotional material are intellectual property of the Company. They are protected under applicable laws and cannot be reproduced, copied, or used in any manner that may be confusing, misleading, or unauthorized. Any unauthorized use may lead to legal action.

23. Confidentiality

Information concerning the Company, its group companies, employees, partners, associates, agents, travelers, customers, or others whose data is collected, stored, or processed is confidential and remains the property of the Company, except for disclosures required by law or necessary for the operation of the tour.

24. Communication with the Traveler

Any communication by the Company may be made through email, WhatsApp, SMS, phone call, or other communication channels using the registered details provided in the booking form. Such communication shall be deemed to have been communicated to and received by the traveler.

25. General Terms

The Company may revise these Terms and Conditions from time to time without prior notice. Updated terms may be published on the website or communicated through official channels. The latest updated Terms and Conditions will override all previously sent or published terms.

No person other than the Company, in writing, has authority to vary, add, amplify, or waive any stipulation or representation of these Terms and Conditions. Any assurance given by employees, agents, or third parties shall have no effect unless confirmed in writing by the Company.

If any provision of these Terms and Conditions is held invalid, that provision shall be interpreted in a manner consistent with applicable law and the original intent of the Company. All remaining provisions shall continue to remain in force.

This agreement is subject to interpretation as per the laws of India. All disputes relating to the tour, package, service, or any unresolved claim shall be subject to the jurisdiction of the courts in Chennai, Tamil Nadu, India only.

If any traveler has a query, concern, or problem during the booking process or tour, they should immediately inform the tour manager, contact the Company, or write to care@ojswinglobalsourcing.com quoting their booking reference number and all relevant information. Any unresolved issue must be brought to the Company's notice within 30 days after completion of the tour or service. Claims made after 30 days will not be considered.

At least 30 days before filing a complaint against each other, the traveler and the Company agree to notify the other party in writing and attempt in good faith to negotiate an informal resolution. If the parties are unable to resolve the dispute within 60 days, either party may commence legal proceedings before the Consumer Redressal Commission or the court having jurisdiction in Chennai, Tamil Nadu, India.

The traveler shall indemnify and hold the Company harmless against any suit, action, application, revision, writ petition, execution proceeding, claim, demand, or other legal proceeding initiated against the Company due to any

action or omission of the traveler. The traveler also agrees to indemnify the Company against third-party claims, actions, damages, and remedies arising from their participation in the tour.

The traveler expressly agrees that use of the website or service is at their own risk. All products and services delivered through the website or through third-party service providers are provided as available and without any representation, warranty, or condition of any kind unless specifically agreed in writing. The Company does not warrant that services will be uninterrupted, timely, secure, error-free, or that the results obtained from use of the service will be accurate or reliable.

26. Acceptance of Terms

By confirming the booking and making payment, the traveler accepts all Terms and Conditions of the China Business Trip / Travel Package arranged by the Company.

I confirm that I have read, understood, and accepted the above Terms and Conditions for participating in the China Business Trip / Travel Package arranged by OJSWIN Travel & Global Sourcing.

Traveler Acknowledgement

Traveler Name: _____

Signature: _____ Date: _____