

GRIEVANCE REDRESSAL POLICY

AYUROOMS AND WELLNESS PVT LTD

Ayurooms and Wellness Pvt Ltd — Data Protection, Consumer & Service Grievances

Last Updated: [DATE] | Version: 1.0

1. PURPOSE

This Grievance Redressal Policy (“**Policy**”) is adopted by Ayurooms and Wellness Pvt Ltd, a company incorporated under the laws of India (“**Company**”), in furtherance of its obligations under applicable Indian data protection law relating to the publication of grievance-redressal contact information and timely resolution of grievances (together, the “**DPDP Framework**”), and applicable Indian consumer protection law governing e-commerce entities, including the requirement to appoint a grievance officer and resolve consumer complaints within prescribed timelines (the “**E-Commerce Rules**”).

This Policy sets out the mechanism through which any Data Principal, Customer, or other user of the Platform may raise a Grievance, the timelines within which the Company shall respond, and the escalation avenues available in the event a Grievance remains unresolved.

This Policy is incorporated by reference into, and shall be read together with, the Company’s Privacy Policy, Customer Terms & Conditions, and Booking, Payment, Cancellation & Refund Policy. In the event of any conflict between this Policy and any other policy of the Company solely in relation to the grievance-handling mechanism, timelines, and escalation process, this Policy shall prevail.

2. DEFINITIONS & INTERPRETATIONS

In this Policy, unless the context otherwise requires, the following expressions shall bear the meanings set out below, and cognate expressions shall be construed accordingly:

“**Board**” means the Data Protection Board of India, being the statutory authority empowered to receive and adjudicate complaints relating to the processing of Personal Data.

“**Business Day**” means any day other than a Saturday, Sunday, or a public holiday observed by the Company at its registered office.

“**Customer**” means any individual who has submitted an enquiry, requested a personalised package, or made a Booking through the Platform.

“**Data Principal**” means the individual to whom the Personal Data relates.

“**Grievance**” means any expression of dissatisfaction made by a Complainant to the Company, whether relating to (a) the processing of Personal Data or the exercise of rights under the Privacy Policy; (b) a Booking, payment, cancellation, or refund; (c) the conduct, quality, or standard of services rendered by a Partner Resort to the extent arranged through the Platform; (d) visa assistance or other concierge services; or (e) the functioning of the Platform generally.

“**Grievance Officer**” means the officer appointed by the Company under Clause 4 of this Policy, who shall also function as the Company’s Data Protection Officer and Nodal Officer for the purposes of the DPDP Framework and the E-Commerce Rules respectively, unless the Company designates separate individuals for each such role.

“**Partner Resort**” means an independently owned and operated Ayurvedic resort, wellness centre, or healthcare facility with which the Company has an arrangement for the purpose of offering bookings through the Platform.

“**Platform**” means the website www.ayurooms.com and any related mobile or digital interfaces operated by the Company.

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“Complainant” means a Data Principal, Customer, or other user of the Platform who raises a Grievance under this Policy.

3. SCOPE OF THE POLICIES

The objective of this Policy is to ensure that every Grievance is acknowledged, investigated, and resolved in a fair, transparent, and time-bound manner, and that Complainants are kept informed of the status of their Grievance throughout the process.

This Policy applies to Grievances of the categories set out in Clause 6 below. It does not apply to: (a) commercial or contractual disputes between the Company and a Partner Resort, vendor, or business partner, which shall be governed by the terms of the applicable agreement between the parties; or (b) employment-related grievances of the Company’s employees, which shall be governed by the Company’s internal human resources policies.

4. APPOINTMENT AND PUBLICATION OF GRIEVANCE OFFICER

The Company has appointed a Grievance Officer, resident in India, who shall be responsible for the redressal of Grievances in accordance with this Policy, and whose contact information shall be published on the Platform.

The name, designation, and contact details of the Grievance Officer are set out in Schedule I to this Policy and shall be published and kept current on the Platform.

Where the Company designates separate individuals to act as Data Protection Officer and Nodal Officer for the purposes of the DPD Framework and the E-Commerce Rules respectively, the details of each such individual shall likewise be set out in Schedule I.

5. GRIEVANCE REPORTING PROCESS

A Complainant may file a Grievance through any of the following channels:

- Email to the Grievance Officer at the address set out in Schedule I;
- The contact/enquiry form available at www.ayurooms.com/contact-us;
- Written communication addressed to the registered office of the Company set out in Schedule I.

A Grievance should, to the extent possible, include: (a) the Complainant’s full name and contact details; (b) the Booking reference number, if applicable; (c) a clear and specific description of the Grievance; and (d) copies of any supporting documents or correspondence.

Upon receipt of a Grievance, the Company shall issue the Complainant a unique ticket number, which the Complainant may use to track the status of the Grievance.

6. CLASSIFICATION OF GRIEVANCES AND APPLICABLE TIMELINE

Grievances shall be classified and processed in accordance with the following table:

CATEGORY	DESCRIPTION	TIMELINE
Data Protection Grievance	Relating to the processing of Personal Data, or the exercise of the Data Principal’s rights	Acknowledged and resolved within ninety (90) days of

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	of access, correction, erasure, and nomination.	receipt, being the timeline prescribed under applicable data protection law.
Consumer / Booking / Payment Grievance	Relating to a Booking, payment, cancellation, or refund made through the Platform.	Acknowledged within forty-eight (48) hours and resolved within one (1) month of receipt, being the timeline prescribed under applicable consumer protection law for e-commerce entities.
Partner Resort Service Grievance	Relating to the conduct, quality, or standard of treatment or hospitality service rendered by a Partner Resort.	Acknowledged within forty-eight (48) hours; the Company shall use reasonable efforts to facilitate resolution with the Partner Resort within thirty (30) days, recognising that final resolution may depend on the Partner Resort's own response.
Platform / Technical Grievance	Relating to the functioning, accessibility, or technical performance of the Platform.	Acknowledged within forty-eight (48) hours and resolved within a reasonable time having regard to the nature of the technical issue.

7. GRIEVANCE REDRESSAL PROCESS

- **Acknowledgement:** The Company shall acknowledge receipt of a Grievance within the timeline specified in Clause 6, confirming the ticket number and the expected timeline for resolution.
- **Investigation:** The Grievance Officer shall examine the Grievance, which may include seeking clarification from the Complainant, reviewing internal records, and, where the Grievance concerns a Partner Resort, requesting information or a response from the relevant Partner Resort.
- **Resolution and Communication:** Upon completing its review, the Company shall communicate its findings and proposed resolution to the Complainant in writing, in plain and simple language.
- **Closure:** A Grievance shall be treated as closed upon communication of the resolution to the Complainant, unless the Complainant raises a substantive objection within fourteen (14) days of such communication, in which case the Grievance Officer shall review the matter afresh.
- **Extensions:** Where a Grievance is complex or requires information from a third party (including a Partner Resort or payment service provider), the Company may require additional time to resolve the Grievance, and shall inform the Complainant of the revised expected timeline, providing reasons for the extension.

8. ESCALATION MATRIX

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Where a Complainant is not satisfied with the resolution of a Grievance at the first level, the following escalation avenues are available:

LEVEL	FORUM	NATURE / APPLICABILITY	CONTACT
Level 1	Grievance Officer (Company)	Initial point of contact for all Grievances.	See Schedule I
Level 2 Data Protection Grievances	Data Protection Board of India	Statutory escalation where a Data Protection Grievance remains unresolved, or the Complainant is dissatisfied with the Company's resolution.	See Schedule II
Level 2 Consumer / Booking Grievances	National Consumer Helpline (NCH), Department of Consumer Affairs	Voluntary, free-of-charge mediation channel prior to formal litigation.	See Schedule II
Level 3 Consumer / Booking Grievances	Consumer Disputes Redressal Commission (District / State / National, as applicable based on claim value) under the Consumer Protection Act, 2019	Formal adjudicatory forum, including via the e-Daakhil online filing portal.	See Schedule II

A Complainant is encouraged, though not obligated beyond what applicable law requires, to first exhaust the Level 1 mechanism under this Policy before approaching a Level 2 or Level 3 forum, so as to afford the Company a fair opportunity to resolve the Grievance directly.

Nothing in this Policy shall be construed as limiting or waiving any statutory right of a Complainant to approach the Board, the Consumer Disputes Redressal Commission, or any other competent authority or court at any time in accordance with applicable law.

9. CONFIDENTIALITY

Information disclosed by a Complainant in the course of raising a Grievance shall be treated as confidential and used solely for the purpose of investigating and resolving that Grievance, save where disclosure is required to a Partner Resort or third party strictly for the purpose of resolution, or as required by applicable law.

10. NON-RETALIATION

The Company shall not penalise, restrict access to the Platform, or otherwise retaliate against a Complainant for raising a Grievance in good faith.

11. RECORD-KEEPING

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The Company shall maintain a register of Grievances received, including the date of receipt, ticket number, nature of the Grievance, and date and manner of resolution, for such period as may be required under applicable law.

The Grievance register shall be reviewed periodically by the Company's senior management to identify recurring issues and improve the Company's services and processes.

12. AMENDMENT AND REVIEW

The Company may amend this Policy from time to time to reflect changes in applicable law or its operational practices. The version of this Policy in force at the time a Grievance is raised shall apply to that Grievance, save where a subsequent amendment is more favorable to the Complainant and the Company elects to apply it.

13. GOVERNING LAW

This Policy shall be governed by the laws of India. Nothing in this Clause shall affect the jurisdiction of the Board, the Consumer Disputes Redressal Commission, or any other authority conferred by applicable law.

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SCHEDULE I

GRIEVANCE OFFICER DETAILS

Name: [•]

Designation: Grievance Officer, Data Protection Officer & Nodal Officer

Registered Office Address: [•]

Email: [•]

Phone: [•]

Hours of Availability: [•, e.g., Monday–Saturday, 10:00 AM–6:00 PM IST]

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SCHEDULE II

STATUTORY ESCALATION CONTACTS

Data Protection Board of India

Complaints may be filed with the Data Protection Board of India through its designated digital complaint mechanism, once a Data Principal has first raised the matter with the Company's Grievance Officer and remains dissatisfied with the outcome.

[Note: As of the date of this Policy, the Board's dedicated public complaint portal had not been separately notified; updates are expected to be published via the Ministry of Electronics and Information Technology. This entry should be updated with the Board's official portal URL once notified.]

National Consumer Helpline (NCH)

Department of Consumer Affairs, Government of India

Toll-Free: | Web Portal: consumerhelpline.gov.in | Available 8:00 AM–8:00 PM IST, all days

Consumer Disputes Redressal Commission

Complaints may be filed with the appropriate District, State, or National Consumer Disputes Redressal Commission (depending on the value of the claim), including online through the e-Daakhil portal.