

COMMERCIAL BOOKING & CANCELLATION PROTOCOL

BOOKING, CANCELLATION, RESCHEDULING & REFUND POLICY

Document Reference: AHC-BCR-2026

Effective Date: August 22, 2026

Domains: aravalihomecare.com | aravalihomecare.org

Verified Official Policy & Legal Addendum

CHAPTER 1: PRELIMINARY ARCHITECTURE, PURPOSE & SCOPE

1.1 Objective and Purpose

This comprehensive Booking, Cancellation, Rescheduling & Refund Policy establishes the absolute contractual framework governing all online registrations, physical property evaluations, and subsequent project agreements executed between Aravali Home Care and its Clients.

The primary operational objective is to define the clear boundaries separating our Zero-Cost Digital Booking Phase from our Binding Physical Project Phase.

Ensures total financial transparency for residential homeowners and commercial clients in Jaipur.

1.2 Binding Authority: Governed under the federal laws of India and state-level statutory provisions of Rajasthan, with dispute venue bound to the civil courts of Jaipur.

CHAPTER 2: THE TWO-PHASE ONBOARDING & CONFIRMATION MECHANISM

THE ARAVALI HOME CARE USER PIPELINE:

[PHASE 1: THE DIGITAL INTERFACE] -> Customer visits website or calls +91 92511 11069. Secures online slot. COST: ZERO (100% Free / No card needed).

[THE EVALUATION GATEWAY] -> Field design team dispatches to Jaipur site. Visual inspection & detailed cost layout generated.

[PHASE 2: THE PHYSICAL CONFIRMATION] -> Customer explicitly approves project scope. Formal sign-off + Advance Mobilization Deposit cleared. Contract is locked and physical execution begins.

2.1 Phase 1: Zero-Cost Digital Booking Phase

No Financial Prerequisite: Initial inquiries and booking requests are 100% free of charge without credit card or advance payment requirements.

Non-Binding Nature: Phase 1 bookings do not obligate the customer to spend money nor bind the Company to freeze commodity material prices.

2.2 Phase 2: Physical Project Confirmation Phase

Transitions into a formal binding contract upon customer sign-off and payment of the Advance Mobilization Deposit.

Material procurement and crew mobilization commence once the bank confirms credit clearance.

CHAPTER 3: CANCELLATION PROTOCOLS BY PROJECT PHASE

3.1 Cancellation During Phase 1 (Digital/Pre-Confirmation Window)

Absolute Freedom to Cancel: Customer can cancel, modify, or erase their digital booking slot at any time without fees or penalties.

Zero Cost Recovery: No money changed hands, hence no refund processing needed; appointment window is wiped from Jaipur scheduling desk.

3.2 Cancellation During Phase 2 (Post-Confirmation & Sourcing Window)

72-Hour Post-Confirmation Window: If cancellation is requested in writing within 72 hours of deposit clearance, full refund is processed minus a flat 10% administrative tracking fee. Beyond 72 hours, cash refunds are disabled.

ARAVALI HOME CARE

Corporate Headquarters: Jaipur, Rajasthan, India | Helpline: +91 92511 11069 | Email: admin@aravalihomecare.com

- ½ Painting Sourcing Penalties: Major manufacturers (Asian Paints, Berger, Nerolac) computer-tint paint bases specifically for your property. Tinted paint compounds cannot be returned; full retail value will be deducted.
- ½ Modular Kitchen Factory Lock-In: Once 2D laser-guided manufacturing drawings are signed and cutting begins at the factory, orders cannot be cancelled under any circumstances. Full milestone invoice value remains legally due.
- ½ Waterproofing Chemical Handling: Flat 30% chemical handling and specialized freight liquidation surcharge deducted upon post-confirmation cancellation.

CHAPTER 4: THE REFUND AND RECOVERY ARCHITECTURE

4.1 Refund Calculation Formula:

Refund Value = Total Funds Received - (Design/Architect Hours + Tinted/Cut Material Costs + Labor Idle Surcharges + Admin Logistics Fees)

4.2 Processing Windows and Channels:

- ½ No Instant Cash: Immediate cash over the counter or informal wallet refunds are strictly prohibited by banking compliance.
- ½ 14-Business-Day Window: Verified refunds are disbursed within 14 business days from the formal contract cancellation addendum.
- ½ Destination Restrictions: Credited exclusively back to the original source bank account or net-banking channel used for initial deposit.

CHAPTER 5: RESCHEDULING, POSTPONEMENT & SITE-READINESS

5.1 Customer-Driven Postponement Parameters:

- ½ 48-Hour Notice Rule: Written notice to admin@aravalihomecare.com required at least 48 hours prior to crew mobilization.
- ½ Late Postponement Penalties: Less than 48 hours notice incurs Labor Idle Penalties of ₹7,500/day (major renovation works).
- ½ 30-Day Storage Ceiling: Free material storage at depot for up to 30 calendar days. Storage beyond 31 days incurs charges.

5.2 Site-Readiness and Entry Mandate:

- ½ Customer must arrange continuous power, water, cleared rooms, and RWA entry passes. Denied access on scheduled start date results in a ₹5,000 Remobilization Surcharge.

CHAPTER 6 & 7: FORCE MAJEURE & COMMUNICATIONS

- 6.1 Force Majeure: Natural floods, extreme monsoons, lockdowns, strikes. If execution is blocked for >45 days, contract may be cancelled with payment for work completed to date.
- 6.2 Hostile Work Environments: Zero tolerance for verbal abuse or harassment of workmen. Violations result in immediate contract termination for cause and 20% Contract Closure Fee.
- 7.1 Central Communication Mandate: All notices must be sent in writing to admin@aravalihomecare.com to be legally recognized.

EXECUTED & AUTHORIZED BY ARAVALI HOME CARE
Signed: Executive Directorate, Aravali Home Care | Date: August 22, 2026
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