

This Agreement is entered into as of Effective Date 28 October 2025, by and between:

STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) a company incorporated under the Companies Act, 2013 **Brand Name (TraviYo)** having registered office at E – 13, Third Floor, Street No. 20, IP Extension, Madhu Vihar – 110092, at one of the branch office address F-17, Second Floor, Sector 6, Noida - 201301 .

First Party
AND

VISA CONNECTION, with its registered office 338, Shiv Nagar, Sodal Road, Jalandhar, Punjab, 144004

Second Party

SCOPE OF SERVICES

WEBSITE DELIVERABLES:

TraviYo offers a comprehensive suite of services and functionalities designed to enhance and streamline your digital presence. Key features for website inclusion are:

- Content Management System (CMS) for website configuration
- Data uploading for services such as Packages, Hotels, Activities, Destinations, and Visas
- Blog management
- User role management

These services are provided in conjunction with an enquiry-based dynamic website, ensuring a flexible and interactive platform to engage with your customers effectively.

The complete list of deliverables to be provided by TraviYo is detailed below.

1- CRM-DELIVERABLES

1. Content Management System

- Manage website pages, banners, menus, and images without coding.
- Real-time updates allow instant changes visible on the frontend.
- Drag-and-drop Content makes layout editing simple.
- Add or remove homepage sections with a single click.

2. Data Uploading for Services (Packages, Hotels, Activities, Destinations, Visas)

- Upload all service-related data directly from your backend—no technical skills needed.
- Add details like pricing, images, itineraries, and descriptions for each service.
- Manage Packages, Hotels, Activities, Destinations, and Visa data from one place.
- Use bulk upload tools (Excel) to save time and reduce manual work.
- Instantly publish or update content on your live website with a single click.

3. Blog Management

- Write and publish travel blogs directly from your admin panel.
 - Add images, SEO keywords, and links to make posts engaging and visible.
 - Schedule posts in advance or update them anytime with ease.
 - Drive organic traffic by sharing destination tips, offers, and updates.
 - No developer required—manage all blogs in-house with simple tools.
-

4. User Role Management

- Assign specific roles like Admin, Sales, Editor, or Viewer.
 - Control access to modules based on team responsibilities.
 - Prevent unauthorized changes and ensure data security.
 - Track which user made which update through logs.
 - Simplify team collaboration with structured access.
-

5. Destination Management System – Key Highlights

- Add & Manage Destinations Easily: Upload and organize destinations with banners, descriptions, and metadata—all from a smart CMS dashboard.
 - Wide Destination Coverage: List thousands of domestic and international locations with full content, media, and availability options.
 - Fast & SEO-Optimized Pages: Destination landing pages are built for speed, mobile responsiveness, and high search visibility.
 - User-Personalized Display: Show relevant destinations based on user behavior, region, or seasonal trends using smart filters.
-

6. Dynamic Package Builder – Key Features

- Day-Wise Itinerary Creation: Build detailed day-wise travel plans with descriptions, timing, and activity breakdowns from the backend.
 - Add Pricing, Inclusions & Exclusions: Easily set package prices, specify what's included or excluded, and manage seasonal rates or offers.
 - Upload Media & PDFs: Enhance packages with images, videos, and downloadable PDFs for a better customer experience.
 - Real-Time Package Editing: Update any part of a package—price, content, itinerary—in real-time, without technical help.
 - Preview Before Publishing: See how your package will appear on the live site using the preview option before it goes live.
-

7. Comprehensive SEO Settings – Key Features

- Meta Title & Description Control: Easily add or update SEO titles and meta descriptions for every page to improve search rankings.
 - Custom URL Slugs: Edit and optimize page URLs to make them clean, readable, and search engine friendly.
 - Image Alt-Text & Titles: Add alt text and image titles while uploading to boost image SEO and accessibility.
 - Live SEO Preview & Tips: Get real-time previews of how your page appears on search engines, with suggestions for improvements.
-

8. Smart & Responsive Design – Key Features

- Mobile-Optimized Layout: Your website automatically adjusts to mobile, tablet, and desktop devices for seamless browsing.
 - Faster Load Times: Lightweight design and optimized coding ensure quick page loading and better user engagement.
 - User-Friendly Navigation: Menus, filters, and content blocks are designed for easy navigation across all devices.
 - Higher Conversion Rates: Responsive design improves the user experience, encouraging more inquiries and bookings.
-

9. Payment Gateway Integration

- Multi-Gateway Support: Connect with popular providers like Razorpay, EaseBuzz, for secure online payments.

- **Secure & Compliant Transactions:** All payments are PCI-DSS compliant with industry-standard encryption and protection.
 - **Flexible Payment Options:** Accept credit/debit cards, UPI, wallets, net banking, and even EMI—offering convenience to all users.
 - **Real-Time Monitoring & Invoicing:** Track payment status live from the backend and auto-generate tax-compliant invoices.
-

2- SERVICE FEES & PAYMENT TERMS

- **Website Service Cost:** The total cost for the services is INR 12,000 plus GST applicable taxes. However, a special promotional discount has been applied, reducing the payable amount to INR 10,000/- plus applicable taxes for the first year. This amount shall be payable in a 2 installment at the time of setup.

INR 5,000/- + GST as At the time of website setup,

INR 5,000/- + GST as At the time of website live,
 - **Annual Renewal:** From the second year onward, the Client agrees to pay an annual subscription fee of INR 4,000/- plus applicable taxes, payable on or before 13 October of each calendar year to ensure uninterrupted use of the services.
 - **Customizations & Enhancements:** Any transaction-level customizations, modifications, or fixes requested by the Client shall be treated as service enhancements and may incur additional charges at the discretion of the Service Provider. The standard development cost is INR 2,000/- per day.
 - **User Licensing:** The CRM software is licensed on a per-user basis. We have issued 4 user licenses and 1 admin license for your account. Any additional user license will be charged at ₹1,000 per user, per month.
 - **Data Storage Policy:** The subscription includes 10 GB of data storage. Any additional storage required will be charged at ₹500 per GB per month.
-

3- TERM & TERMINATION

- This Agreement shall commence on the Effective Date and shall remain in effect for an initial period of 12 months, renewable automatically unless terminated by either party with 30 days' written notice. Either party may terminate this Agreement with immediate effect in case of material breach by the other party.

THE SCOPE OF THIS CONTRACT DOES NOT INCLUDE THE FOLLOWING:

- Graphics and Content-related Promotional Activities.
 - Third-party Tool or Subscription Payments.
 - Email ID.
 - Domain.
 - On-Site Training.
 - SSL Certificate.
-

4- CONFIDENTIALITY

- All information, documentation, communications, and data, whether in whole or in part, disclosed by either Party to the other pursuant to this Agreement shall be deemed strictly confidential. Both the Company (Service Provider) and the Client undertake and covenant to maintain the confidentiality of all such proprietary, technical, business, customer-related, and trade information, including but not limited to business processes, software architecture, pricing models, and operational methodologies, whether disclosed orally, electronically, or in writing.
 - Neither Party shall disclose, disseminate, or otherwise make available any such information to any third party without the prior written consent of the disclosing Party, unless required by law or regulatory authority. Each Party shall ensure that its employees, representatives, and agents adhere to these confidentiality obligations.
 - The obligations under this Clause shall remain binding and enforceable for a period of two (2) years following the expiration or termination of this Agreement.”
-

5- INTELLECTUAL PROPERTY RIGHTS

- The products and all associated services provided hereunder are the exclusive intellectual property of STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO). Brand Name (TraviYo) and its licensors, and are protected under applicable national copyright laws and international intellectual property treaties.
- The Client/Merchant is granted a limited, non-exclusive, non-assignable, and non-transferable license to access and utilize the product solely on a Software-as-a-Service (SaaS) or outsourced services basis, strictly in accordance with the terms and conditions of this Agreement.
- Any custom development, enhancements, or configurations performed by STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) shall be deemed as inseparable and integrated components of the base software package. The ownership of all intellectual property rights, including the right to modify, reproduce, distribute, sub-license, or commercialize such customizations and related services, shall vest solely and exclusively with STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) .
- STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) further represents and warrants that it possesses lawful ownership and control over the intellectual property rights in the base product licensed under this Agreement, and has full authority to grant the rights specified herein.

6- LIMITATION OF LIABILITY

- Under no circumstances shall the Company, i.e., STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) PRIVATE LIMITED, be held liable to the Client, its customers, or any third party, under any legal or equitable theory, whether in contract, tort (including negligence), strict liability, or otherwise, for any direct, indirect, incidental, consequential, exemplary, punitive, special, or reliance damages, including but not limited to loss of revenue, loss of profits, loss of data, loss of business opportunities, loss of use, or loss of goodwill, arising out of or in connection with this Agreement, the services rendered hereunder, or the failure to perform any obligation, even if the Company has been advised of the possibility of such damages.
- Furthermore, any additional modifications, enhancements, or changes requested by the Client in relation to the website after the scope of initial delivery shall be deemed out-of-scope services. In such cases, STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) PRIVATE LIMITED reserves the right to levy additional charges, which shall be calculated at the rate of INR 2,000/- (Rupees Two Thousand Only) per working day, based on the estimated effort required for the execution of the requested changes
- The Service Provider shall not be liable for any indirect, incidental, or consequential damages arising from the use of the CRM system. - Liability shall be limited to the total fees paid by the Client in the past 3 months.

7- SUPPORT & MAINTENANCE

Technical support will be provided during business hours, limited to 20 hours or 20 sessions per year (Monday to Saturday, 10:00 AM to 7:00 PM IST).

Regular updates, bug fixes, and routine maintenance are included at no additional cost.

- Additional support beyond the allotted limit will be charged at ₹1,000 per hour/session.
- Support will be provided exclusively via Microsoft Teams (online mode).
- A valid support ticket is mandatory before initiating any support session.
- Support will not be provided via phone calls or WhatsApp messages without a registered ticket.

8- TAXES & STATUTORY LEVIES

- All commercial transactions executed under this Agreement are exclusive of any and all applicable government taxes, duties, or statutory levies, including but not limited to Goods and Services Tax (GST), which may be imposed or amended by the relevant authorities from time to time. Such taxes, as applicable at the time of billing, shall be clearly itemized and reflected in the respective invoice issued to the Client.
- The responsibility for the payment and compliance of such taxes and levies shall rest solely with the concerned party, as per prevailing laws and regulations.”

9- DISPUTE RESOLUTION AND JURISDICTION

- In the event of any disputes, differences, or claims arising out of or in connection with this Agreement, or the interpretation, breach, termination, or validity thereof, the Parties shall make all reasonable efforts to resolve such disputes amicably through mutual discussions and negotiations within a period of thirty (30) days from the date on which the dispute arises.
- If the Parties are unable to resolve the dispute amicably within the stipulated time frame, the same shall be referred to and

finally resolved by arbitration. A sole arbitrator shall be appointed by mutual consent of both Parties, and the arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, and any statutory modification or re-enactment thereof for the time being in force.

- The seat and venue of arbitration shall be New Delhi, India, and the arbitration proceedings shall be conducted in the English language. The award rendered by the arbitrator shall be final and binding on both Parties.
- Subject to the foregoing, the courts at New Delhi shall have exclusive jurisdiction over all matters arising under or in relation to this Agreement.”
- This Agreement and any dispute, claim, or matter arising out of or in connection with it, including its interpretation, performance, or enforcement, shall be governed by and construed in accordance with the laws of the Republic of India.
- The Parties hereby irrevocably submit to the exclusive jurisdiction of the competent courts located at New Delhi, India, for the resolution of any disputes arising out of or in relation to this Agreement.”

10- CANCELLATION POLICY

- STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) is committed to fostering long-term and mutually beneficial relationships with its Clients and, in this spirit, observes a flexible cancellation and termination policy, subject to the following conditions:
- Cancellation requests shall be entertained only if submitted in writing by the Client within twenty-four (24) hours from the time of placing the order.
- In the event that a valid cancellation request is made within the aforementioned 24-hour period, any payments received by STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) shall be refundable. However, such amounts may, at the sole discretion of the Company, be adjusted or credited towards other services rendered by the Company, or retained as an advance against future services, provided such adjustments or usage occur within a maximum period of ninety (90) days from the date of cancellation.

11- REFUND POLICY

- STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) does not offer any money-back guarantee in respect of any product purchase or service subscription. Accordingly, once a product is purchased or a service is subscribed to, the Client shall not be entitled to claim any refund. Notwithstanding the foregoing, in the event of any material errors or discrepancies in the delivered product, the same may be rectified by the Company, provided such issues are formally communicated in writing within twenty-four (24) hours of delivery.
- With respect to SEO/SEM and digital marketing services, the Company offers flexible payment options in accordance with mutually agreed terms and conditions. Clients may elect to release payment for subsequent monthly cycles only after reviewing the performance of the services rendered in the preceding month. However, due to the inherent uncertainties and market-driven nature of digital marketing activities, STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) makes no warranties or guarantees, express or implied, regarding the achievement of specific website rankings, traffic volumes, or sales conversions.
- Consequently, the Client acknowledges and agrees that STOUTWEB PVT. LTD. BRAND NAME (TRAVIYO) shall not be liable for any refund, reimbursement, or compensation claims based on expectations of specific SEO/SEM outcomes. The Client may choose to proceed with new or continued services based on satisfaction with the Company’s prior performance, but such continuation shall not imply any assurance of future results. Monthly payment commitments shall be deemed due only after such periodic performance review, and refunds shall not be entertained post-payment under any circumstances.”

12- IN WITNESS WHEREOF

The Parties have executed this Agreement as of the date first written above.
For the Service Provider:

Name: Abhimanyu

Designation: Sales

Signature: Abhimanyu

Date: 28 Oct 2025

For the Client:

Name: _____

Designation: _____

Signature: _____

Date: _____