



Transport Vendor Registration – Terms and Conditions

Welcome to Cholan Tours. We are pleased to have you as one of our Transport Vendors and look forward to working with you. By registering with Cholan Tours as a Transport Vendor, you acknowledge that you have read, understood, and agree to comply with the following Terms & Conditions.

1. Registration

- Every vendor must provide accurate, complete, and up-to-date information during registration.
- All vehicles registered with us must belong to the vendor or be legally operated by the vendor.
- Any false or misleading information may result in suspension or termination of the account.
- Information submitted during the registration process shall be treated as official records for operational purposes.

2. Vehicle Information

- Vendors shall ensure that all vehicle details, including Registration Certificate (RC), Insurance, Permit, Fitness Certificate, Pollution Under Control (PUC) Certificate, and any other statutory documents are valid at all times.
- Cholan Tours reserves the right to verify these documents whenever required.
- Vendors must promptly update any changes to vehicle details.
- Vehicles must be cleaned before every assignment and have functional air conditioning and basic amenities, wherever applicable.
- Vendors shall ensure that the GPS installed in the vehicle is operational and shall not tamper with or disable GPS tracking while on Cholan Tours assignments.

3. Driver Information

- Every driver registered with us must possess a valid driving license.
- Vendors are responsible for ensuring that drivers are medically fit, properly trained, courteous, and professionally groomed.
- Drivers must wear a clean uniform (where applicable) and carry a valid ID card while on duty.
- Vendors shall immediately update us of any change of driver.
- A booked driver shall not be replaced without prior approval from Cholan Tours, except in genuine emergencies.

4. Compliance with Laws

- Vendors shall comply with all applicable Central, State, and Local Government laws, including transport regulations, labour laws, road safety rules, and taxation requirements.
- Vendors shall be solely responsible for any penalties, fines, or legal consequences arising from non-compliance.

5. Service Standards

Vendors agree to:

- Provide clean, well-maintained vehicles in good condition.
- Ensure vehicles are fit and thoroughly checked before every assignment.
- Report on time for all duties.
- Ensure drivers behave professionally and courteously with guests at all times.
- Follow the itinerary and operational instructions provided by Cholan Tours.
- Maintain complete confidentiality regarding guest information.
- Ensure that the assigned vehicle is used for the confirmed booking. Vehicle substitution is not permitted without prior approval from Cholan Tours.
- Keep the vehicle clean and presentable throughout the service period.

6. Safety

- Drivers shall strictly follow all traffic rules and regulations.
- Driving under the influence of alcohol, drugs, or any intoxicating substance is strictly prohibited.
- Smoking, consuming alcohol, chewing tobacco, or any inappropriate behaviour while on duty is strictly prohibited.
- Mobile phone usage while driving is strictly prohibited.
- Wearing seat belts is mandatory for the driver and all passengers at all times. The driver is responsible for ensuring compliance before and during the journey.
- Drivers must keep the mobile active and location services enabled throughout the assigned trip.
- Vendors shall immediately report any accident, breakdown, emergency, or safety incident to Cholan Tours.
- In the event of a vehicle breakdown, vendors shall arrange a suitable replacement vehicle immediately, as per Cholan Tours' operational requirements.

7. Booking & Assignment

- Cholan Tours reserves the sole discretion to assign or withdraw bookings.
- Vendor Registration with Cholan Tours does not guarantee any minimum number of bookings or business.
- Vendors are free to accept or decline assignments, subject to the operational policies of Cholan Tours.
- Vendors shall not transfer or subcontract any confirmed booking without prior written approval from Cholan Tours.

8. Payments

- Payments shall be made only in accordance with the agreed commercial terms between the vendor and Cholan Tours.
- Vendors shall submit all required documents, invoices, and supporting records for payment processing.
- Cholan Tours reserves the right to withhold payment in cases involving fraud, misconduct, service deficiencies, unresolved disputes, or violation of these Terms & Conditions.

9. Ratings & Performance

- Vendor performance may be evaluated based on guest feedback, punctuality, vehicle condition, cleanliness, professionalism, safety standards, and compliance with operational guidelines.
- Consistent poor performance may result in suspension or removal of your registration with Cholan Tours.
- Cholan Tours reserves the right to levy penalties or recover losses arising from service failures, delays, no-shows, unauthorised cancellations, vehicle substitutions, or guest complaints, in accordance with its Vendor Policy.

10. Document Verification

Cholan Tours reserves the right to:

- Verify any submitted documents.
- Request additional documents whenever necessary.
- Suspend any vehicle or vendor until verification is completed.

11. Suspension & Termination

Cholan Tours may suspend or permanently terminate any vendor account without prior notice in cases including but not limited to:

- Submission of false information.
- Expired or invalid vehicle documents.
- Safety violations.
- Fraudulent activities.
- Misconduct with guests or staff.
- Repeated customer complaints.
- Unauthorized vehicle or driver substitution.
- Tampering with GPS or location tracking.
- Violation of these Terms & Conditions.

Zero Tolerance Policy

Any incident involving guest harassment, discrimination, rash or dangerous driving, intoxication while on duty, theft, abuse, or any unethical conduct may result in immediate suspension and permanent blacklisting from all Cholan Tours operations.

12. Data Privacy

- Vendors consent to the collection, storage, and use of their information for operational, administrative, safety, compliance, communication, and service improvement purposes.
- Cholan Tours will take reasonable measures to protect personal information but does not guarantee absolute security against cyber threats.

13. Intellectual Property

All trademarks, logos, trade names, documents, content, operational guidelines, and other materials provided by Cholan Tours remain the exclusive property of Cholan Tours. Vendors shall not copy, reproduce, distribute, modify, or use any such material for any purpose without the prior written consent of Cholan Tours.

14. Limitation of Liability

Cholan Tours shall not be liable for:

- Loss of income due to non-allocation of bookings.
- Vehicle damage not directly caused by Cholan Tours.
- Mechanical or technical failures of the vendor's vehicle.
- Traffic delays.
- Government restrictions.
- Natural disasters or other force majeure events.

15. Amendments

Cholan Tours reserves the right to modify these Terms & Conditions at any time. By continuing to work with Cholan Tours after such modifications, the vendor agrees to the revised Terms & Conditions.

16. Governing Law

These Terms & Conditions shall be governed by the laws of India. Any disputes arising out of or in connection with the vendor's registration with or services provided to Cholan Tours shall be subject to the exclusive jurisdiction of the competent courts at Tiruchirappalli, Tamil Nadu.

17. Acceptance

By registering as a vendor and accepting assignments from Cholan Tours, the vendor confirms that they have read, understood, and agreed to comply with these Terms & Conditions and any operational guidelines or policies issued by Cholan Tours from time to time.