

## Terms of Use

No. 50, Park Road, Anna Nagar West, Chennai – 600101 · [contact@green-apple.in](mailto:contact@green-apple.in) · +91 74490 00111

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These Terms of Use (“**Terms**”) are a legal agreement between you and **Green Apple Banquet Hall**, No. 50, Park Road, Anna Nagar West, Chennai – 600101, Tamil Nadu, India (“**Green Apple**”, “**we**”, “**us**” or “**our**”). They govern your access to and use of the website at [www.green-apple.in](http://www.green-apple.in), including its enquiry form, newsletter, photo gallery, embedded maps and reviews, and any content or services we make available through it (together, the “**Website**”).

Please read these Terms carefully. By visiting, browsing or using the Website in any way you confirm that you have read, understood and agree to be bound by these Terms, our **Privacy Policy** and our **Cookie Policy**, each of which is incorporated by reference. If you do not agree, you must stop using the Website.

### 1. Who we are and how to contact us

Green Apple Banquet Hall is an event venue located at No. 50, Park Road, Anna Nagar West, Chennai – 600101. You can reach us by telephone on +91 74490 00111 or +91 74490 00222, by email at [contact@green-apple.in](mailto:contact@green-apple.in), or by WhatsApp on +91 74490 00111. For matters concerning the Website itself (errors, accessibility, security), write to [webmaster@green-apple.in](mailto:webmaster@green-apple.in).

### 2. Eligibility

- You must be at least **18 years of age** and legally capable of entering into a binding contract under the Indian Contract Act, 1872 to submit an enquiry, subscribe to the newsletter or make a booking.
- If you use the Website on behalf of a company, organisation or another person (for example as an event planner or corporate coordinator), you confirm that you are authorised to accept these Terms on their behalf.
- The Website is intended for use in India. We make no representation that the content is appropriate or lawful for use in other jurisdictions; if you access it from elsewhere you do so on your own initiative and are responsible for compliance with local laws.

### 3. What the Website is for

The Website is an information and enquiry channel. It describes our venue, amenities and services, displays photographs of the premises, presents guest reviews, and allows you to (a) send us an event enquiry, (b) request a call-back or WhatsApp conversation, and (c) subscribe to our newsletter.

**Nothing on the Website is an offer capable of acceptance.** Descriptions, capacities, session timings, amenity lists, indicative budget bands and photographs are provided for general guidance only. A contract for the hire of the venue or any related service arises *only* when we issue a written booking confirmation and, where applicable, receive the agreed advance, and is then governed by our **Booking Terms and Conditions**. In the event of any conflict between these Terms and the Booking Terms and Conditions in relation to a confirmed booking, the Booking Terms and Conditions prevail.

### 4. Enquiries and the 10% voucher

- When you submit the enquiry form we collect the details described in our Privacy Policy and issue a unique voucher code in the format **GABH-XXXXXX**. The voucher is displayed on screen after a successful submission and is recorded against your enquiry.
- The voucher entitles the named enquirer to a **flat 10% discount on the hall rent** (not on catering, décor, third-party services, taxes or deposits) when the code is presented **in person at the venue during a direct visit** and the booking is subsequently confirmed by us in writing.

- Each voucher is single-use, non-transferable, has no cash value and cannot be combined with any other offer, promotional rate or negotiated discount unless we expressly agree in writing.
- We may refuse, withdraw or cancel a voucher where we reasonably believe it was obtained through duplicate, automated, fraudulent or bad-faith submissions, or where the enquiry details were materially inaccurate.
- Vouchers issued through the Website are valid for **90 days** from the date of issue unless a different validity is stated at the time of issue. We may vary or discontinue the voucher programme at any time; vouchers already issued will be honoured within their validity period.

## 5. Newsletter

Subscribing to our newsletter is a two-step (“double opt-in”) process: after entering your email address you will receive a confirmation message and your subscription becomes active only when you click the link in it. Every newsletter we send contains a one-click unsubscribe link. Subscription is free, optional and entirely separate from any enquiry or booking; declining it does not affect the service you receive from us. The newsletter may contain offer rates, seasonal discounts and last-minute availability; these are promotional and subject to availability, confirmation and the Booking Terms and Conditions.

## 6. Your account and information

The Website does not offer public user accounts. Where you provide information through the enquiry or newsletter forms, you agree that it is true, accurate, current and complete, and that you will not impersonate any person or entity or misrepresent your affiliation with any person or entity. You are responsible for the accuracy of the contact details you supply; we are not liable for missed communications caused by incorrect details.

## 7. Acceptable use

You agree that you will **not**:

- submit enquiries, subscriptions or messages that are false, misleading, defamatory, obscene, abusive, threatening or unlawful;
- submit repeated, automated or bulk enquiries or subscriptions, or use bots, scripts, scrapers or other automated means to access the Website, harvest voucher codes, or collect data from it;
- attempt to gain unauthorised access to any part of the Website, its administration area, the server on which it is hosted, or any database, or probe, scan or test the vulnerability of any system without our written authorisation;
- introduce viruses, malware or any other harmful code, or interfere with, disrupt or place an unreasonable load on the Website or its infrastructure;
- circumvent, disable or interfere with any security, anti-spam or rate-limiting feature of the Website;
- copy, frame, mirror, republish, download, display, transmit or distribute any part of the Website or its content for commercial purposes without our prior written consent;
- use the Website to send unsolicited commercial messages or to advertise or solicit any goods or services;
- remove or alter any copyright, trade mark or other proprietary notice; or
- use the Website in any way that breaches applicable law, including the Information Technology Act, 2000 and rules made under it.

We may, without notice and without liability to you, suspend or block access from any IP address, device or person that we reasonably believe has breached this section, and may report unlawful activity to the appropriate authorities.

## 8. Intellectual property

- The Website and all of its content — including the “Green Apple Banquet Hall” name and logo, the apple emblem, colour scheme, text, photographs of the venue, layout, design, graphics, source code and the compilation of all of these — are

owned by or licensed to Green Apple and are protected by the Copyright Act, 1957, the Trade Marks Act, 1999 and other applicable intellectual property laws.

- We grant you a limited, revocable, non-exclusive, non-transferable licence to view the Website and to print or download extracts for your **personal, non-commercial** use in connection with planning an event with us. All other rights are reserved.
- Third-party marks that appear on the Website (for example Google, WhatsApp, Instagram, Facebook, YouTube) belong to their respective owners and are used only to identify the corresponding services.
- Photographs on the Website are of the actual premises but may show décor, lighting, furniture or arrangements supplied for a particular event. They are illustrative and do not form part of any booking contract.

## 9. Content you send us

By submitting an enquiry, message, review, testimonial, photograph or other material to us through the Website, by email or through our social channels, you grant Green Apple a non-exclusive, worldwide, royalty-free, perpetual licence to use, reproduce, adapt and display that material for the purposes of responding to you, operating the venue and marketing our services — for example quoting a testimonial on the Website or on social media. You confirm that you own or have the necessary rights to the material and that it does not infringe anyone else's rights. We will always handle personal data contained in such material in accordance with our Privacy Policy, and you may ask us to remove a testimonial attributed to you at any time by emailing [contact@green-apple.in](mailto:contact@green-apple.in).

## 10. Guest reviews and third-party content

The Testimonials section displays reviews sourced from Google through a third-party widget. Those reviews are written by members of the public, reflect their personal opinions, and are shown as received; we do not verify them and are not responsible for their accuracy. Any review, rating or statistic displayed on the Website is provided for information only and should not be relied upon as a guarantee of any particular experience.

## 11. Third-party services and links

The Website incorporates services from third parties, including Google Maps (directions), Google Fonts, Font Awesome icons delivered through Cloudflare's cdnjs, Google Analytics, Microsoft Clarity, an Elfsight reviews widget, and links to WhatsApp, Linktree and social media platforms. Those services are governed by their own terms and privacy policies, which we encourage you to read. We do not control and are not responsible for the availability, content, accuracy or practices of any third-party site or service, and the inclusion of a link does not imply endorsement.

## 12. Availability, changes and maintenance

We aim to keep the Website available at all times but do not guarantee that it will be uninterrupted, timely, secure or error-free. We may modify, suspend or withdraw all or any part of the Website, or change its content, features or these Terms, at any time without notice. We are not liable if the Website is unavailable for any period or for any reason.

## 13. Disclaimer of warranties

The Website and its content are provided on an “**as is**” and “**as available**” basis. To the fullest extent permitted by law we exclude all representations, warranties and conditions, express or implied, including warranties of merchantability, fitness for a particular purpose and non-infringement. In particular we do not warrant that:

- the content is complete, accurate or up to date — capacities, timings, amenities, prices and offers are subject to confirmation at the time of booking;
- photographs precisely represent the venue, its décor or lighting at any given time;
- the Website or the server that makes it available are free of viruses or other harmful components; or

- any enquiry, message or subscription request will be received, read or acted upon within any particular time. If you have not heard from us within two working days of sending an enquiry, please telephone us.

## 14. Limitation of liability

To the maximum extent permitted by applicable law, Green Apple, its proprietors, partners, employees, agents and contractors shall not be liable to you for any indirect, incidental, special, consequential or punitive loss or damage, or for any loss of profit, revenue, business, goodwill, data or opportunity, arising out of or in connection with your use of, or inability to use, the Website, whether in contract, tort (including negligence), breach of statutory duty or otherwise, even if we were advised of the possibility of such loss.

Our total aggregate liability arising out of or in connection with the Website (as distinct from a confirmed booking, which is governed by the Booking Terms and Conditions) shall not exceed ₹ 5,000. Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any liability that cannot be excluded under Indian law, including your rights under the Consumer Protection Act, 2019.

## 15. Indemnity

You agree to indemnify, defend and hold harmless Green Apple and its proprietors, partners, employees and agents from and against any claims, liabilities, damages, losses, costs and expenses (including reasonable legal fees) arising out of or related to your breach of these Terms, your misuse of the Website, or your violation of any law or of the rights of a third party.

## 16. Privacy and cookies

Your use of the Website is also governed by our **Privacy Policy**, which explains what personal data we collect through the enquiry form, newsletter and analytics tools and how we use, share and protect it, and our **Cookie Policy**, which describes the cookies and similar technologies used on the Website. By using the Website you acknowledge that you have read both documents.

## 17. Security reporting

If you discover a security vulnerability in the Website, please report it responsibly to [webmaster@green-apple.in](mailto:webmaster@green-apple.in) with enough detail for us to reproduce it, and give us a reasonable time to address it before disclosing it publicly. Do not access, modify or download data that is not your own while investigating.

## 18. Force majeure

We are not liable for any failure or delay in the operation of the Website, or in responding to enquiries, caused by events beyond our reasonable control, including power or telecommunications failures, hosting or third-party service outages, cyber-attacks, fire, flood, epidemic, strikes, civil disturbance, or acts of any government or regulatory authority.

## 19. Changes to these Terms

We may revise these Terms from time to time. The “Last updated” date at the top of this page shows when the current version took effect. Material changes will be indicated by updating that date, and the latest version will always be available on the Website. Your continued use of the Website after a change constitutes acceptance of the revised Terms. If you do not agree to a change, you must stop using the Website.

## 20. General provisions

- **Entire agreement.** These Terms, together with the Privacy Policy, Cookie Policy and (for confirmed bookings) the Booking Terms and Conditions, constitute the entire agreement between you and us regarding the Website and supersede any prior understanding.

- **Severability.** If any provision of these Terms is held to be invalid or unenforceable, that provision shall be enforced to the maximum extent permissible and the remaining provisions shall continue in full force.
- **No waiver.** Our failure to enforce any right or provision shall not constitute a waiver of that right or provision.
- **Assignment.** You may not assign or transfer your rights under these Terms. We may assign our rights to any successor of our business.
- **Language.** These Terms are drafted in English. Any translation is provided for convenience only; the English version prevails.
- **Electronic communications.** You consent to receive communications from us electronically (by email, WhatsApp or SMS at the contact details you provide) and agree that such communications satisfy any legal requirement that a communication be in writing.

## 21. Governing law and dispute resolution

These Terms and any dispute or claim arising out of or in connection with them or the Website (including non-contractual disputes) are governed by the laws of the Republic of India. Before commencing any legal proceedings you agree to first raise the matter with us in writing at [contact@green-apple.in](mailto:contact@green-apple.in) and to allow us **30 days** to resolve it amicably. Subject to that, the courts at **Chennai, Tamil Nadu** shall have exclusive jurisdiction. Nothing in this section limits any right you may have to approach a consumer forum under the Consumer Protection Act, 2019.

## 22. Grievance officer

In accordance with the Information Technology Act, 2000 and the rules made under it, complaints or concerns about the Website or these Terms may be addressed to our Grievance Officer at **[contact@green-apple.in](mailto:contact@green-apple.in)** or by post to Grievance Officer, Green Apple Banquet Hall, No. 50, Park Road, Anna Nagar West, Chennai – 600101. We will acknowledge your complaint within 48 hours and endeavour to resolve it within 30 days.