

TERMS AND CONDITIONS

1. The group shall arrive the boarding station at least one hour before the scheduled arrival of the train as per Maha Metro approved itinerary and they may contact the Station Control Room of the originating station.
2. The passengers would be responsible for their safety and security of their belongings.
3. Photography in the metro premises is permitted for personal use only and that too in the public areas i.e. excluding Security points and Station Control & other equipment rooms. In exceptional circumstances, permission may be granted by Maha Metro to use the photographs with the news item in the Newspapers based on specific request by the event organizer on case to case basis.
4. Maha Metro reserves all the rights to cancel the booking at any stage without citing any reason.
5. The booking will be done on first-cum-first-serve basis. The time slot for 'Celebration on wheels' will be from (During Off- Peak Hours – 1200 Hrs. to 1600 Hrs.). All monies shall be paid as per the 'Payment Terms & Mode of payment mentioned in the 'Application Form'.
6. In case of Cancellation of the Event, the Refund will be made as follows:
 - Rs 500/- shall be deducted if the booking is cancelled prior to 02 days or more of the date of event.
 - Rs 1000/- shall be deducted if the booking is cancelled within 2 days of the date of event.
7. For any other activity/ requirement Maha Metro prior approval will be required.
8. At no point of time the fellow passengers are disturbed and ensure the fellow passengers are not bothered with any form of noise or sound.
9. Follow all the instructions, Do's & Don'ts while present in the premises of Metro Station and the train.
10. Detailed event Programme and List of passengers to be attached before confirmation of booking.
11. All persons in a group must undergo the prescribed Security check & ensure all norms of "The Metro Railways (Operation and Maintenance) Act, 2002". Copy of the Offences & Penalties is enclosed herewith.
12. All items prohibited under "The Metro Railways (Operation and Maintenance) Act, 2002" will not be allowed inside the Metro premises. Copy enclosed.
13. Train will not be halted at any intermediate station. Boarding / deboarding of passengers will be carried out only at the event originating station.
14. Applicant must nominate a coordinator from their side and must furnish his / her details to Maha Metro in the application form.
15. Pre-cooked food in packed form, if required, during the event shall be arranged by the applicant.
16. No cooking or reheating shall be allowed inside metro train / station premises.
17. The applicant and invitees/passengers shall maintain good conduct during the entire period of the event.
18. Event party badge / banner will be allowed only after approval of Event coordinator.
19. No Political party / antisocial banner will be allowed.
20. Payment to be done only after booking is approved by the Event coordinator.
21. The Group shall arrive at the boarding station at least one hour before the scheduled arrival of the train as per Maha Metro's approved itinerary and they may contact the Station Control Room of the originating station. Timings of the event allotted by Maha Metro must be strictly adhered to. Any delay beyond 15 minutes shall be liable to cancel the program / booking.
22. Maha Metro at all times retains the right to halt any activity that is deemed to adversely impact the safety and security of Metro operations, image of Maha Metro, personnel and property without any intimation to the applicant and no claim or compensation in this regard will be entertained. Such an act shall lead to legal proceedings / action, police action.
23. All invitees / group must board the train as per itinerary. No delay is permissible beyond prescribed time. Maha Metro has all the rights to cancel the booking on account of delay on organizer's part. No event booking refund will be provided to the organizer in such a situation. Delay up to 05 minutes can be allowed by the event coordinator.
24. The passengers would be responsible for safety and security of their belongings. Maha Metro shall not be held responsible for any loss either direct or indirect, liabilities, bodily injuries, death, losses, lawsuits, claims, demands, fines, damages, costs and expenses which are caused to the applicant and or by any participant of the event.
25. Photography in the metro premises is permitted for personal use only and that too in the public areas i.e. excluding security points, station control, safety installations & other equipment rooms. In exceptional circumstances, permission may be granted by Maha Metro to use the photographs with the news item in the print media, social media etc based on specific request by the event organizer on a case to case basis.
26. If any nuisance is reported / observed, the event will be cancelled on the spot and all the passengers will be deboarded at the next station. Further, the security deposit shall be forfeited.

27. Consumption of Alcohol / intoxicating items, and/ or smoking, creating public nuisance is strictly prohibited inside Maha Metro station / premises and during the celebration.
28. The waste materials of any nature, materials / garbage shall be kept in the proper bins / places kept in Maha Metro premises and inside Metro.
29. Charges for any item e.g. furniture and fixtures and/or any other articles damaged / broken and damage done to the walls / ceiling and/or losses to Maha Metro property etc. by way of nailing, pasting or hammering while using it by the applicant and invitees / passengers shall be recovered from the applicant before vacating the Maha Metro premises / Trains.
30. Use of coal, wood, gas, electric heater etc inside the Maha Metro is strictly prohibited.
31. Maha Metro reserves all the rights to cancel the booking at any stage without citing any reasons thereof.
32. The booking will be done on First-cum-first-serve basis. The time slot for "Celebration On Wheels" during the commercial / revenue hours of Maha Metro.
33. Music through up to 8watt Bluetooth speaker is permitted. Relaxation above this wattage and other musical instruments (like tabla, dholak, guitar, piano etc.) will be allowed only with prior declaration and request and is subject to the acceptance from Maha Metro.
34. For any other activity / requirement, prior approval of Maha Metro will be required.

35. **Decoration:** Decoration will be carried out only in presence of Rolling stock staff and security guard at depot or mainline (Vanaz / Garware / PCMC / Phugewadi) depends on the kind of decoration required. Decoration shall be limited to few paper made materials only to avoid any use of plastic. No hard and high density adhesive or double gumming tapes which leaves any form of stains shall be allowed. No air balloons, other self-adhesive decorative items, entertainment rentals (Music Systems), wall decorators / cut-outs, stickers are not permitted. After the completion of event, all the decoration materials including litter to be cleaned and cleared by the applicant only. All the litter shall be collected at one bin to be handed over to the House Keeping personnel at the station before leaving the station premises.

36. **Exemptions:**
 - The train reserved for VIP movement is exempted from the policy.
 - Any other booking on time frame basis rather than trip based.
 - "Celebration On Wheels" will be dealt with the policy for hiring Maha Metro (Trains and Stations) for specific time period as mentioned during booking.

37. **Eligibility:**
 - Any event organizer, any individual can book the 3 coach train from any operational station of Maha Metro
 - In case of booking by Event Management Company, the application should come from the authorized representative who originally is holding the event.

38. **Guidelines:**
 - The 3 coach train can be booked in favor of group of people on chargeable basis.
 - Group: It is a group of family members / friends / office colleagues, any event organizer, any individual, whose primary purpose is to organize the event such as pre-wedding shoot, birthday celebrations etc. can book the 3 coach train of Maha Metro.
 - The applicant may apply for booking of the 3 coach train as per enclosed 'Application Format' (Annexure -A)

39. **Security Deposit:**

Interest Free Refundable Security Deposit: Rs. 10,000/- (Rupees Ten Thousand Only). The Security Deposit amount shall be returned back in 48 hours after the event date subject to a NOC / No Due Certificate or Clearance certification from our Station Team. The Security Deposit amount shall be adjusted in case of any damages takes place to/with any of the property of Pune Metro either before or during the event. This Security Deposit will be additional to the train fare booking charges.

40. **Facilitation Charges:**

No Facilitation charges will be levied. In case the applicant requests for multiple line booking, then the travel fare shall be chargeable for additional lines as mentioned above. However, no facilitation charges shall be levied for other lines.

41. **Revision of the booking charges:**
 - Travel Fare: Maha Metro reserves the right to revise the travel fare at any time.
 - Security Deposit Amount: Maha Metro reserves the right to revise the amount of Security Deposit at any time.

42. Special Facilities:

The following special facilities for the group booking (maximum 150 passengers due to covid-19 restrictions) is subject to availability and feasibility and would be provided to make the experience of the group unique and memorable.

- Welcome message / announcement at the origin / boarding station / passenger announcement system at station will be done on request. Banners, if requested by the applicant can be permitted by authorized Maha Metro staff. The banner shall be arranged by the applicant only.
- For smooth boarding / de-boarding of the group into/from the train at start/end and during the entire event time, a dedicated special facilitation staff will be provided by Maha Metro along with the group.
- A dedicated Housekeeping staff will be provided inside the train to ensure hygiene & cleanliness during the event. Adequate no. of dustbins (min.2 nos) will be provided along with garbage bags for disposal of the waste.
- Cost of photography and videography of the event inside the train will be solely borne by the applicant and the approval of the same is to be sought from either the Maha Metro Event coordinator or the Station Controller - Operations.
- Permission is granted for cake cutting without lighting any candles. The cake has to be arranged by the applicant/group.
- Groups are permitted only packed refreshment / snacks for the event (Cake, Tetra-packed beverage & Fruit).

43. Compliance of Covid-19 precautions:

- Train disinfection activity will be carried out in depot before / after induction / removal of train to / from mainline for "Celebration on wheels" event.
- Passengers with face mask, gloves, sanitizer or certificate of vaccine (as per the local Government's Policy) will only be permitted to join the event. Social Distancing shall be strictly followed during the event.
- All passengers entering the station will be screened with thermal gun and in case of any abnormality, SC will contact the nearby health facility.
- All staff inside the train such as House Keeping and Security staff shall wear face mask, hand gloves and use the sanitizer during the event.
- Station Controller will ensure that the passenger will follow all the norms related to Covid-19.
- Announcement related with Covid-19 to be made at platforms and inside the train.
- Passengers will be encouraged to stand at the appropriate position marked on the concourse, platform, stairs and inside the lifts and further they will be equally distributed in all coaches by the staff deputed on-board the train.

44. Prohibited Items & activities:

- Activities prohibited under any law including but not limited to the Metro Railways (Operation & Maintenance) Act, 2002 and Rules made there under will not be allowed.
- Use of any form of fire crackers, gunfire, arms, explosives, alcohol, narcotic substance, contraband goods, radioactive substances, hazardous chemical / material, petrol / diesel and other inflammable chemicals, narcotic drugs and psychotropic substances, any products / services as notified by Maha Metro in the public interest or due to safety / security reasons, or any other items prohibited under any law are not permitted inside Maha Metro stations / trains / premises during the event.
- Animals including the pet animals are strictly not permitted on Maha metro property.
- Filming of photo or video must not display any offensive or obscene material or any material with political, religious or racial overtones.