

Chetana Charitable Trust – Online Payment Terms and Policies

Last Updated: **22 July 2025**

1. Online Payments

This online payment system is provided by CHETANA CHARITABLE TRUST and is applicable for all its wings including schools, hostels, transportation, and donation collections. CHETANA CHARITABLE TRUST may update these terms from time to time, and any changes will become effective immediately upon posting. Please ensure you are aware of the current terms before making a transaction.

The country of domicile for CHETANA CHARITABLE TRUST is India.

For the purpose of this policy, 'Chetana Charitable Trust' includes its service providers, associates, development partners, and all entities or individuals operating on its behalf.

2. Terms & Conditions

- This payment platform can be used by students, parents, guardians, and donors depending on the service selected.
- All payments must be made in Indian Rupees (INR).
- CHETANA CHARITABLE TRUST reserves the right to change fees or donation structures at any time without prior notice.
- Your payment will normally reach the designated account within two working days.
- The payer is responsible for entering correct details during payment. The Trust is not liable for payments made to the wrong account due to incorrect data.
- CHETANA CHARITABLE TRUST is not liable if a payment is refused or declined by your bank or card issuer.
- The Trust is not obligated to inform the payer of declined transactions. Please check with your card provider or bank.
- CHETANA CHARITABLE TRUST will not be responsible for any direct, indirect, incidental, or consequential damages arising from the use or inability to use this payment facility.
- Transaction charges of the payment gateway will be borne by CHETANA CHARITABLE TRUST.

All payments are to be supported by PAN, Aadhaar, or both, unless explicitly exempted. However, for all contributions and donations, furnishing PAN and/or Aadhaar is mandatory.

All payments and donations made to Chetana Charitable Trust are governed by applicable laws and regulations of the Government of India from time to time.

3. Refund & Cancellation Policy

- No refunds will be issued in case a student withdraws or discontinues services after payment.
- Refunds, if applicable, will be processed only at the sole discretion of the management.

- Refunds, if approved, will only be made to the original mode of payment unless otherwise decided.
- This policy applies to all types of payments including school fees, hostel fees, transport fees, and donations.
- Nothing in this policy shall compel CHETANA CHARITABLE TRUST to refund any amount unless it has been received and a refund is explicitly sanctioned.

4. Privacy Policy

- This Privacy Policy applies to all the products, services, apps, and websites offered by CHETANA CHARITABLE TRUST. At times, service-specific privacy notes may be shared.
- Personal identifiers including name, email, phone number, and transaction details may be collected.
- This information is used only for internal processing and will not be sold or shared with third parties for marketing purposes.
- CHETANA CHARITABLE TRUST reserves the right to amend this Privacy Policy at any time without prior notice.
- Use of this website does not create a contractual obligation between the user and the Trust beyond the specific transaction made.

If you have any questions regarding this Privacy Policy, please contact us at:

Email: accounts@chetanacharity.org

5. Do Not Disturb (DND) Policy

If you wish to stop receiving SMS/email alerts from us, please send your request with your mobile number to: accounts@chetanacharity.org. Your number will be removed from our alert list.

6. Jurisdiction

All disputes, if any, shall be subject to the jurisdiction of the courts located in Guntur, Andhra Pradesh, India.

7. Contact Details

Email: accounts@chetanacharity.org

Phone Numbers:

- Accounts Department: 9281012447

- Office (Chetana Charitable Trust): 9281012446