

# Traveller Consumer-Protection & Grievance Compliance

Travel & Tourism

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

## Background

Explains consumer-protection obligations for a travel business — fair terms, transparent pricing and cancellation, misleading-advertising avoidance, grievance redressal, and handling consumer-forum disputes — so you treat travellers fairly and reduce legal risk. Use it to make terms compliant. For the policy use the Cancellation & Refund Policy Builder.

## Purpose of this tool & output

Handle traveller rights and complaints lawfully

## How the output is used

Use it to handle traveller rights and complaints lawfully — a traveller consumer-protection and grievance compliance guide across duties and redressal.

## Important cautions

Fair, documented dealing is the best defence; hidden charges and misleading itineraries invite consumer-forum claims. Not legal advice.

## Companion documents

- Tour GST & TCS Compliance
- Tour Operator Licensing & Compliance Overview
- Data Privacy (DPDP) for Travel
- Adventure Tourism Safety Compliance
- Travel Business Labour & Statutory Compliance
- Travel Advertising & Claims Compliance

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.