



Trevent

Every vendor for your event. One cart.

Trevent Attendee Terms & Conditions

Version attendee-v1 · Effective September 2026

1. What Trevent is

Trevent is a free event RSVP and guest-management platform with a vendor marketplace built in. Organizers create events, invite and manage guests, and check people in at the door. Separately, organizers and attendees can browse and book verified vendors - photographers, caterers, decorators, priests, transport and more - directly through the platform.

Attending or RSVPing to an event on Trevent is always free. Booking a vendor is a paid transaction between you and that vendor, with Trevent providing the booking, payment, escrow and communication tools in between.

By creating an account or using Trevent, you agree to these Terms & Conditions and to our Privacy Policy.

2. Your account

You must be at least 18 years old to create an account. The name, phone number and email you provide must be accurate and current - they are how organizers, vendors and Trevent reach you about your own events and bookings.

We verify your email address with a one-time code before your account is created. You are responsible for keeping your login credentials secure and for all activity that occurs under your account. Tell us immediately if you believe your account has been compromised.

One person, one account. Creating multiple accounts to evade a suspension, manipulate ratings, or abuse referral rewards is a breach of these terms.

3. RSVPs and check-in

RSVPing to an event is free. Your RSVP counts toward the event's capacity, so please decline or update your response if your plans change.

Some events issue a QR pass for entry. Keep it to yourself - it is how the organizer checks you in. If you check in at the door as a guest without an account, you can later claim that check-in into an account you create.

The organizer of an event you RSVP to can see your name and contact details for the purpose of running that event.

4. Booking vendors

If you hire a vendor through Trevent for your own event, the payment, commission, escrow and cancellation clauses below apply to you as the customer on that booking.

5. Payments, commission and escrow

Vendor bookings are paid in two parts: an advance at the time of booking and the balance after the event is completed. Payments are processed through our payment provider (Razorpay) or from your Trevent wallet.

Trevent charges the vendor a commission on each completed booking. The commission is already included in the price you see - the organizer is never billed a separate platform fee.

A vendor's earnings are held for a short protection window (currently 2 days) after the event is completed before they can be withdrawn. This gives the organizer time to raise a problem. If a vendor never delivers - they decline, fail to respond in time, or a no-show is confirmed - the advance is refunded to the organizer in full and no commission is taken.

Refunds are issued to your Trevent wallet. Wallet balance can be used for future bookings; cash-out of a wallet balance is handled case by case through support.

6. Cancellations

If an event is cancelled, each vendor booking is refunded on a sliding scale based on how far in advance the cancellation happens - more notice means a larger refund. The current schedule is: 15 or more days before the event, a full refund; 5 to 14 days before, a partial refund; fewer than 5 days before, no refund. Trevent may adjust this schedule; the schedule in effect at the time of your booking applies.

A booking that a vendor has already accepted can be cancelled by mutual agreement between the organizer and the vendor, with the refund following the same schedule.

The portion of an advance that is not refunded is shared between the vendor (as compensation for holding the date and preparation already done) and Trevent.

7. Acceptable use

Do not use Trevent to harass, threaten, defraud or discriminate against anyone; to post content that is unlawful, hateful, or infringes someone else's rights; or to interfere with the platform's operation or security.

All communication and payment for a booking must stay on Trevent. Attempting to move a booking off-platform to avoid commission - sharing personal payment details, asking to "pay directly", arranging cash-only deals - is a serious breach. Booking-chat messages are automatically screened for this, and confirmed attempts can result in warnings, suspension or a ban.

Ratings and reviews must reflect a genuine experience of a real booking. Fake, incentivised or retaliatory reviews are not allowed.

8. Content you provide

You keep ownership of the photos, descriptions, prices and other content you upload. By uploading it you grant Trevent a licence to host, display and use it to operate and promote the platform and your listing or event.

You are responsible for making sure you have the right to upload what you upload, and that it is accurate and not misleading.

9. Disputes and moderation

If something goes wrong with a booking, contact the other party through the booking chat first. If it cannot be resolved, open a support ticket and Trevent will review the booking, the chat history and any evidence (such as attendance proof) and make a decision on refunds or other remedies.

Trevent may remove content, freeze a booking, withhold a payout, suspend or terminate an account, and issue or reverse refunds where it reasonably believes these terms have been broken or someone is at risk of harm or loss.

10. Liability

Trevent is a marketplace and a set of tools. We are not the organizer of your event and we are not the vendor you hire. The service and results of any vendor are the responsibility of that vendor; the running of an event is the responsibility of its organizer.

Trevent is provided "as is". To the maximum extent permitted by law, Trevent's total liability to you for any claim connected with the platform is limited to the total commission Trevent actually earned on your bookings in the three months before the claim. We are not liable for indirect or consequential losses.

Nothing in these terms limits liability that cannot be limited by law.

11. Changes to these terms

We may update these terms. If a change is material we will notify you and, where the change affects your role, ask you to accept the new version. The version you accepted (recorded on your account) governs bookings made before a change takes effect.

12. Governing law and contact

These terms are governed by the laws of India, and the courts of Hyderabad, Telangana have exclusive jurisdiction.

Questions about these terms: support@trevent.in.
