



Trevent

Every vendor for your event. One cart.

Trevent Event Organizer Terms & Conditions

Version organizer-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. Running an event

You are the organizer and controller of your event. You are responsible for its content, its legality, the accuracy of the details you publish, how you communicate with guests, and the safe and lawful running of the event itself.

You decide the guest capacity, the visibility (public events appear in the Explore directory; private events are reachable only by direct link), and whether QR check-in is enabled.

You may collect additional information from guests through custom RSVP questions. Only ask for what you genuinely need, tell guests why, and handle their answers responsibly.

An event goes live automatically at its start time. Marking an event complete releases the balance-payment and payout process for the vendors you booked and lets guests leave reviews - only mark an event complete once it has actually taken place.

4. Guest data

Guest names, contact details and RSVP answers are provided to you to run your event. Do not use them for unrelated marketing, sell them, or keep them longer than you need them. You are the data controller for your guest list and must comply with applicable privacy law.

5. Booking vendors

When you book a vendor you enter into a contract with that vendor for their services. Trevent facilitates the booking, holds the advance in escrow, and provides the chat and payment tools. The vendor is responsible for delivering the service; you are responsible for paying the agreed amount and giving the vendor the access and information they need.

Only an admin can cancel a published event. A no-show by a vendor should be reported through the booking so it can be reviewed.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.
