



Trevent

Every vendor for your event. One cart.

Trevent Vendor Terms & Conditions

Version vendor-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. Becoming and staying a vendor

Your application is reviewed by Trevent before your listing goes live. You must complete identity verification - a selfie and acceptance of these terms - before you can be approved. Trevent may decline an application, ask for changes, require you to redo identity verification, or remove a listing at its discretion.

Everything in your listing - business name, category answers, packages, prices, add-ons, photos, availability - must be accurate and kept up to date. Photos must be of your own work or clearly licensed. Do not misrepresent your experience, capacity or credentials.

You must operate lawfully, hold any licences or registrations your service requires, and carry appropriate insurance where relevant. GST details, if you provide them, must be correct.

4. Bookings and delivery

When a customer books you and pays the advance, you have a limited window (currently 1 hour) to accept, decline or send a counter-offer. If you do not respond in time the booking is automatically cancelled and the advance refunded.

Accepting a booking is a commitment to deliver the agreed service, at the agreed price, on the agreed date. Block dates you are not available so you are not offered bookings you cannot honour.

Mark a booking complete only after you have delivered the service. Submitting false attendance proof, or marking a booking complete without delivering, is fraud and grounds for immediate termination and reversal of any payout.

Negotiation is optional. If you enable it, you set the maximum discount you will accept; offers below that are declined automatically.

5. Getting paid

Trevent charges a commission on each completed booking. Your wallet is credited the booking amount minus commission when the booking is completed. That credit is held for a short protection window (currently 2 days after the event) before it becomes available to withdraw.

Withdrawals are paid to the UPI ID on your account, which must be verified, and are subject to a minimum amount (currently Rs. 500) and to admin approval. Trevent may withhold or claw back a payout where a booking is disputed, a chargeback occurs, or these terms have been broken.

The commission rate and the protection-window length may be set differently for different vendor categories and may change; the rate in effect when a booking is completed applies to that booking.

6. Keeping bookings on Trevent

Every booking sourced through Trevent - including repeat business from the same customer for the same event - must be transacted through Trevent. Soliciting a customer to pay you directly, take the deal off-platform, or "save the commission" is a serious breach. Booking chat is automatically screened; confirmed attempts lead to warnings, suspension or a permanent ban, and may forfeit pending payouts.

7. Ratings, reliability and conduct

Customers rate you after a completed booking. Your rating, and a reliability score based on how consistently you honour accepted bookings, affect where you appear in the directory. Do not pressure customers for ratings or retaliate against honest feedback.

Repeated late responses, cancellations, no-shows, off-platform solicitation or customer complaints escalate through a warning, then a timed suspension, then a ban.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.
