

Business & Customer Policies

Cancellation & Refund Policy · Terms & Conditions · Privacy Policy

Secret is an invitation-only, application-led experiential hospitality brand operating under the holding brand SxP (Secret Experiences). Guests join a single edition — a hosted gathering built around a shared pursuit, such as the Secret Ski Party in Gulmarg or the Secret Serve Party in the Seychelles. The following policies govern applications, bookings, payments and personal data across every edition.

Legal entity	Secret Experiences LLP
Constitution	Limited Liability Partnership (incorporated 15 June 2026)
Brand / trading name	Secret (operating under SxP — Secret Experiences)
Registered address	H. No. 158 A/D, Green Belt, Gandhi Nagar, Jammu, District Jammu, Jammu & Kashmir — 180004, India
GSTIN	01AFZFS0077B1Z2
LLPIN	ACZ-1058
PAN	AFZFS0077B
Contact email	krishan@birseinanand.com
Contact number	[Contact Number]
Online presence	instagram.com/sxp.world
Effective date	01 August 2026

Registration particulars above are as recorded with the Ministry of Corporate Affairs and the GST authorities. Add a public contact number in the marked field before submission.

SECTION 01

Cancellation & Refund Policy

Every Secret edition hosts a small, fixed guest list assembled through an application and vetting process. Because a place is planned and provisioned specifically for each confirmed guest, and because room sizes are held deliberately small, the following terms apply to all bookings.

1.1 Application and confirmation

- Submitting an application does not constitute a booking. A place is confirmed only once Secret issues a written confirmation and the applicable fee is received in full.
- Fees, inclusions and the payment schedule for each edition are set out at the time an offer of a place is made.
- Secret may decline or withdraw an application at its discretion. Where a place is declined before any payment is taken, no charge arises. Where Secret withdraws a confirmed place for reasons other than a guest's breach of these terms, the amount paid for that place is refunded in full.

1.2 Fees are non-refundable

All amounts paid to hold or confirm a place in an edition — including application, confirmation and balance payments — are **non-refundable**. This applies whether a guest chooses to withdraw, is unable to attend, arrives late, or departs an edition early, for any reason. Secret does not issue cash refunds against a confirmed place.

1.3 Places are transferable

In place of a refund, a confirmed place is **transferable**, subject to the conditions below:

- A guest may transfer their confirmed place to another person, provided the proposed guest completes Secret's application and vetting process and is accepted. Secret reserves the right to decline a proposed transferee where they do not meet the requirements of the guest list.
- Alternatively, a guest may carry the value paid forward to a future edition (a "next-edition" transfer), subject to availability and to any difference in the fee for that edition.
- A transfer request must be made in writing to the contact address in these policies no later than **[15]** days before the edition start date. Requests inside this window may be accommodated at Secret's discretion where a suitable transferee can be onboarded in time.
- One transfer is permitted per confirmed place. A transferred place carries the same non-refundable, single-transfer terms and cannot be exchanged for cash.

1.4 Changes, postponement or cancellation by Secret

- If Secret postpones or reschedules an edition, a confirmed guest may move their place to the rescheduled dates or to another edition of equivalent value. Where neither is workable for the guest, Secret will refund the amount paid for that place.
- If Secret cancels an edition in full and does not offer a replacement, the amount paid for affected places is refunded.
- Secret is not responsible for a guest's own travel, visa, accommodation or incidental costs arising from a change, postponement or cancellation. Guests are strongly encouraged to hold their own travel

insurance.

1.5 Force majeure

Secret is not liable for failure or delay in hosting an edition caused by events beyond its reasonable control — including weather, natural events, travel disruption, government action, or restrictions on movement. In such cases Secret will, wherever possible, offer a transfer to a future edition in place of a refund.

1.6 How refunds are processed

Where a refund is due under sections 1.1, 1.4 or 1.5, it is made to the original payment method within **[7–10]** business days of Secret confirming the refund. Bank or payment-gateway processing times may add to this period. To request a transfer or discuss a booking, write to **krishan@birseinanand.com**.

SECTION 02**Terms & Conditions**

These terms govern the relationship between the guest (“you”) and Secret Experiences LLP, trading as Secret under the SxP brand family (“Secret”, “we”, “us”). By applying for or accepting a place in an edition, you agree to these terms.

2.1 What we offer

Secret designs and hosts small, application-led editions built around a shared pursuit. Each edition has its own dates, location, guest list size, inclusions and fee, described at the point a place is offered. Named editions include the Secret Ski Party (Gulmarg), the Secret Serve Party (Seychelles) and the Secret Charter (Sonmarg, Kashmir). Programming, collaborators and inclusions may be adjusted where necessary to protect the quality of the edition.

2.2 Eligibility and the guest list

- Guests must be 18 years or older. Secret may ask for identification at any stage.
- Places are offered at Secret’s discretion through an application and vetting process. Acceptance to one edition does not entitle you to a place in any other.
- Secret reserves the right to decline an application, or to withdraw a place, where a guest’s conduct, information provided, or fit with the room gives reasonable grounds to do so.

2.3 Bookings and payment

- A place is confirmed only on written confirmation from Secret and receipt of the applicable fee.
- All fees are payable in the currency and by the schedule stated at the time of offer. Prices are inclusive of applicable taxes unless stated otherwise.
- Cancellation, refund and transfer of a confirmed place are governed by Section 01 of this document.

2.4 Guest conduct

Secret editions depend on the goodwill of everyone in the room. Guests are expected to behave lawfully and with consideration toward other guests, hosts, partners and venues. Secret may ask a guest to leave an edition, without refund, where their conduct endangers others, breaches the law, or materially harms the experience of the room. Guests are responsible for any loss or damage they cause.

2.5 Media and privacy within editions

Editions may be photographed or filmed for Secret’s records and communications. Where you appear in such material, you grant Secret permission to use it, unless you tell us in writing that you would prefer not to appear. We ask guests to respect the privacy of others in the room and not to publish another guest’s image or identity without their agreement.

2.6 Liability

- Guests take part in activities — including sport, travel and outdoor pursuits — at their own risk and are responsible for assessing their own fitness to participate.

- To the fullest extent permitted by law, Secret's total liability arising from a place in an edition is limited to the amount paid by the guest for that place.
- Nothing in these terms limits liability for death or personal injury caused by negligence, or for any liability that cannot be excluded under applicable law.

2.7 Third parties

Editions may involve independent partners, venues, coaches and suppliers. Secret selects its collaborators with care but is not responsible for the independent acts or omissions of third parties. Services provided directly by a third party may carry that party's own terms.

2.8 Governing law

These terms are governed by the laws of India. Any dispute is subject to the exclusive jurisdiction of the courts at Jammu, Jammu & Kashmir. We aim to resolve any concern directly and in good faith first — please write to us at krishan@birseinanand.com.

SECTION 03**Privacy Policy**

Secret respects the privacy of every applicant and guest. This policy explains what personal information we collect, why, and how we look after it.

3.1 Information we collect

- Information you give us when you apply for or book a place — such as your name, contact details, city, and the details you choose to share in an application.
- Payment information needed to process a booking. Card and banking details are handled by our payment providers; Secret does not store full card numbers.
- Information generated during an edition, such as attendance, preferences and, where relevant, photographs or film as described in Section 2.5.
- Basic technical information when you interact with our online channels or messages.

3.2 How we use it

- To assess applications, confirm and manage bookings, and host editions.
- To take payment and issue confirmations, receipts and refunds where due.
- To contact you about your booking, and — where you have not objected — about future editions.
- To meet our legal, tax and accounting obligations, and to keep our guests and editions safe.

3.3 Sharing

We share personal information only as needed to run an edition and our business — for example with payment providers, and with venues, partners or coaches directly involved in an edition you attend. We may disclose information where required by law. We do not sell your personal information.

3.4 Retention and security

We keep personal information only for as long as needed for the purposes above and to meet legal requirements, then delete or anonymise it. We apply reasonable organisational and technical measures to protect the information we hold.

3.5 Your choices

- You may ask us for a copy of the information we hold about you, ask us to correct it, or ask us to delete it where we are not required to keep it.
- You may opt out of communications about future editions at any time.
- To make any request, write to krishan@birseinanand.com.

This document sets out the business and customer policies of Secret Experiences LLP (Secret / SxP) and is effective as of 01 August 2026. Secret may update these policies from time to time; the current version is the one shared at the point of booking. Questions about any policy above may be directed to krishan@birseinanand.com.