



NO Queue
Cafeteria Simpl-e-fied



No Queue App End User License Agreement

This End User License Agreement (“Agreement”) is between you and No Queue application and governs use of this application made available through the Google Play Store and iOS store (henceforth known as App Store). By installing the No Queue App, you agree to be bound by this Agreement and understand that there is no tolerance for misuse of this application and objectionable content. If you do not agree with the terms and conditions of this Agreement, you are not entitled to use the No Queue Application.

1. This Agreement is between you and No Queue only, and not App Store. Notwithstanding the foregoing, you acknowledge that App Store and its subsidiaries are third party beneficiaries of this Agreement and App Store has the right to enforce this Agreement against you. No Queue, not App Store, is solely responsible for the No Queue App and its content.
2. The End User License Agreement governs the use of the No Queue website, the No Queue application for cafeteria, other personal handheld devices and other No Queue food management services (all these are collectively termed as services). Please read the Terms of Use section carefully. By using the service, downloading the application, ordering food through the website/ application, you are agreeing to the Terms of Use.
3. The Services are provided under the brand No Queue, which is owned and operated by Amul Parlours (hereinafter referred to as “No Queue”, “we”, “us” or “our”).
4. The food that will be consumed by you in the cafeterias will be prepared by the vendors of that cafeteria. No Queue does not hold any responsibility towards the food prepared by these vendors.
5. We are a technology company that provides a technology solution for the companies to improve the food experience of employees by providing them technology solutions in the form of our mobile applications. We integrate the vendors in the cafeteria on our platform through a vendor application which is used for managing employee orders. We do not own any of the vendors and have no control over the services that are provided by the vendor.



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6. We reserve the right to change the Terms of Use anytime without providing any notice and you are liable to update with the updated Terms of Use through this section
7. You are liable to pay the fees for the food orders ordered by you.
8. You are responsible for keeping your login credentials private and not share them with anyone else. No Queue application cannot be held responsible for the wallet balance and other payment gateway balances and usage, if anyone else has access to your account or is used irresponsibly.
9. No Queue application retains the right to terminate your account based on the input received from your employer without any notice or any misuse reported by the vendors.
10. You are liable to pay for orders ordered through the No Queue application, even if they are not collected or consumed. If not collected, the food will be discarded after a waiting period of 1 hour. Furthermore, if any special instructions given in the ordering section, has any cost involved to it, it may or may not be followed, on the basis of sole discretion of vendor. The costs associated with special instructions (if any) will have to be paid while collecting the order.
11. As a standard practice, all orders placed on No Queue are treated as confirmed and cannot be cancelled or transferred to another vendor or for another time. Therefore, please confirm your location and vendor correctly before ordering.
12. You can recharge your account through the cash injection process or online recharges (if made applicable by your employer) and hence are liable for the terms and conditions of the payment gateway medium used for the recharge. You can also pay the vendors for the services rendered using different forms of payments such as UPI, Wallets, Cards, Netbanking etc. Payment Gateway charges will be as applicable to the payment gateway chosen by you for payment.
13. You will be entitled for a refund of any order only if the vendor cancels your order due to unavailability of food item ordered or any other reason as mentioned by the vendor. The initial payment is mapped to the vendor accounts and refund needs to be collected from the vendor alone, and we are not liable for refunds.



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14. You agree that we are not responsible for the services or goods provided by the vendor and hence any issues (covering but not limited to taste, value for money, hygiene, systems, food poisoning) arising due to the consumption of food.
15. Only individuals who are 18 years or older may use the services. You may use our services if you are less than 18 years old but we hold no responsibility for the same.
16. You agree to receive notifications, SMSs and emails from No Queue regarding order intimations and updates.
17. You will not use the services for any activity that is of commercial in nature or unlawful or harmful for any individual or organization. If you use the same, all activities undertaken by the individual are attributed to the individual without any blame or responsibility assigned to No Queue.
18. You agree to handle the hardware (like cafeteria tablets, vendor tablets) provided by us with utmost care. We reserve the right to recover damages if found guilty by the employer or No Queue support.
19. We are the owner of intellectual property for all the services provided by us and hence are governed by the necessary copyright laws. We are the owner of the Vendor application, cafeteria application, mobile applications for Android and iOS and the website (desktop and mobile) and hence any attempt to destroy, imitate or harm these applications will be considered as a breach of the Terms of Use.
20. No Queue grants you a limited, non-exclusive, non-transferable, revocable license to use the No Queue App for your personal, non-commercial purposes. You may only use the No Queue App on devices that you own or control and as permitted by the Terms of Service.
21. No Queue does provide minimal maintenance or support for it but not to the extent that any maintenance or support is required by applicable law, No Queue, not App Store, shall be obligated to furnish any such maintenance or support.
22. No Queue, not App Store, is responsible for addressing any claims by you relating to the No Queue App or use of it, including, but not limited to: (i) any product liability claim; (ii) any claim that the No Queue App fails to conform to any applicable legal or regulatory



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requirement; and (iii) any claim arising under consumer protection or similar legislation. Nothing in this Agreement shall be deemed an admission that you may have such claims.

23. Third Party Intellectual Property Claims :No Queue shall not be obligated to indemnify or defend you with respect to any third party claim arising out or relating to the No Queue App. To the extent No Queue is required to provide indemnification by applicable law, No Queue, not App Store, shall be solely responsible for the investigation, defense, settlement and discharge of any claim that the No Queue App or your use of it infringes any third party intellectual property right.