GUJARAT COUNCIL OF SCIENCE CITY

Dept. of Science & Technology, Govt. of Gujarat
Sola-Science City Road, Ahmedabad-380060

FREQUENTLY ASK QUESTION

Payment Policy

➢ **Verified By Visa - MasterCard Secure Code**
The RBI has made it mandatory, from 1st August 2009 onwards, for all online transactions to have an extra level of authentication to make online shopping safer. The 'extra' level is a password that you will have to enter after entering your credit/debit card details while making online payments. You will require this for transacting on any website in India, including Science City. This new technology is called VBV - Verified by Visa or MSC - MasterCard Secure Code

➢ **How do I get this 'extra password'?**
It's simple. Log on to your bank's website, register your card for Verified by Visa or MasterCard Secure Code and get your password. Each bank has its own process for card registration so log on to your bank's website for details.

➢ **What do I do after registering with VBV/MSC?**
Now, every time you book on Science City, after entering your card details on the payment page, you will be redirected to your bank's website. Enter your VBV/MSC password thereafter which you will be redirected back to Science City for completing the booking process.

➢ **What if my bank does not support VBV/MSC?**
The RBI notification concerns cards issued within India only. If your card is issued outside India, your online transactions will go through even without this extra authentication step (unless your Card Issuer requires VBV/MSC authentication). If your card is issued in India and does not support VBV/MSC, we suggest you look for a new bank.

➢ **What are the modes of payment available to book tickets?**
We have the below modes of payment available for purchasing tickets:

Website:
1. Debit/Credit Card
2. Net banking

Mobile Apps:
1. Debit/Credit Card
2. Net Banking
We will be adding new payment options in the near future.

- **When I enter my credit card information, the website asks for a CVV code. What is the CVV code?**
  The CVV is a 3 or 4 digit code embossed or imprinted on the reverse side of Visa and MasterCard credit cards. This is an extra security measure to ensure that you have access or physical possession of the credit card itself in order to use the CVV code.

  1. For Visa and MasterCard credit cards, the CVV is a 3 digit number embossed or imprinted on the reverse side of the card.
  2. For American Express cards, the CVV is the 4 digit number on the front right hand side of the card above the card number.
  3. For State Bank of India (SBI) cards, there is a 19 digit number printed on the front of the credit card, of which the first 16 digits are the credit card number and the last three digits are the CVV code.

- **My booking has been rejected, but my credit card has been charged? What do I do?**
  This is a very rare situation, and can occur in case of a network fluctuation at the venue at the time of confirming the transaction. In this case, a reverse request for the charge on your card will be sent by us within week to the bank.

- **The refund has still not been credited in my credit card account**
  As per our company policy, we send a reverse request to the bank by 6 days. Depending on each bank's policy, it can sometimes take up to 15 working days for the reversal to take effect.

- **In spite of several reminders, the refund is still not reflecting on my card.**
  As per our company's policy, a reversal request is sent to the bank by the 3 to 4 days from our end. It can take up to 10 working days for the reversal, depending upon the card issuing bank for the amount to reflect in your account. In a rare case, if it has been longer than 10 days, please feel free to contact us on us on 079 - 29703122 (For Pan India) ext 1 , chat with us or email us at book.scity@gujarat.gov.in and we will take this up on priority with the bank to ensure the refund is done immediately.

- **Can I book my tickets without my credit card since I don't want to disclose my credit card details?**
  All credit card and debit card payments on Science City website and mobile app are processed through secure and trusted payment gateways managed by leading Indian banks. Banks in India now use the 3D Secure password service for online transactions, providing an additional layer of security through identity verification.