

SynKafrica — Refund & Cancellation Policy

Effective: 1 October 2026

Last updated: 1 October 2026

This policy forms part of our Terms of Service. Please read it before you book.

The short version

- **Flights** follow the airline's rules. Many fares cannot be refunded
 - **Everything else** — experiences, stays, cars, boats — is **free to cancel more than 7 days before**
 - **Inside 7 days**, no refund unless the listing says otherwise
 - **Our booking fee and a US\$25 handling fee are not refundable**
 - **If we cancel**, you get everything back, including our fees
 - **If it's unsafe to run**, you get a full refund or a reschedule
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1. How to cancel

Cancel through your account, or email support@synkafrica.com with your booking reference.

Your cancellation takes effect when we receive it, not when you decide. Please don't cancel by messaging a partner directly — they cannot process it and your booking will stay active.

We process cancellation requests within **24–48 hours**.

2. Flights

2.1 The airline's rules apply

When you book a flight, we act as a ticket agent. Flight booking and ticketing are carried out through our licensed booking partner, Duffel. **The airline's fare rules determine whether your ticket can be changed or refunded**, not us.

The rules that apply to your fare are shown before you pay. Please read them — many cheaper fares cannot be refunded at all.

2.2 If your fare is refundable

We will apply to the airline on your behalf. Airline refunds commonly take **several weeks**, and sometimes longer. We will keep you updated.

Two things we cannot control:

- **How long the airline takes.** We can only pass on a refund once the airline has released it to us. We do not hold your money in the meantime — it sits with the airline
- **What form the refund takes.** Some airlines refund money; others issue a credit or voucher. The airline decides, not us. Where an airline issues a voucher rather than cash, that is what we can pass on

The airline may also charge its own cancellation, void, or change fee, which is deducted from any refund.

2.3 Our fees on a flight cancellation

Our booking fee and handling fee are **not refundable**. They cover work already done — searching, ticketing, and processing.

2.4 24-hour rule for US bookings

Where required by US Department of Transportation rules, tickets booked at least seven days before departure may be cancelled within 24 hours of booking for a full refund. Where this applies, it will be stated at checkout.

2.5 If the airline stops operating

If an airline becomes insolvent or ceases operations, your ticket may become worthless and no refund may be available from anyone. **This risk is not covered by us.**

This is one of the main reasons we strongly recommend travel insurance, and why paying by credit card can give you additional protection through your card issuer.

2.6 If the airline cancels or changes your flight

You are entitled to whatever the airline's rules and applicable law provide — which may include a refund, a rebooking, or compensation. **We will help you claim it.** Our fees are not refundable in these circumstances, as our work was completed.

3. Experiences, tours, car rental, stays, beach houses, and boat trips

3.1 Standard cancellation terms

When you cancel	What you receive
More than 7 days before the service date	Full refund of the service price, less our booking fee and handling fee
7 days or less before the service date	No refund
You don't show up	No refund

3.2 Where different terms apply

Some bookings carry different terms — longer stays, private charters, large groups, or peak-season dates.

Where different terms apply, they are shown clearly on the listing and in your confirmation, and those terms replace the table above. Please check them before you book.

3.3 Our fees

Our booking fee and a handling fee of **US\$25 (or local equivalent)** are retained on any cancellation. These are shown separately to you at checkout, before you pay.

4. If we cancel

4.1 Cancellation by us

If we cancel your booking for any reason other than your breach of our Terms, you may choose:

- a **comparable alternative** at no extra cost, or
- a **full refund**, including our booking fee and handling fee

4.2 Safety cancellations

We or our partners may cancel or cut short a service where it cannot be delivered safely — bad weather on a boat trip, unsafe water or road conditions, or a mechanical problem.

Safety decisions are final and are not negotiable.

- **Cancelled before it starts:** full refund, including our fees, or a reschedule at no cost
- **Cut short after it starts:** a fair partial refund reflecting what was delivered

4.3 Significant changes

If we have to change something significant — the date, the vehicle class, the property, the itinerary — we will tell you as soon as we can. You may accept the change, take an alternative, or cancel for a **full refund including our fees**.

5. If the service isn't what you paid for

Tell us while you are there. Most problems can be fixed on the day if we know about them.

Contact us immediately using the number on your confirmation. If something cannot be put right, we will assess a refund based on what was and was not delivered.

If you do not tell us at the time and raise it only afterwards, it becomes much harder for us to verify what happened — so please contact us straight away.

Complaints after travel should reach us within **28 days** of your return. See section 9.

6. Events outside anyone's control

Where a service cannot go ahead because of something outside our reasonable control — natural disaster, extreme weather, epidemic, civil unrest, airport or border closure, or government action — we will:

- Refund everything we have not already irrecoverably committed to suppliers
- Use reasonable efforts to recover the rest on your behalf
- Offer a reschedule wherever possible

Our booking fee and handling fee are not refundable in these circumstances.

We strongly recommend travel insurance, which typically covers situations this policy cannot.

7. How refunds are paid

- Refunds go back to **the original payment method**. We cannot refund to a different card or account
 - **For flights, we can only issue a refund once the airline has released the funds to us.** We do not withhold your money — we simply cannot pay out what we have not received
 - Refunds are issued in the currency you paid in
 - We process approved refunds within **5–10 business days**. Your bank may take longer to show it
 - **Exchange rate movements** between your booking and your refund are outside our control. If the rate has moved, the amount in your local currency may differ from what you originally paid
 - Airline refunds follow the airline's own timescales, which we do not control, and may be issued as a credit or voucher rather than money
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8. Chargebacks

If you believe there is a problem with your booking, **please contact us first**. We can almost always resolve it faster than your bank can.

Raising a chargeback without contacting us prevents us from helping, and can delay a refund you may already be entitled to.

We keep records of every booking, confirmation, and communication, and we will provide them where a payment is disputed.

9. Complaints

If you are unhappy with how a cancellation or refund has been handled:

1. Email **support@synkafrica.com** with your booking reference and the details
2. We will acknowledge within **2 business days**
3. We aim to resolve within **14 business days**

If we cannot resolve your complaint, you may have the right to refer it to an alternative dispute resolution body in your country of residence. Nothing in this policy affects your statutory consumer rights.

10. Contact

support@synkafrica.com

SynKafrica

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