

SynKafrica — Terms of Service

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1. About us

SynKafrica is a trading name of **SynKKafrica Inc.**, a Delaware corporation (file number 10376733), Brockton, Massachusetts, United States.

SynKKafrica Inc. is the company you contract with for every booking. Local services in Nigeria are delivered on our behalf by our affiliate **SYNKKAFRICA GLOBAL LIMITED** (RC 8708738), 1 Admiralty Road, Lekki, Lagos, Nigeria, and by our verified local partners. Your contract remains with SynKKafrica Inc.

In these terms, "we", "us", "our" and "SynKafrica" mean SynKKafrica Inc. "You" means the person making a booking.

By making a booking you accept these terms. Please read them.

2. Two different roles — this matters

What we are responsible for depends on what you book.

2.1 Flights — we act as an agent

When you book a flight, we act as a ticket agent. We are not an airline and we do not operate flights.

Your contract for carriage is with the airline. The airline's conditions of carriage and fare rules govern your flight and take precedence over these terms in relation to the flight itself.

- The airline decides schedules, changes, cancellations, delays, and boarding
- Refunds and changes follow the airline's fare rules, not ours
- Baggage allowances, seat assignments, and onboard service are set by the airline
- We are not responsible for the airline's acts, omissions, delays, or insolvency

2.2 Airline ticket agent status — important disclosures

We act as an airline ticket agent for the airline operating your flight. Flight search, booking, and ticketing are carried out through our licensed booking partner, **Duffel**, which holds the airline accreditation and ticketing authority under which your ticket is issued.

- **Your ticket is issued immediately on payment.** We do not hold your money pending ticketing
- **The airline named on your confirmation is the party providing your carriage**
- **Flights are sold on a flight-only basis.** They are not part of a package and are not sold in conjunction with any other travel service

For customers in the United Kingdom: your flight is **not ATOL protected**. We act as an airline ticket agent, not as a tour operator or travel organiser. Your contract for carriage is with the airline.

For customers in the European Union: your flight is a standalone flight-only booking. It is not a package or a linked travel arrangement under the Package Travel Directive or its national implementations.

2.3 We do not sell flights with other services

We will not sell you a flight and any other travel service in the same transaction, and we will not offer you accommodation, transport, or an experience in connection with a flight booking.

Booking accommodation, a car, or an experience is an entirely separate transaction — made separately, confirmed separately, and paid for separately. Nothing on our platform combines a flight with another service, at the point of sale or afterwards.

No booking made through SynKafrica constitutes a package or a linked travel arrangement, and we do not act as a package organiser in any jurisdiction.

This is a deliberate feature of how we operate.

2.4 Experiences, stays, car rentals and other services — we act as principal

For experiences, tours, accommodation, car rentals, boat trips and similar services, your contract is with us.

We arrange delivery through our Nigerian affiliate and verified local partners, but **you are buying from SynKKafrica Inc.** We are responsible to you for providing the service described in your booking confirmation, and you deal with us rather than with the partner.

3. Who can book

To book you must be at least **18 years old**, have legal capacity to contract, be booking for yourself or for others with their authority, and provide accurate information.

If you book for other people you are responsible for their compliance with these terms and for passing on all booking information.

4. Bookings and confirmation

4.1 When a booking is binding

Your booking is not confirmed until we send you a written booking confirmation. A payment page or pending status is not a confirmation.

4.2 Passenger names must match the passport

For flights, the passenger name you give us must exactly match the name in the traveller's passport.

Airlines routinely refuse boarding where names do not match, and most tickets cannot be corrected after issue. We are not responsible for costs arising from names supplied incorrectly.

We do not hold a copy of your passport. Checking that your booking details match your travel documents is your responsibility.

Check every detail on your confirmation as soon as you receive it and tell us immediately if anything is wrong.

4.3 Airline terms

Before your flight booking completes, the airline's terms and fare conditions are displayed to you and you are asked to accept them. Please read them — they govern your flight.

4.4 Errors

Where an obvious error in price or description occurs, we may cancel the booking and refund you in full, or offer the correct arrangement at the correct price.

4.5 Availability

In rare cases a supplier may be unable to honour a confirmed booking. Where that happens for a service we provide as principal, we will offer a comparable alternative or a full refund.

5. Prices and payment

- **Prices are displayed in your local currency where available, based on your location.** The currency you will be charged in is shown before you pay
- Prices include all taxes and mandatory fees unless clearly stated otherwise
- **Our booking fee and, where applicable, a handling fee are shown separately at checkout before you pay**
- The total price is shown before payment. **You will never be asked to pay more than the confirmed total**
- Payment is taken at the time of booking
- Your card statement will show **SYNKAFRICA**

No one should ever ask you for additional cash on arrival. If a partner asks you for money for a service you have already paid for, refuse and contact us immediately.

6. Changes and cancellations by you

6.1 Flights

Flight changes and cancellations follow **the airline's fare rules**. Many fares are non-refundable and non-changeable. The rules applicable to your fare are shown before you pay.

Where a refund is available, we will apply to the airline on your behalf. **We can only pass on a refund once the airline has released the funds to us.** Airline refunds commonly take several weeks and may be issued as a credit or voucher rather than money, at the airline's discretion.

Our booking fee and handling fee are not refundable.

6.2 Experiences, stays, car rentals and other services

When you cancel	What you get back
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, unless the specific booking terms say otherwise

When you cancel	What you get back
No-show	No refund

Our booking fee and a handling fee of US\$25 (or local equivalent) are not refundable. Both are shown separately at checkout before you pay.

Some bookings carry different terms — longer stays, private charters, large groups, or peak dates. Where different terms apply they are shown clearly on the listing and in your confirmation, and replace the table above.

Full details are in our **Refund & Cancellation Policy**, which forms part of these terms.

6.3 How to cancel

Cancel through your account or email **support@synkafrica.com**. Cancellation takes effect when we receive it. We process cancellation requests within **24–48 hours**.

7. Changes and cancellations by us

- **If we cancel** for any reason other than your breach of these terms, you may choose a comparable alternative or a full refund including our fees
- **If we change something significant** — the date, vehicle class, property, or itinerary — we will tell you as soon as we can and you may accept the change, take an alternative, or cancel for a full refund
- Minor changes do not entitle you to cancel, but we will always tell you about them

7.1 Safety

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 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.

7.2 Events outside our control

We are not liable for failure to perform caused by events outside our reasonable control, including natural disasters, extreme weather, epidemics, war, civil unrest, terrorism, strikes, airport or border closures, or government action.

Where such an event prevents a service we provide as principal, we will refund what we have not already irrecoverably committed to suppliers and use reasonable efforts to recover the rest on your behalf.

8. Your responsibilities

You are responsible for:

- **Passports, visas and entry requirements.** Requirements vary by nationality and change frequently. Check with the relevant embassy well before travel. We are not liable if you are refused entry or boarding
- **Health requirements**, including any vaccinations required for entry

- **Travel insurance.** We strongly recommend comprehensive cover including cancellation, medical costs, repatriation, and airline failure. We do not provide insurance
- **Arriving on time.** We cannot refund a service you miss
- **Behaving reasonably.** Partners may refuse service to anyone intoxicated, abusive, or behaving unsafely. No refund is due
- **Following safety instructions,** including wearing a life jacket where required
- **Your belongings**

8.1 Activities carry risk

Boat trips, water sports and outdoor activities carry inherent risk. Follow the safety briefing and the operator's instructions. Do not take part in an activity you are not physically fit for, and tell us in advance about medical conditions that may affect participation.

9. Our liability

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot lawfully be limited.

For services we provide as principal, we are responsible for delivering them with reasonable care and skill and as described in your confirmation. Where we fail, we will put it right or refund you.

For flights, our responsibility is limited to arranging your booking correctly. The airline is responsible for the flight, and international carriage is governed by the Montreal Convention and the airline's conditions of carriage.

We are not responsible for airline insolvency.

Subject to the above, our total liability for any booking is limited to the amount you paid us for that booking. We are not liable for indirect or consequential loss.

10. Complaints

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 it is not resolved, write to **support@synkafrica.com** within **28 days** of your return with your booking reference and details.

We acknowledge within **2 business days** and 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, and nothing in these terms affects your statutory consumer rights.

11. Your account

Keep your login details secure — you are responsible for activity on your account. Tell us immediately if you think someone else has access. We may suspend or close an account used fraudulently or in breach of these terms.

12. Reviews and content

Content you post must be your own honest experience and must not be unlawful, defamatory, offensive, or infringe anyone's rights. You grant us a non-exclusive, royalty-free right to use and display it in connection with our services. We may remove content that breaches these terms.

13. Our content

The SynKafrika name, logo, website and content belong to us or our licensors. You may use them to make and manage bookings, but not to copy, scrape, resell, or reuse for any other purpose without our written permission.

14. Marketing

We will only send you marketing emails if you have **actively opted in**. We do not send unsolicited marketing and do not add customers to marketing lists automatically. You can unsubscribe from any marketing message at any time.

We may send service messages about a live booking — confirmations, changes and travel updates — regardless of your marketing preferences. These are not marketing.

15. Privacy

We handle your personal information in accordance with our **Privacy Policy**, which forms part of these terms.

Booking travel requires us to share your details with airlines, our booking partner Duffel, local partners, and authorities as necessary to deliver your booking.

We collect the minimum we need. We do not collect or store your passport number to make a booking. Where an airline requires advance passenger information for a particular route, we collect it for that booking only and pass it directly to the airline without retaining it.

We do not sell your personal information and do not share it with third parties for their own marketing.

16. Changes to these terms

We may update these terms. The version in force when you make a booking applies to that booking. The current version is always on our website.

17. General

If any part of these terms is unenforceable, the rest continues to apply. Our failure to enforce a term is not a waiver of it. You may not transfer your rights without our consent. These terms are the entire agreement between us in relation to your booking.

18. Governing law

These terms are governed by the laws of the **State of Delaware, United States**, and the courts of Delaware have non-exclusive jurisdiction.

Nothing in this clause removes any right you have as a consumer to bring proceedings in your country of residence, or to rely on mandatory consumer protection laws that apply where you live.

19. Contact

SynKafrica

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