



# TERMS & CONDITIONS

At Maple Travel Limited, we ensure that the services we provide are satisfactory. Customer satisfaction is our utmost priority as we take all complaints about the services we render very seriously. We offer refund, but for services rendered by us which we deem unsatisfactory.

Please read this policy carefully to understand your rights and also understand the requirements for refund.

## **Covid-19 Disclaimer/ Flight Bookings**

By proceeding to book You agree and accept the Terms and Conditions of Maple Travel Ltd and its travel Partner and Affiliates You further acknowledge that Maple Travels operates as a reseller of flights. Whilst every effort is made to ensure that we take into account any travel restrictions that may exist at the time of booking, it may be possible that there is a delay in the GDS or Airline system updating to accommodate all travel restrictions that may be imposed. The government may also impose a restriction within short notice. By booking the selected flight with us, you confirm that you have checked that there are no travel restrictions, in both your country of departure, transit and arrival, that may affect your booking and that you have satisfied yourself on behalf of all travellers in the booking that you can proceed with the booking. Please also check the entry requirements of your destination country as a quarantine period or testing might be a requirement when flying in from Nigeria.

Maple Travels cannot be held liable for any operational changes, cancellations or consequential damages incurred by you, or any passenger in the booking, in the event that flights are not able to operate as planned, including any disruptions, cancellations or changes to planned schedules. Please note that in the event that a flight is disrupted or cancelled due to travel restrictions being imposed that each airline will have their own policy in this regard, which will apply to your booking.

## **REFUNDS**

We may offer refunds in the following conditions:

1. If the service requested has not been initiated by our company. In essence, if the company has not taken any step towards the actualisation of the requests of our client, we will offer 100% refund.
2. If the service performed is different from the one requested by the customer.

Client may request refund within 10 days following the receipt of service.

Payment of funds initiate engagement and we are unable to refund payment made once we have begun processing.

We are also unable to refund where the client has delayed the process and has been not been able to aid us in completing the process or service .

**Please note: Refunds are issued at our discretion.**

## **EXCEPTIONS**

Notwithstanding other provisions of this policy, we may refuse to grant refunds if:

1. Payment of funds initiate engagement and we are unable to provide refund once we have begun processing.
2. We are also unable to refund where the customer has delayed the process and has not been able to aid us effectively in completing the process or service.

## **HOW TO MAKE A COMPLAINT**

If you are dissatisfied with the service provided to you and you are eligible for refund under this policy, kindly reach out to us via any of our social media platforms, telephone numbers, email or visit our physical office.

## **THIRD PARTY SERVICE PROVIDERS**

Maple Travel Ltd provides Clients with the services either itself or acting on behalf of Principals engaged in or associated with the travel and/or accommodation industries, such as airlines, hotels and/or other service providers or suppliers (collectively referred to as 'the

Principal'). Maple Travels represents the Principal as agents only **AND ACCORDINGLY ACCEPTS NO LIABILITY** for any loss, damage (including loss of profits or consequential or special damages), injury, illness, harm or death (except if such loss or damage arises from the gross negligence or wilful misconduct of Maple Travels or any person acting for or controlled by Maple Travels), which any Client may suffer as a result of any act or omission on the part of or the failure of the Principal to fulfil their obligations, whether in relation to travel arrangements, accommodation or otherwise. **When you make a booking with us, you acknowledge and agree that we act only as an agent for the third party service provider, which is solely responsible to provide you with the travel or service which you have booked.** The contract in use by the Principal (which is often constituted by the ticket issued by the Principal), shall constitute the sole contract between the Principal and the Client and any **RIGHT OF RECOURSE** the Client may have, will be solely against the Principal. Maple Travels shall, as soon as possible after the confirmation of the Client's booking, provide to the Client the identity of the Principal.

Please be advised that when booking a travel package with Maple Travel Ltd, either online, or with a Live Agent, it is the Passenger's responsibility to ensure that they have familiarised themselves with all terms and conditions that are applicable to their booking, which may include air, rail, bus, transport services suppliers, hotel and tour operators, etc.