

Zeefass Aviation Services Terms of Service

1. Terms

By accessing the website at <http://flyzeefass.com>, you are agreeing to be bound by these terms of service, all applicable laws, and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing this site. The materials contained in this website are protected by applicable copyright and trademark law.

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iii. attempt to decompile or reverse engineer any software contained on ZEEFASS website.

iv. remove any copyright or other proprietary notations from the materials; or

v. transfer the materials to another person or "mirror" the materials on any other server.

b. This license shall automatically terminate if you violate any of these restrictions and may be terminated by ZEEFASS at any time. Upon terminating your viewing of these materials or upon the termination of this license, you must destroy any downloaded materials in your possession whether in electronic or printed format.

3. Disclaimer

a. The materials on ZEEFASS website are provided on an 'as is' basis. ZEEFASS makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties including, without limitation, implied warranties or conditions of merchantability, fitness for a purpose, or non-infringement of intellectual property or other violation of rights.

b. Further, ZEEFASS does not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the materials on its website or otherwise relating to such materials or on any sites linked to this site.

4. Limitations

In no event shall ZEEFASS or its suppliers be liable for any damages (including, without limitation, damages for loss of data or profit, or due to business interruption) arising out of the use or inability to use the materials on ZEEFASS's website, even if ZEEFASS or a ZEEFASS authorized representative has been notified orally or in writing of the possibility of such damage. Because some jurisdictions do not allow limitations on implied warranties, or limitations of liability for consequential or incidental damages, these limitations may not apply to you.

5. Accuracy of materials

The materials appearing on ZEEFASS's website could include technical, typographical, or photographic errors. ZEEFASS does not warrant that any of the materials on its website are accurate, complete, or current. ZEEFASS may make changes to the materials contained on its website at any time without notice. However, ZEEFASS does not make any commitment to update the materials.

6. Links

ZEEFASS has not reviewed all the sites linked to its website and is not responsible for the contents of any such linked site. The inclusion of any link does not imply endorsement by ZEEFASS of the site. Use of any such linked website is at the user's own risk.

7. Modifications

ZEEFASS may revise these terms of service for its website at any time without notice. By using this website, you are agreeing to be bound by the then current version of these terms of service.

8. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of NIGERIA, Lagos and you irrevocably submit to the exclusive jurisdiction of the courts in that State or location.

Flight Booking Terms and Conditions

We look forward to the opportunity to act as your booking agent for your travel needs. Please read these Terms and Conditions carefully before using the services and website of airtickets.com. When you use or make a booking on our site you are deemed to have accepted these Terms and Conditions.

These terms and conditions (the “Agreement” or “Contract”) describe what you are legally entitled to expect from us when you purchase travel related services through us, in addition to your obligations as a customer.

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Use of the website

As a condition of your use of this Website, you warrant that (I) you are at least 18 years of age; (ii) you possess the legal authority to create a binding legal obligation; (iii) you will use this Website in accordance with these Terms and Conditions; (iv) you will only use this Website to make legitimate reservations for you or for another person for whom you are legally authorized to act; (v) you will inform such other persons about the Terms and Conditions that apply to the reservations you have made on their behalf, including all rules and restrictions applicable thereto; (vi) all information supplied by you on this Website is true, accurate, current and complete, and (vii) if you have an account to this website, you will safeguard your account information and will supervise and be completely responsible for any use of your account by you and anyone other than you. We retain the right at our sole discretion to deny access to anyone to this Website and the services we offer, at any time and for any reason, including, but not limited to, for violation of these Terms and Conditions.

1. Definitions

The terms “we”, “us” and “our” refer to Zeefass Aviation Services Ltd., one of the largest online travel agencies in Europe that manages an extensive portfolio of travel-focused websites operating under the brand name “air

tickets®”. Our contact details can be found at the end of these Terms (please see below at “Correspondence”). You can also be informed of our contact details and operating hours through our web page, on category.

The term “you” and “your” refers to the customer visiting our website, booking a reservation through us, or otherwise using our services.

Moreover, for the purposes of these terms and conditions the following words or phrases have the meaning shown below, unless the context clearly indicates otherwise:

“Booking”: any order for products or services you make on our website which is confirmed or accepted by us. Acceptance will be made by us (and a contract concluded) when we have received full payment from you and sent a confirmation email (from either us or the relevant Travel Supplier).

“Booking Agent” or “Travel Agent”: The online travel agency that manages and operates the website airtickets.com, who in the course of its business provides advice and information and acts as an intermediary in the process of realizing agreements in the field of travel. We as Travel Agent and our Website act as an interface in the transactions involved with the Travel Supplier.

“Customer” or “Client”: The person who makes a Booking or the person on whose behalf the services provided by us have been agreed and who has accepted that condition.

“Service(s)”: a service offered by our website, such as a booking of transport services.

“Service fee”: means the portion of your total cost of the service rendered to you on behalf of us as indicated in the confirmation page and email that covers the services provided by us.

“Travel Supplier(s)” or “Supplier(s)”: The airline and/or any other product and/or service provider in the field of travel, with whom the Customer enters into an agreement and who, with due observance of the applicable terms and conditions, is responsible for carrying out the service.

“Website”: means the <http://www.flyzeefass.com> website.

2. Booking via our website

2.1. By booking via our website:

- You agree to be bound by the terms of this Agreement and any additional terms and conditions of any Supplier that are applicable to your booking, travel arrangements or use of any website content. You agree on behalf of yourself and those you represent to comply with all such terms and conditions, including the payment of all amounts when due.
- You agree that, under no circumstances, any compensation paid by us cannot exceed the purchase price of your ticket after deducting the amount corresponding to the service fee.
- You agree that for any problem you face regarding your booking at the time you are at the airport, before taking any action, you are under the obligation to firstly contact us for assistance. Any solution provided by us must be followed and any deviations from it are only allowed after our explicit permission.
- You agree that any violation of any such terms and conditions may result in (a) the cancellation of your reservation or purchase, (b) your forfeiture of any money paid for your reservation or purchase, (c) you being denied access to the applicable travel related product or service, and (d) our right to debit your account for any costs we incur as a result of such violation.
- You represent and warrant that (a) you are of sufficient age to use our services and website and can create binding legal obligations in connection with your use, (b) you are legally authorized to act for or on behalf of any persons included in a booking and accept these terms and conditions on their behalf, and (c) the information supplied by you is true and correct.
- You are responsible for informing such other persons of all terms and conditions applicable to their travel arrangements. You understand that you are financially responsible for any use of our services or website by you and those using your name or account.
- You are responsible for your activities on the Website (financially or otherwise), including the possible use of your username and password.

3. Contract related:

3.1. Your Agreement with us

We sell a variety of travel related products and services from different Travel Suppliers. We, as Booking/Travel Agent, are acting as intermediary for products and services that are not directly supplied by us. We are not a co-vendor of such products and services. When you make a booking via our website, you will be entering into a separate contract with such Travel Suppliers in connection with such products and services. We are therefore not a party to the contractual relationship in relation to the products and services you order on our website, unless explicitly provided otherwise herein.

Any queries or concerns relating to the product should be addressed to the Travel Supplier. We do not assume any responsibility for the travel products and services provided by the Travel Supplier, and we make no representations or warranties (express or implied) about the suitability or quality of travel products and services featured on the website.

3.2. Your Agreement with the Travel Supplier

For all products or services booked via our website, the Travel Supplier’s terms and conditions (including airlines’ fare rules) will apply in addition to those set out here. The Travel Supplier’s terms and conditions may include provisions relating to payment procedures, default, liability, cancellations, changes of bookings and refunds (if available) and any other restrictions, so you are advised to read those terms carefully. You are responsible for complying with any airline or other Travel Supplier conditions in relation to check-in times, reconfirmation of flights, or other matters. Specific routes may require a return ticket depending on the passenger’s nationality or airline’s policy restrictions. For this reason, please refer to your Travel Supplier for full details as to the applicable terms and conditions.

4. Booking

4.1. Price

Prices are confirmed at the final step of the booking path at the point when you click “Buy now”, “Make the reservation” or similar, depending on product purchased.

4.2. Service fee

By using our website to book products and/or services, you authorize us to act as your representative during the process of booking of products and/or services from the selected Travel Supplier and to make the payment for such products or services in your name and on your behalf, as required. Accordingly, we shall charge you with a service fee, depending upon which product you book. Any fee charged will be displayed before you confirm your booking.

4.3. Booking confirmation

After you complete your booking, you will receive a confirmation email with a booking number. This is the moment that your contract in relation to the products and services ordered will come into existence. This confirmation email will provide all the details of your booking. Next, we will check that your booking has been correctly entered in the airline’s or Travel Supplier’s booking system and that your payment can be correctly processed.

For flight booking, our obligation to issue the ticket will be subject to your payment having been received in cleared funds.

In relation to the “special requests” options relating to any product (e.g., meals, disabled facilities, child seats etc.), we do not guarantee any such requests but will pass these requests on to the Travel Supplier. It is your responsibility to confirm with the Travel Supplier whether such special requests can be fulfilled.

4.4. Changes and cancellations

4.4.1. Changes and cancellations – by you

Your ability to cancel or modify a booked travel product or service, and the method for doing so, will depend on the specific airline’s fare rules or other Travel Supplier’s terms and conditions. It therefore may not be possible to cancel or modify products or services ordered, or there may be specific requirements you will have to meet.

Although information on your ability to cancel or modify your booking is available online during the booking process and set out in your confirmation email and in your e-ticket, it is your responsibility to familiarize yourself with the Supplier’s specific terms and conditions for cancellations and amendments, since you are deemed to have read and accepted them at the time your booking is placed.

You may submit your request for change and/or cancellation, here. After that you will receive an email asking you to confirm with us to process your request. If for any reason you do not receive the message, you are solely responsible for contacting us to establish that your request is received and being processed. We are not responsible if due to any technical reasons the communication process is not completed.

Changes to name details are not allowed by many airlines and other Suppliers. While we will endeavor to make such a change, if necessary, please bear in mind that most airlines and Suppliers treat a name change as a cancellation, to which standard conditions and charges would apply.

In the event that you make any alteration to your booking (cancellation or modification), in addition to the terms and conditions of your Supplier(s), our standard fees will apply as may be outlined on your booking confirmation. These fees cover the administration costs incurred by us and do not include any charges imposed directly by the Travel Supplier.

4.4.1.1. Refund

If you cancel your booking, you may be entitled to a partial refund. In addition to the cancellation terms and conditions of your Supplier(s), our standard fees will apply as may be outlined on your receipt or booking confirmation.

The refundable portion of your purchase price (if any) will be refunded to you once we have received the funds back from the Supplier(s). To the extent we are refunded by the Supplier, we shall pass this refund onto you. We are not responsible for a Supplier’s failure to pay a refund.

If the reason for your cancellation is covered under the terms of your travel insurance policy, you may be able to reclaim your cancellation charges through your insurer. The same applies in case you have purchased our Moneyback Guarantee cancellation service; if the reason for your cancellation is covered under the terms of our Moneyback Guarantee policy, this may entitle you or your immediate family (depending on the case) to the refund of your cancellation charges.

If you want to cancel or change your booking our service fee charged at the time of booking will not be refundable.

If you have a booking for any of our products or services, including flights, but you do not show up to check-in or otherwise do not avail yourself of such product or service (“no show”), you will not be entitled to any refund. Subject to the relevant airline’s policy you may, however, be entitled to a refund of any departure tax you may have paid for your flight (excluding low-cost flights).

4.4.1.2. Cancellation or change on flight booking

In relation to flight bookings, please note that if the cancellation means that the airline charges a cancellation fee or if the change means that the cost of your booking has increased, you will need to pay such extra charges or costs in addition to our charges outlined on your receipt or booking confirmation.

The cancellation and amendment terms of low-cost flights are the applicable terms of the airline. You should contact the airline directly to cancel or make amendments to low-cost flights. Usually fares for low-cost flights are non-refundable. If you decide to cancel your low-cost flight, our service fee and any amendment charges are non-refundable. If the reason for your cancellation is covered by the terms of any insurance policy you have purchased, you may be able to reclaim any applicable non-refunded fares or cancellation charges from the insurers.

Please note that flights must be taken in the sequence they appear on your booking confirmation or e-ticket. If you plan not to take a flight as booked, please contact the airline as far in advance as possible to discuss your options. If you do not check in on time for a confirmed reservation, the airline may register you as a ‘no-show’, which could result in extra charges and/or your whole flight itinerary being cancelled and/or render your ticket void.

If you wish to cancel your booking because you are unable to comply with the passport, visa and other immigration requirements applicable to your itinerary, the terms and conditions of the airline will apply, and we accept no responsibility for any charges incurred.

4.4.2. Changes and cancellations –by the Supplier

Your contract with your Suppliers may allow them to cancel or amend bookings. We will endeavor that you are promptly notified of any significant changes once we become aware of such change if there is time before your departure, but we accept no liability for any changes or costs incurred that may result. Subject to the Supplier’s terms and conditions, you will then have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements if one is made available by the Supplier, or cancelling your booked arrangements and receiving any applicable refunds. We do not guaranty that any refunds will apply.

Our ‘Best Price Mix’ offers the cheapest flight combination; therefore, you may receive different ticket numbers with different airlines for each route of the trip. Please note that for each separate ticket the terms of the specific airline apply.

4.4.2.1. Changes to flight schedules

The flight times shown in your booking confirmation may change between the date of booking and the date you travel. In case of re-timing of flight time schedule, if you provide us with contact information, we will endeavor to notify you of any such changes. However, it is your responsibility to check with the airline that the flight (and any onward flights) you have confirmed is operating as booked. We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this. Please note that for some airlines it is mandatory to confirm with them your intention to fly. We have no control over airline schedule changes and accept no liability for costs which may arise because of such changes.

4.4.3. Cancellations by us

In case of an obvious error (including any error in data entry, error of calculation or clerical error) resulting in the display of a price which has obviously been displayed by mistake, we reserve the right to cancel your booking, even if it was automatically confirmed by us. You will be informed of this as soon as possible, to allow you to make a booking at the correct price, if you wish to. In any case, you will not be entitled to claim compensation from us on the grounds of the cancellation or the related costs, if any, that have been incurred due to an erroneous booking which has been cancelled.

In some circumstances, and in addition to the billing and payment information you provide, we may require you to produce some proof of your identity. This can be requested at the time of booking, during payment processing or at any other time thereafter. We reserve the right to cancel the booking if you do not provide such proof of identity when requested with no liability whatsoever.

We also reserve the right to cancel your booking at any time for security or fraud-protection purposes. This is generally due to our security-protection and fraud-detection processes reporting a problem with the payment card submitted e-mail address used for booking etc. In such circumstances we may cancel your booking with no liability whatsoever. An email informing you about the cancellation will be sent to the email address you provided at the time of booking.

5. Prices and payments

5.1. Prices

Zeefass Aviation Services Ltd., the company that manages and operates the website flyzeefass.com is based in Nigeria. Therefore, all charges are in Naira.

At the last step of the booking procedure, and prior to purchase, the total amount to be charged in Naira is shown.

The amount taken from your card may differ from the amount quoted as payable on our site, as it depends on any additional charges or fees your card issuer (and/or card provider) applied to process the transaction.

We will not be liable for any fees relating to varying exchange rates and charges set by your bank as well as for any other additional fee for transactions in a foreign currency you are charged by your card issuer, in case Euro is not the currency that your credit card issuer bills you in.

5.2. Payment

Payment can be made by the payment methods listed on our website. Payment methods other than those stated on the website are not accepted and no responsibility is accepted for cash or cheques sent through the post. When you make a booking on our website, you will need to provide us with credit or debit card details to cover the full cost of your booking. We may be required to pass your card details to the relevant Travel Supplier for fulfillment of the booking. You may have multiple charges for the travel service, totaling the amount quoted for your booking.

You authorize us or an authorized third party to take full payment for the total amount of your purchase. When pay by credit card, payment for your flights may be taken directly by the airline.

Please note that you may be required to present your payment card at the time of check-in to provide confirmation of authorized card use or to secure any additional charges.

If there are any problems with your payment, we will contact you within 48 hours (or within 24 hours if you are travelling within 48 hours).

We will not be liable for any subsequent price increase because of payment failure. Any price increase must be paid for by the Customer before the booking can be confirmed.

We are not obliged to issue any tickets, confirmations, vouchers, or other travel documents, before the payment process has been finalized and we have received the payment. However, in all cases the Customer remains liable for payment of the full amounts for the Services ordered.

In case the payment is processed with a credit card of a third person, we may require written authorization to be provided by the cardholder. We or the Travel Supplier reserves the right only to deliver e-tickets, confirmations, e-vouchers or other travel documents to your credit card billing address or email address when requested to do so by the credit card issuer. All email addresses used must be valid at the time of booking.

After completion of the payment and booking confirmation, you will receive by tripsta all necessary tax documents (receipt, invoice) by e-mail to the e-mail address you have indicated during your booking.

In the case you request the issuance of an invoice/receipt, please take attention when entering the data in the relevant fields. Any claim for changes to details wrongfully stated by you to an invoice already issued, will bear a charge of €10.00.

6. Special conditions and information for flights

6.1. Price

Some fees, such as service fee, are not included in the ticket price and are added during the booking process. However, a breakdown of the fare, taxes, surcharges and extra fees and the total ticket price are indicated at various steps during booking procedure. At the final step before validating the booking, an overview with total price will be displayed. Once you click submit you agree with the price and purchase. You will then receive your booking confirmation e-mail where price is shown.

6.2. Refunds

In some cases, when you are unable to take your flight, subject to the terms and conditions of the airline, you may be eligible to claim part of the amount you were charged at the time of purchase. Most of the airlines do refund taxes, fees, charges, and surcharges (TFCs) imposed on passengers by airports and government authorities if the ticket is unused, since these TFCs are only payable to airports or governments if the passenger actually travels. Other TFCs (for example fuel charges or booking fees) are not refunded unless a flexible fare ticket is purchased. Most airlines demand an administration fee for refunding TFCs.

If you wish to make a claim for any amount that may be refundable, please do so by sending us a written authorization, you hereby authorize us to carry out all the activities necessary to obtain such refund. You agree that you have 12 months from the date of your scheduled flight to write and ask us for a refund after which time you agree to forfeit any right to apply for refunds.

Please note that in case of tickets issued directly by the airline or where payment for your flight has been taken directly by the airline, you may be instructed to make a request for refund directly with the airline concerned.

Please note that refunds can only be processed to the form of payment used at the time of booking and that all refunds are subject to the relevant airline's policy and our refund service fee. You hereby authorize us to deduct the applicable refund service fee from the amount of the refund payable to you.

In the event of a refund to you after the above deductions, the relevant amounts will be transferred back by the party that took the original payment to the payment card used to make the original booking.

Any service fees applied will not be eligible for reimbursement.

Customers should note that refund of flight bookings may take up to 6 months.

Refunds will only be paid to you once we have received the funds back from the airline. We are not responsible for the airline's failure to pay a refund.

6.3. E-tickets

All tickets sold on our website are e-tickets, which is a paper-less way to book flights. Once you have made your booking, it is stored electronically in the airline reservation system. We will send you a booking confirmation email and then a separate e-ticket will follow.

It is important that the Customer receives both a booking confirmation and then an e-ticket for each booking. Since you may be required to produce your booking number and/or confirmation email to the airline as evidence of your booking, we recommend that you take both the booking confirmation and the e-ticket with you. We cannot be held responsible for noncompliance with these rules and regulations and strongly recommends that you check these details with your airline in advance of travel.

You must present your e-ticket at check-in for your flight. If you have not received your e-ticket within 48 hours you must contact us via email.

We rely on the information that you provide as being accurate and therefore cannot be held responsible if your e-ticket does not arrive due to an incorrect email address or your junk email settings. You must notify us immediately if you change your email address or contact telephone number.

In addition, please check that the name on your passport matches the name on your ticket and/or booking confirmation. It is your responsibility to check that all the correct information has been entered into the booking including, but not limited to, the correct passenger names, flights, dates, and travel itinerary. If anything is incorrect, it is your responsibility to notify us immediately. All assistance possible will be offered to rectify any errors, however, charges may be incurred by both us and the airline, which you would need to pay.

Please note that airlines have their own rules and regulations about e-ticketing. We cannot be held responsible for non-compliance with these rules and regulations and strongly recommends that you check these details with your airline in advance of travel.

In exceptional circumstances, due to ticketing restrictions outside our control, we may not be able to pass information about confirmed bookings to the airline to enable them to fulfill the booking. If this occurs, we will attempt to notify you within 48 hours of confirmation and organize a refund or arrange an alternative. In case you choose an alternative that is more expensive than your original booking, you will be responsible for paying the difference.

6.4. Low-cost airline flights

In the event low-cost airlines are included in your flight search, we will search the low-cost airline database, and then if you choose to buy, we will process the booking on your behalf. Your contract will be with the relevant low-cost airline, and you will be also subject to their terms and conditions.

Please note that you may receive a confirmation email as well as the e-ticket directly from the low-cost airline in separate emails.

Low-cost airlines may also charge additional fees for checked baggage, airport check-in, preferred seating, in-flight entertainment (if available), food, drink, and snacks etc. Any charges for these additional services are not included in the price of your flight ticket unless explicitly provided otherwise. Full details on such charges may not always be available when making your reservation. For this reason, you need to check your baggage allowance etc. by visiting the airline's website. We are not responsible for any additional costs incurred and we advise you to contact the relevant airline to add any additional services and verify charges.

6.5. Baggage

Baggage allowance and policies differ by airline. For this reason, you should check baggage policy directly with the airline you are flying with. To find out if your booked flight includes luggage, you may check the flight information in the email you received after booking, or in the e-ticket.

Please also note the following:

i) We recommend you add bags online prior to your travel, as some airlines charge additional fees for adding bags at the airport. You will need the airline booking reference number and email address that was used to make the booking. For some airlines you will also need account information, which would have been sent to you in a separate email along with your booking confirmation. You are advised to find the airline you are flying with and use the "Manage your Booking" link to add baggage to your booking.

ii) Some Full-Service Carriers offer lower fares that do not include luggage. Once you have selected your flight, check the flight details to find out if luggage is included in your fare. If luggage is not included, you will need to add

it. After completing your booking, this service is, in most cases, available via the airline's website. The cost of adding luggage is higher at the airport, so we recommend adding it before you check in.

6.6. Unaccompanied Minors

Unaccompanied Minors are children above 5 and under 12 years of age travelling alone (the age depends on the airline's policies, so please check with the airline).

Many airlines provide (or require) supervision service for minors from the time of boarding until the time the minor is met at the destination. This is called unaccompanied minor service. The service provided for the minors, must first be approved by the airline. However, airline policies regarding unaccompanied minors vary. For example, depending on the airline, unaccompanied minor service is often mandatory for children ages 5-14, but optional for teenagers (ages 15-17). Please be sure to check with the airline for specific policies, fees, and services that the airline imposes.

Younger children (typically under the age of 5) are often not eligible for unaccompanied minor service and must be accompanied on the same flight and in the same compartment by an older passenger. However, passengers between the ages of 12 and 17, although for the purposes of fares are considered adults, are not eligible to accompany Unaccompanied Minors in the absence of a passenger who is 18 years or older.

A fee is usually charged for unaccompanied minor service.

With unaccompanied minor service, the airline will usually want to know who is delivering the minor at the airport of departure and who is meeting the minor at the destination. Proof of identification for the receiving adult is often required. Forgetting this required identification can cause unpleasant delays or disruptions so make sure you know the airline's expectations.

Please also note that minors of certain nationalities travelling outside their country unaccompanied or with someone other than their parent or legal guardian (as identified in their passport), are subject to special requirements, e.g., they are required to carry with them letter of travel consent signed by legal guardian or parent with legal custody with authorization to travel.

Booking for unaccompanied minors is only available via phone.

Again, please contact the airline prior to purchasing tickets and inquire about unaccompanied minors.

7. Passport, Visas and Health Requirements

It is your responsibility to ensure you are in compliance with all passports, visa, and other immigration requirements applicable to your itinerary. For this purpose, you should confirm with the competent Embassies and/or Consulates well in advance of travel whether the destination(s) that you are visiting require a visa. It is important to remember to include all transit points in your journey since these may also require you to obtain a visa. We do not undertake any responsibility in case you are not allowed to travel due to your non-compliance with any such requirements and we also undertake no responsibility for cases we provided any assistance or advice on this.

It should be noted that the requirements for obtaining visas, transit visas and entry formalities, vary from country to country and are subject to changes without any notice. For any information needed, you should contact the competent Embassies or Consulates of all countries listed in your itinerary, or/and even the airline and not only the Embassy and the Consulate of the country of your destination, since countries which are stopovers on your flight to your final destination (regardless of whether it is a flight with stopover without changing the airplane or a connecting flight) typically require a transit visa or multiple entry visa.

We advise you that your Passport is valid for at least six months after your scheduled return date, to avoid having identification or any other issues during your travel. Please, also note that, there are countries which require that the travelers' passports expire at least 3-12 months after the time of arrival.

8. Indemnification

You agree to indemnify us and our affiliates, and any of our Suppliers, and any such parties' officers, directors, employees and agents from and against any claims, causes of action, demands, losses, damages, or other costs, (including reasonable legal and accounting fees) brought by you or third parties as a result of (a) your breach of this Agreement, (b) your violation of any law or rights of any third party, or (c) your use of our website.

9. Copyright, trademark, software on this website

All content included on our site, such as text, graphics, logos, button icons, images, audio clips, and software ("Content"), is our property or our content suppliers and is protected by international copyright and other intellectual property laws. The intellectual property rights which subsist in the compilation (meaning the presentation, selection, collection, arrangement, and assembly) of all Content on our website are the exclusive property of the company managing and operating this website and are protected by international copyright and other intellectual property laws. All software made available on our website, or your mobile application is copyrighted work of ours or our software suppliers and is protected by international copyright and other intellectual property laws. Any use of Content and/or software other than in accordance with this Agreement, including the reproduction, modification, distribution, transmission, republication, display, or performance except as expressly authorized, of the Content on this site is strictly prohibited.

Certain software and content found on our website are owned or licensed by us or our Suppliers, your use of which may be subject to further conditions.

10. Links to Third-Party Sites

Our website may contain links to third party websites that we provide only as a convenience to you. You should take precautions to ensure that whatever links you access are free of viruses, worms, trojan horses or other destructive mechanisms. The existence of these links does not imply that we endorse such websites or any included content. We are not responsible for such websites or content or any data privacy practices of such websites.

11. Warranties, Disclaimers and Limitation of Liability

The information, software, products, and services provided by us or our suppliers or published on our website may include inaccuracies or errors, including pricing errors. We and our affiliates do not guarantee the accuracy of and disclaim all liability for any errors or other inaccuracies relating to such information that appears on our website (including, without limitation, the pricing, photographs, general product descriptions, etc.). We expressly reserve the right to correct any pricing errors on our website and/or on pending reservations made under an incorrect price. In such event, if available, we will offer you the opportunity to keep your pending reservation at the correct price or we will cancel your reservation without penalty.

Any ratings for suppliers are intended only as general guidelines, and we do not guarantee the accuracy of the ratings. We make no guarantees about the availability of specific products and services. We make no representations about the suitability of the information, software, products, and services provided by us or contained on our website for any purpose. The inclusion or offering of any products or services by us does not constitute our endorsement or recommendation of such product or service. All such information, software, products, and services are provided "as is" without warranty of any kind. We disclaim all warranties that our website, its servers, or any email sent from us, or our suppliers are free of viruses or other harmful components. We hereby disclaim all warranties and conditions about this information, software, products, and services, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title, and non-infringement.

The carriers and other suppliers providing travel or other services on this website are independent contractors and not agents or employees of us. We are not liable for the acts, errors, omissions, representations, warranties, breaches, or negligence of any such suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting there from. We have no liability and will make no refund in the event of any delay, cancellation,

overbooking, strike, force majeure or other causes beyond our control, and we have no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or authority.

In no event shall we be liable for any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in any way connected with, your access to, display of or use of this website or our services or with the delay or inability to access, display or use our website whether based on a theory of negligence, contract, tort, strict liability, or otherwise, and even if we have been advised of the possibility of such damages.

If, despite the limitation above, we are found liable for any loss or damage which arises out of or in any way connected with any of the occurrences described above, then our liability will in no event exceed, in the aggregate, the greater of (a) the service fees you paid to us in connection with such transaction(s) on this website, or (b) sixty British Pound (£60.00). The limitation of liability reflects the allocation of risk between the parties. The limitations specified in this section will survive and apply even if any limited remedy specified in these terms is found to have failed of its essential purpose.

12. Applicable law

This Website is operated by a Greek entity and this Agreement is governed by the laws of Greece. You hereby consent to the exclusive jurisdiction and venue of courts in Athens, Greece, in all disputes arising out of or relating to the use of this Website.

13. Correspondence

All correspondence regarding customer service or your booking should be sent to Zeefass Aviation Services Limited, Suite 208 Ikeja Plaza 81, Mobolaji Bank-Anthony Away, Ikeja-Lagos. Otherwise, please contact us: contact@flyzeefass.com, Tel: +2348097910000

14. Other terms and conditions

14.1 Entire Agreement and Severability Clause

These Terms and Conditions contain the entire agreement between the parties in relation to its subject matter.

If at any time any part of these Terms and Conditions (including any one or more of the clauses of these Terms and Conditions or any sub-clause or paragraph or any part of one or more of these clauses) is held to be or becomes void or otherwise unenforceable for any reason under any applicable law, the same shall be deemed omitted from these Terms and Conditions and the validity and/or enforceability of the remaining provisions of these Terms and Conditions shall not in any way be affected or impaired as a result of that omission.

14.2 Changes to General Terms and Conditions

We reserve the right to change or update these Terms and Conditions from time to time without prior notice to you. The current version of the T&Cs will be displayed within the Website from the date on which any changes come into effect. Continued use of the Site following any changes to the Terms and Conditions shall constitute your acceptance of such changes.

Estimate Ground Handling Cost

For business aircraft operators, ground handling costs within the international operating environment vary depending on many factors. While basic handling service costs may be quite predictable, they have the potential to change on the day of operation – often as a result of additional requests, a different arrival/departure time, and/or where you end up parking on the airfield.

The following is an overview of what you need to know:

1. Basic ground handling services

There are differences in what handlers consider “basic” aircraft support services. Many handlers include chocks, transfers to/from the general aviation (GA) lounge, aircraft towing, passenger handling and assistance with customs, immigration, and quarantine (CIQ) clearance, baggage handling and, in some cases, lav and water services as part of basic handling services. Other locations, however, may charge for every itemized service, and this will be notated on the invoice. For example, in some places in Europe, you may pay an additional 100 Euros for chock services, perhaps 5 Euros for each bag handled and 60 Euros for a limited selection of daily newspapers.

2. Calculation of basic handling charges

Handling charges are often based on aircraft maximum takeoff weight (MTOW) – typically broken down to different size ranges of aircraft. An Eclipse 500, for example, would require less equipment to handle than a BBJ. In some cases, charges depend on the number of people onboard. Charter flights configured for high density seating, for example, may require additional equipment and personnel due to the higher number of passengers onboard.

3. Variations in ground handling charges

Ground handling costs typically differ depending on the airport, time of day you arrive, and the equipment you require. At locations with more than one GA handler, costs will vary. Some locations have only a single authorized ground handler, and you will often pay more in such situations. There may also be differences in handling fees if you are making an international arrival, as opposed to a domestic arrival, as additional ground handler personnel and time may be required. If you are just making a tech stop, handling costs may be less than for a destination stop, but this is not always the case, so it is best to confirm this in advance.

4. After hours and extended hours surcharges

Certain locations impose surcharges for after hours and late-night operations – particularly if the ground handler does not normally operate at that location. In many cases your handling charge will also depend on your time on the ground. You may, for example, be on the ground just one hour, but charged for a minimum of three hours in handling fees. Be aware that you may also experience handling surcharges when arriving during a busy holiday or high-traffic event period.

5. Administration and credit fees

You will typically be charged administration fees for all credit extended for services and airport charges. This will include arrangements for in-flight catering, ground transport and payment of airport and parking fees. Admin fees are generally in the range of 10% and this applies to all services arranged, and paid for, by the handler.

6. GSE considerations

In some cases, the ground handler may need to rent specific ground support equipment (GSE) for your operation. Such items may include an LD6 loader, ground power unit (GPU), and/or stairs for the aircraft. In some cases, this equipment will have to be brought in from another airport. There will be additional costs, plus an admin fee, added to your handling bill. This is often the case when large or wide-body aircraft operating to smaller airports. In some cases, fuel may also need to be brought to your location from off-airport, and there will be charges for this.

7. Parking fees

Aircraft parking charges usually depend on the particular airport as well as on length of time on the ground. Where you park on the field may substantially impact cost of parking. You may be subject to one parking fee structure when on a GA ramp controlled by the ground handler, but a different (much higher) fee if you are parked on the commercial side of the field. At

Dubai (OMDB) and Stansted (EGSS), for example, the cost of parking on the airport-controlled ramp areas is much higher than on the ground handler GA ramp. When the GA ramp fills up, however, you may have no choice but to use the much higher priced commercial ramp areas.

8. Handling extras

There are locations where you may be required, or have the option, to use a VIP lounge with express CIQ clearance. You may pay \$1500- \$3000 for use of these facilities – for arrival as well as for departure. VIP terminals with surcharges include Singapore Changi (WSSS), Tel Aviv (LLBG), and Tokyo Haneda (RJTT).

9. Out of the norm services

There will be additional handling costs associated with special requests that are not standard services. For instance, if you wish your handler to source a specific French wine at a smaller Caribbean Island, fresh strawberries out of season in Panama or a case of peach-flavored Snapple in Tahiti, additional costs are sure to materialize on your handling invoice.

Conclusion

Handling costs vary by the size of aircraft, particular services needed and any non-standard services, and/or services required outside of normal operating hours. It is recommended that operators determine the best airport for the location they are flying to, as well as a preferred ground handler, as this will impact your cost at destination.

Fuel Term and Condition

Please note the costs are an estimate only and an approximate calculation of the probable costs for the specified trip. This does not include extra charges due to additional services used, itinerary, or schedule changes. Please understand that the actual charges made by ground services providers may vary from the original estimate and ZAS flight support will not be held responsible for any extra charges that are not originally estimated. Upon completion of the trip ZAS flight support will invoice all bill received from third party service providers in relation to your flight. All charges mentioned above are excluding ZAS flight support fees.

Fuel is supplied on the basis that the pilot in command receives a copy of the fuel delivery ticket.

-Taxes, into plane Fees, and other Fees are subject to change without prior notice and may vary according to flight type and destination.

-For European locations, Mineral Oil Tax/Excise Tax/Hydrocarbon Tax is quoted as indication only and can vary according to the country concerned, please note that even if we have not quoted these taxes. If the local authority deems them to be applicable, we will be obliged to pass thru these charges. If no fuel occurred at French Airports, Euro 80.00 will be imposed accordingly.

-Fuel quotation does not guarantee fuel availability. So, it is highly recommended to check for fuel availability before your flight operation.

-Uplifts less than 500 USG attract \$50 surcharge.

Zeefass Aviation will therefore not be obliged to provide a fuel delivery ticket to the operator.

Operator AOC is required to be presented at the time of delivery in some countries to gain exemption from some excise TAX, failure to provide the (AOC) may result in some additional TAX charges being levied. It will not be possible to remove this TAX once charged. Zeefass Aviation is not responsible for any extra TAX that may be added to the fuel supplier invoice.

Permit:

1. Documents required to obtain permit: C. of R, C of A, Insurance, Noise Cert, Radio License, Crew Data Page, Type of cargo, AWB for cargo plane

2. Some country required 48-72 hours' notice.

3. Once permit is issued payment must be made.

4. Any Additional document or information that may be required by the CAA.

Dubai Visa Terms and Conditions

1. You can conclude our contract with us at any time. Though you will be liable to pay the charges in any case which are incurred during the process of your application.
2. In case you need to travel to Dubai on the urgent basis you need to pay additional fee. The visa will be issued within 24-48 Hours although the issuance of visa is solely depending upon the Embassy.
3. In case your visa is rejected for any reason we will not be responsible for the same.
4. The fee paid to Zeefass Aviation Services Limited is a Non-Refundable fee in any case. Still, we assure you that the correct documentation and the procedure will be followed while applying for visa. Still Consulate can deny your request without giving any explanation. The Length of visa depends solely upon the consulate's decision.
5. We cannot process your visa faster than consulate or we cannot affect them in any way. The charges will be quoted before applying for the visa based on the documents.
6. An Additional fee depending upon case will be charged from the traveler in case he or she wants the visa on urgent basis.
7. The responsibility of issuing visa is solely upon the Embassy/Consulate. It is upon their discretion whether to Issue visa or reject or they are taking more time in processing. We shall not be held as responsible for the same.
8. Kindly make sure you have sufficient time in your hand to process visa. Normally it takes around 3-4 Dubai working days excluding Friday and Saturday.
9. Zeefass Aviation Services Ltd is not part of any government agency or affiliated to any Consulate or Embassy in any way. We are a private company who can submit your visa application on your behalf.
10. The information given on our website is just for reference only. The laws governing Visa and Immigration keeps on changing time to time. We will try to update same on our website from time to time. IN case of any inaccuracy Zeefass Aviation Services Limited will not be held responsible for the same