

# **Trebet Travels Agency Ltd.**

## **Site Policy and Terms & Conditions**

### **Site Security and Privacy Policy**

<https://www.trebettravels.com> uses SSL protection for your online payment transaction and all data transmission on the site between your browser and the server. Thus, when you are entering your payment card details there is no need to worry as the information is guaranteed safe, secure and cannot be stolen. The padlock sign and the **https** on the URL address bar gives you the assurance that your payment data and your transaction is secure and safe.

We equally implement Advanced Site Protection and Performance Accelerator, SiteLock that protects the website from fraud and malware, while speeding up its performance for customers. The SiteLock seal is displayed on the left side of the web pages. This advanced security helps to block malicious traffic and scans daily for other harmful threats.

### **Making Payments**

At <https://www.trebettravels.com>, we try to make your payment experience as easy, secure and painless as possible. That is why we accept the world's two major credit/debit cards – Visa and MasterCard in addition to two other online payment platforms in Nigeria – Interswitch (Verve Card) and Etranzact (Genesis Card).

Alternatively, we equally provide additional payment window that allows customers to pay directly into our bank account by selecting PAY AT BANK option after which you then call any of our offline support numbers to finalise your transaction.

No matter which payment option you use, the price you pay is the same as the price you see – we do not have any hidden charges on our website. No charges will be made to your payment card until the booking has been confirmed.

Our secure SSL based connection ensures that nobody can view your credit cards details on the internet – as with all the major e-tailers, you will see the padlock at the bottom corner of the payment frame, which means that the confidentiality of your transaction is indeed guaranteed.

**Please note that prices are subject to change without prior notice by the service providers!**

## Cancellation and Refund Policy

### a) Amendment and Cancellation:

1. Amendments and cancellations can be made without any cancellation charges prior to the cancellation deadline/due date.
2. Any customer request for amendments or cancellation after the cancellation deadline/due date may attract cancellation penalties. Please note that cancellation charges vary from supplier to supplier.
3. When booking is amended or cancelled, we shall notify you within **5 working days** or longer of any amendment or cancellation charges.
4. The reason for providing customer with the cancellation deadline or due date is to protect you from any cancellation charges and to alert your attention to make the amendment or cancellation before the cancellation deadline or due date.

### b) Refunds:

1. Refund requests will only be processed if received in writing within **30 days** from the date the travel component was to be provided.
2. Refund requests for partially utilized services will not be processed unless we receive written proof from the service provider or supplier that the customer has not utilized all the services in full as specified on our final confirmation and that a refund will apply to the un-utilized services.
3. Refund requests for fully un-utilized services will be processed once we receive the written request. Refunds are subject to receiving confirmation from our supplier. The refundable amount provided by the supplier is final including cases when no refund is applicable.
4. We require a period of **21 days** to process any refund requests. No claims would be entertained after a refund is processed.

## Terms and Conditions

Through the website – <https://www.trebettravels.com>, Trebet Travels and Tours Ltd provides an online platform through which customers can browse different types of our services including flight, hotel, tours and taxi, and make reservations. By making a booking through the Site, you make an offer to book a reservation at the price listed for such reservation and such other terms and conditions stated on the Site, which shall become a binding contract when accepted by Trebet Travels and Tours Ltd, which in turn means the

reservation has been confirmed. We shall indicate the acceptance of your booking via an e-mail confirmation after your payment has been confirmed. However, we reserve the right to reject bookings as set out below.

When rendering our services, the information that we disclose about flights, hotels, torus, and taxi is based on the information provided to us by our suppliers or providers (including but not necessarily limited to their representatives, distributors, destination management companies (DMCs), channel managers, partners, etc.). As such, our service providers and suppliers or their representatives are given access to an extranet or other connectivity solution through which they are fully responsible for updating all rates, availability, description, pictures, booking conditions, policies and other information which may be displayed on the Site. Although we shall use commercially reasonable skill and care in performing our services, we shall not verify if, and cannot guarantee that, all information is accurate, complete, correct or up to date, nor can we be held responsible for errors (including manifest and typographical errors), interruptions whether due to any (temporary and/or partial) breakdown, repair, upgrade or maintenance of the Site or otherwise), as well as inaccurate information which may result from changes in market conditions or circumstances within short notice.

We reserve the right not to accept customers or bookings (or in exceptional cases to cancel confirmed ones) at our discretion and for whatever (legal) reason without the need to justify such refusal. Typical reasons for rejecting a customer or booking include, but are not limited to – breach of the terms & conditions of use, legal restrictions, (suspicions of) fraud or theft, suspected criminal activity, suspicious bookings, submission by customer of misleading or erroneous information, credit card problems, inappropriate behaviour, threats, insults, refusal to supply information, communication problems, obvious errors, etc. In case a booking is rejected or cancelled by Trebet Travels and Tours Ltd and a payment has already been made, you will receive a refund of the total booking value. We also reserve the right to bar ("blacklist") users from the Site on a permanent or temporary basis at our discretion. Any such blacklisted user must not attempt to use the Site under any other name or through any other user.

You may only use the Site to make bonafide and legitimate enquiries or bookings and you hereby undertake not to make any speculative, false or fraudulent bookings or any reservations in anticipation of demand. You undertake that the payment details you provide us with in making a booking are fully correct. You also undertake to provide correct and accurate e-mail, postal and/or other contact details to Trebet Travels and Tours Ltd and acknowledge that Trebet Travels and Tours Ltd may use these details to contact you in the event that this should prove necessary.