

KORA JETS

CUSTOMER TERMS & CONDITIONS

Effective Date: 27 October 2026 | Version 2.0
www.korajets.com

1. Introduction and Corporate Structure

These Terms & Conditions ("Terms") govern access to and use of the Kora Jets website, applications, booking services and related concierge services (the "Platform") by customers and passengers. The Kora Jets parent company exclusively owns the Platform and associated intellectual property and licenses the Platform to the Nigerian operating company. The entity identified in the relevant booking confirmation or transaction documents is the entity providing the applicable marketplace services ("Kora Jets", "we" or "us"). The identity of the contracting entity must be disclosed to customers before they enter a binding booking. The licensing relationship does not itself determine which entity contracts with a customer or acts as a payment merchant.

2. Nature of Services

Kora Jets provides a technology-enabled marketplace and concierge service to facilitate charter enquiries, quotations, bookings and related arrangements with independent aircraft operators. Unless expressly and lawfully stated in booking documentation, Kora Jets is not the operating air carrier and does not exercise operational control over aircraft, flight crews or flight safety. The identified operating carrier is responsible for performing the flight and complying with applicable aviation requirements. Nothing in these Terms excludes duties that Kora Jets independently assumes or cannot lawfully exclude.

3. Customer Eligibility and Accounts

Customers must be legally capable of entering into the relevant booking contract. Customers shall provide accurate account, contact and payment information, protect their credentials and promptly notify Kora Jets of suspected unauthorised use. Where a person books on behalf of passengers or an organisation, that person warrants that they have authority to provide the relevant information and make the booking. The customer must ensure passengers receive material itinerary and travel conditions.

4. Contractual Relationships

The contract for air transportation is ordinarily formed between the customer (or other identified contracting party) and the operating carrier under the disclosed charter contract or booking terms. Kora Jets may separately contract with the customer for booking facilitation, concierge or other services. The role of Kora Jets as agent, intermediary or principal for a particular transaction depends on the actual transaction structure and must be accurately disclosed. If a broker participates, its role and any customer-facing charges shall be disclosed as required by applicable law.

5. Quotations, Bookings and Confirmation

Charter enquiries and quotations are subject to availability, operational feasibility, regulatory permissions and the terms stated with the quotation. A request is not a confirmed booking. A booking is confirmed only after the relevant operator has accepted, the customer has accepted the applicable booking conditions, required payment conditions have been met and written or electronic confirmation has been issued. The confirmation should identify the operator, itinerary, aircraft or aircraft category, total price, material restrictions and cancellation terms. The customer shall review confirmation details promptly and report inaccuracies.

6. Pricing, Fees and Commissions

Before a customer is bound to pay, Kora Jets will present the total payable price, including mandatory charges and applicable taxes where these can reasonably be calculated. The total may incorporate the operating carrier's charter charge, Kora Jets' commercial remuneration and, where applicable, broker or agent remuneration. A separate breakdown of confidential supplier margins is not necessarily provided, but mandatory price disclosures will not be withheld. Any optional add-ons, conditional charges or potential post-booking costs must be explained in accordance with applicable law. No third-party broker may impose an undisclosed charge through the Platform.

7. Payments and Stripe

Stripe is Kora Jets' designated payment processing provider. Accepted payment methods will be shown at checkout or in the relevant payment instructions. Payment may be taken at request, after operator acceptance, by authorisation and later capture, or through another disclosed process depending on the booking. Customers will be informed of the applicable process before payment. Full payment is generally required before departure unless expressly agreed otherwise. The identity of the payment recipient and merchant of record shall be shown where required. Card authentication, fraud checks and transaction screening may apply. Currency conversion rates and payment-provider or issuing-bank fees may affect the final amount; Kora Jets is not responsible for independently imposed bank charges but remains responsible for its own pricing disclosures and legal obligations.

8. Air Points and Promotional Credits

If Kora Jets offers Air Points, loyalty balances, vouchers or promotional credits, their availability and use will be governed by programme-specific terms disclosed before purchase or redemption. Those terms shall specify eligibility, redemption value, transferability, expiry, refunds and any applicable restrictions. Purchased credits and promotional rewards may be treated differently. Kora Jets will not retrospectively remove accrued statutory rights or unlawfully forfeit purchased balances. If no such programme is active, this clause does not create an entitlement to one.

9. Passenger Documents and Travel Requirements

Customers and passengers are responsible for providing accurate names and travel information and for obtaining passports, visas and other documents required for their journey, except to the extent a specific service is expressly undertaken by Kora Jets or the operator. Operators and authorities may require advance passenger information, security screening and compliance checks. Passengers must comply with lawful safety, security, baggage and conduct instructions. Failure to provide mandatory information may prevent travel and may trigger the cancellation terms disclosed for the booking.

10. Cancellations by Customers

Cancellation and amendment terms vary by operator, itinerary and flight type and must be made available before booking confirmation. Fees may be substantial and, where clearly disclosed and legally enforceable, may reach the full charter price. Any fee remains subject to applicable law, including requirements concerning fairness and enforceability. Requests should be made through the Platform or designated booking channel. Refund calculations shall account for the accepted terms, services already provided, recoverable amounts and any mandatory legal rights.

11. Operator Cancellations, Delays and Refunds

Where an operator cancels or materially changes a confirmed flight, Kora Jets will coordinate with the operator and use reasonable efforts to offer suitable alternatives or arrange any refund to which the customer is entitled. The operator's terms and applicable law determine the primary transportation remedies, without excluding any independent obligations of Kora Jets. No clause in these Terms automatically eliminates refund rights because of weather, force majeure or operator cancellation. Where a refund is due, the applicable recipient and payment process will be explained; bank and card processing times may vary.

12. Empty-Leg Flights

Empty-leg flights are repositioning opportunities that may depend on another flight's operational schedule. Their availability, departure times, routing and cancellation conditions may be more restrictive than ordinary charter services. Material limitations must be disclosed before confirmation. If an empty-leg flight becomes unavailable, the customer's rights will be determined by the accepted terms and mandatory law; an advertised discount does not remove statutory rights.

13. Operational Changes and Safety

Flight timing, routing, aircraft assignment and departure or arrival airports may change for safety, regulatory, weather, air traffic or other legitimate operational reasons. The operating carrier retains responsibility for operational decisions. Material changes will be communicated as soon as reasonably practicable. Substitutions and related remedies remain subject to the accepted booking conditions and applicable law. Kora Jets does not guarantee a particular departure time unless expressly agreed.

14. Split Payments and Shared Bookings

If the Platform supports split payments, the payment obligations of each participant will be clearly disclosed before confirmation. Joint and several liability will apply only where expressly accepted and legally enforceable; use of a split-payment feature alone does not automatically impose liability for other participants' unpaid shares. A booking may remain unconfirmed until required funds are received. Kora Jets is not responsible for private reimbursement arrangements between participants, except for obligations it expressly undertakes.

15. Concierge and Third-Party Services

Ground transport, catering, hospitality and other ancillary services may be supplied by independent providers. The identity of the provider, material conditions and applicable charges will be disclosed where relevant. Kora Jets' responsibility for those services depends on its actual contractual role and applicable law. Optional services may have separate cancellation terms.

16. Prohibited Conduct

Customers must not provide fraudulent documents, use stolen payment instruments, attempt to circumvent booking or payment controls, interfere with the Platform, engage in unlawful activity or threaten staff, crew or other passengers. Kora Jets may suspend access or decline a transaction where reasonably necessary for security, safety, sanctions or compliance, subject to existing contractual and statutory obligations.

17. Privacy and Data Protection

Personal data will be handled in accordance with the Kora Jets Privacy Policy and applicable data protection law. Passenger information may be shared with the relevant operating carrier, Stripe, service providers and competent authorities as required for lawful booking and travel purposes. The parent company's ownership of the Platform does not automatically make it the sole controller of all personal data. The Privacy Policy is available through www.korajets.com, and privacy enquiries may be sent to desk@korajets.com.

18. Intellectual Property

The Platform and its associated software, designs, trademarks and proprietary content belong to the Kora Jets parent company or its licensors. Customers receive a limited, revocable, non-transferable right to use the Platform for lawful personal or authorised business purposes. No ownership rights are transferred. Users must not copy, scrape, reverse engineer or commercially exploit protected Platform materials except as permitted by law or written authorisation.

19. Liability and Mandatory Rights

Kora Jets is responsible for its own contractual obligations, negligence and other conduct to the extent required by applicable law. It is not automatically responsible for the independent operating carrier's performance merely because it facilitated the booking. Subject to the exclusions below and any applicable statutory reasonableness or fairness test, Kora Jets' aggregate liability arising from a particular booking is limited to the commission actually earned by Kora Jets from that booking. This cap does not reduce or extinguish refunds, repayments or other amounts properly owed by Kora Jets, nor does it apply to fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or liability that cannot lawfully be limited. No limitation in these Terms overrides mandatory consumer rights. Exclusions of indirect or consequential losses apply only insofar as legally permissible.

20. Customer Indemnity

To the extent permitted by law, a customer is responsible for reasonable third-party claims and direct losses caused by the customer's fraud, unlawful conduct, wilful misconduct or material breach of these Terms. This provision does not require a customer to indemnify Kora Jets for losses caused by Kora Jets' own negligence, breach or unlawful conduct, and does not override mandatory consumer protections.

21. Force Majeure

Events outside reasonable control may include severe weather, airport or airspace closure, war, civil unrest, governmental restrictions and major infrastructure disruption. Affected parties shall use reasonable efforts to mitigate the impact and communicate material disruption. Force majeure does not automatically eliminate rights to refunds or other remedies under the relevant booking terms and applicable law, nor does it excuse payment obligations already accrued where payment remains legally and practically possible.

22. Complaints and Dispute Resolution

Customers should report booking complaints promptly through the Platform or desk@korajets.com, providing the booking reference and relevant details. Kora Jets will review complaints within a reasonable time and coordinate with the operator where appropriate. Parties should attempt good-faith resolution before litigation, without restricting urgent remedies or statutory rights. Nothing prevents a customer from contacting a competent regulator or pursuing legally available remedies.

23. Changes to the Platform and Terms

Kora Jets may modify Platform features and propose updates to these Terms for legitimate business, legal, regulatory or security reasons. Material changes will be notified where required and will not retrospectively alter confirmed booking terms or accrued rights without lawful agreement. Where affirmative acceptance is required, Kora Jets will request it. Continued use alone is not treated as consent to processing that legally requires separate consent.

24. Suspension and Termination

Kora Jets may suspend or terminate an account for serious misuse, fraud, material breach or compliance risks, subject to applicable law and reasonable notice where practicable. Account termination does not automatically cancel confirmed flights or extinguish accrued refund, payment or other contractual rights. Customers may stop using the Platform at any time, subject to existing booking commitments.

25. Governing Law and Jurisdiction

These Terms are governed by the laws of England and Wales, subject to any mandatory consumer protections or overriding legal requirements that apply in another jurisdiction. Courts of England and Wales shall have jurisdiction, but this provision does not deprive consumers of any right to bring proceedings in another court where mandatory law provides that right.

26. General Provisions

These Terms, the accepted booking confirmation, applicable charter conditions and incorporated policies form the relevant contractual framework. If terms conflict, mandatory law prevails, followed by expressly accepted booking-specific conditions for the relevant transaction, except where otherwise required by law. If a provision is unenforceable, the remaining provisions remain effective insofar as legally permissible. Failure to enforce a right is not a waiver. Neither party may assign obligations in a way that unlawfully diminishes the other's rights. Electronic records may evidence acceptance and booking activity to the extent permitted by law.

27. Electronic Acceptance

Before a customer is bound by an online booking, the Platform should provide access to the applicable Terms, operator conditions, price and cancellation information and obtain any legally required affirmative acceptance. Kora Jets may retain records of the accepted version, date, time and booking reference. No handwritten signature is required where a valid electronic contract is formed. Acceptance of these Terms does not substitute for separate privacy or marketing consent where required.

END OF TERMS