



Travel Terms and Conditions

Yaupa terms and conditions represent the legal attributes of the services provided by the company.

This document is binding and is not subject to any varying terms or conditions unless as provided by Yaupa subsequently upon due notice in the application.

The terms and conditions are categorized into two groups. The first group covers the general definitions or meaning of terminology that will be used in this document. The second contains the detailed terms and conditions.

Definition of Terms

Applicants: These are transport companies seeking to sell their services through Yaupa.

Contact Persons: these are the list of names provided by the transport company that can be contacted by Yaupa for update of services or details of transaction.

Status: This is the state of data provided by the transport company in which no additional manipulation by Yaupa is required.

Terminals: These are pickup point or motor parks provided by transport companies.

Transaction: Transaction effected and services obtained by applicants through Yaupa.



Terms of Agreement

1. Any booking made prior to the day of travelling will be complied with until the booking contract is terminated. It is therefore pertinent to say that clients who made bookings via Yaupa will not be required to pay any increase in price even when there is a galloping inflation in the price of fuel or scarcity of fuel within the period of fourteen (14) days.
2. Applicants are bound to comply with their service terms as contained in this terms and conditions. Furthermore, the time of departure, date, traveling conditions, stoppage points, route, last bus stop, number of persons per seat and luggage permitted selected by customer or passenger must be strictly adhered to except in unforeseen emergencies.
3. Clients or passengers are to be treated with utmost respect by employees of the applicant, and must accord passengers comfort.
4. Compensations are to be made to clients/passengers when a client(s) could not embark on the journey upon default by the applicant company. Applicants are in such cases required to pay 3% interest on the amount paid by clients/passengers.
5. Payments will be made via Yaupa, and applicant companies (transport companies) are expected to receive details of registered passengers. That is, Yaupa is by this term bound to effect transfer of fund to the account of the applicant company and the applicant company is bound to affect the services as selected by clients/passengers.
6. Dispute, disagreement that may arise in connection with the provision of this terms and conditions shall be settled by negotiation. Negotiation shall take place at Yaupa head office in Yenagoa and shall be conducted in English Language.
7. Yaupa shall not be involved in any dispute or claim that may arise between the passengers and the applicant company, unless the said dispute relates specifically to the use of the systems in which case the same shall be subject to the relevant



terms and conditions of governing the use of the system prevailing from time to time. And the dispute was notified to Yaupa within thirty (30) days of occurrence.

8. If at any point, the applicant company discovers that they may not be able to meet up the demand of clients/passengers, they are expected to report to us (Yaupa) two (2) days before or in worst case scenario twenty-four (24) hours before the time of execution selected by the client/passenger. This is to enable us outsource the services to another transport company. Any transaction made is to be reversed immediately back to Yaupa and no extra charge is required. Failure to comply to this term, applicant will be required to refund all transaction expense with an extra charge of 3% interest of any transaction made by clients/passengers for compensation.
9. Applicants are by this document bound to execute client/passengers order even when payment has not been verified or when payment is delayed due to failure of infrastructure.
10. Applicants agree to the 1.5% processing fee charged by Interswitch for any payment made by clients/passengers.
11. The terms and conditions contained herein shall remain in force except a party terminates the contractual relationship by giving a prior one month (1) notice to that effect.
12. The laws of Nigeria govern this terms and conditions and the Nigeria court shall have jurisdiction



I (We) have read the terms and conditions as stated above and we agree to this contents.

Name:

Company:

Designation:

Signature:

Date:



Applicant Service Details

S/N	TERMINAL	DESTINATION	DESTINATION LAST STOPPAGE POINT	PRICE	STOPPAGE POINTS	NUMBER OF PERSONS PER SEAT	TYPE OF VEHICLE	DEPARTURE TIME(S)	CONTACT PERSON	ADDRESS	BANK OF PAYMENT/ ACCOUNT NUMBER	AIR CONDITION	MAX LUGGAGE ALLOWED PER PERSON	MAX SPEED LIMIT	DURATION OF JOURNEY