

FLOT FLIGHT BOOKING TERMS & CONDITIONS

Open Hubb SL Limited (“Flot”)

Effective Date: 16 June 2026

These Terms & Conditions govern all flight bookings made through Flot.

By proceeding with a booking, you agree to be bound by these Terms & Conditions.

1. About Flot

1.1 Flot is a travel booking platform operated by Open Hubb SL Limited.

1.2 Flot acts solely as an intermediary between customers and third-party travel suppliers.

1.3 Flot does not own, operate, or control airlines, airports, aircraft, or travel services.

2. Supplier Relationships

2.1 Flight inventory may be supplied through airlines, ticketing providers, consolidators, or travel partners.

2.2 All bookings are subject to the operating airline’s Conditions of Carriage.

2.3 Airlines retain sole responsibility for transportation services.

3. Booking Confirmation

3.1 A booking is not confirmed until:

- Payment has been successfully processed;
- Ticket issuance has occurred;
- A valid ticket number has been generated.

3.2 Flot reserves the right to cancel unissued bookings.

4. Customer Responsibilities

Customers are responsible for:

- Providing accurate passenger information;

- Verifying travel dates;
 - Verifying routes;
 - Reviewing fare conditions;
 - Monitoring flight schedules;
 - Ensuring compliance with airline requirements.
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5. Passports, Visas and Entry Requirements

5.1 Passengers must possess valid travel documents.

5.2 International passports should generally have at least six (6) months validity remaining.

5.3 Customers are responsible for obtaining visas and transit permits.

5.4 Flot cannot guarantee entry into any country.

5.5 Denied boarding due to documentation deficiencies remains the passenger's responsibility.

6. Health Requirements

6.1 Customers are responsible for complying with vaccination and health requirements.

6.2 Airlines and governments may impose additional medical requirements.

6.3 Certain passengers may be required to provide medical clearance.

7. Minors

7.1 Airlines may require original birth certificates and parental consent documentation.

7.2 Additional requirements may apply for unaccompanied minors.

8. Payments

8.1 Customers authorize Flot to process payments for travel services.

8.2 Additional taxes, airline fees, or government charges may apply.

8.3 Failed, reversed, or disputed payments may result in booking cancellation.

9. Chargebacks

9.1 Customers agree to contact Flot before initiating a chargeback.

9.2 Fraudulent or unjustified chargebacks may result in:

- Account suspension;
 - Recovery proceedings;
 - Reporting to payment providers where permitted by law.
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10. Changes, Cancellations and Refunds

10.1 Airline fare rules govern refunds and changes.

10.2 Airline penalties may apply.

10.3 Supplier fees may apply.

10.4 Administrative service fees may apply.

10.5 Refund timelines depend on airline processing.

11. Flight Schedule Changes

11.1 Airlines may change:

- Departure times;
- Arrival times;
- Flight numbers;
- Aircraft types;
- Routes.

11.2 Flot will make reasonable efforts to notify passengers of material schedule changes.

12. Airport Check-In

12.1 Passengers are advised to arrive at the airport at least three (3) to five (5) hours before international departures.

12.2 Airlines may deny boarding to late-arriving passengers.

13. Promotional Fares

13.1 Promotional fares may be subject to additional restrictions.

13.2 Promotional fares may be:

- Non-refundable;
- Non-transferable;
- Non-changeable.

13.3 Promotional discounts may exclude taxes, penalties, supplier fees, and ancillary charges.

14. Communications

14.1 Customers consent to receiving booking-related communications through:

- WhatsApp;
 - SMS;
 - Email;
 - In-app notifications;
 - Telephone calls.
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15. Privacy and Data Processing

15.1 Customer information may be shared with:

- Airlines;
- Payment providers;
- Identity verification providers;
- Regulatory authorities;
- Travel suppliers.

15.2 Data processing is governed by Flot's Privacy Policy.

16. Fraud, AML and Compliance

16.1 Flot may conduct fraud screening, sanctions screening, and identity verification checks.

16.2 Flot may refuse, suspend, or cancel bookings where compliance concerns arise.

16.3 Additional documentation may be required before travel services are provided.

17. Force Majeure

Flot shall not be liable for delays, interruptions, cancellations, or losses caused by events beyond its reasonable control, including:

- Natural disasters;
- Severe weather;
- Government actions;
- Civil unrest;
- Terrorism;
- Epidemics;
- Pandemics;
- Airport closures;
- Labour disputes;
- Technical failures affecting suppliers.

18. Limitation of Liability

To the maximum extent permitted by law, Open Hubb SL Limited shall not be liable for losses arising from:

- Airline delays;
- Airline cancellations;
- Missed connections;
- Denied boarding;
- Lost baggage;
- Immigration decisions;
- Supplier failures;
- Third-party acts or omissions.

Nothing in these Terms excludes liability that cannot legally be excluded.

19. Governing Law

These Terms & Conditions shall be governed by the laws of Sierra Leone.

20. Contact Information

Customer Support:

support@flotme.ai

CUSTOMER ACKNOWLEDGEMENT

By completing a booking, I confirm that:

- ✓ My name matches my passport exactly.
- ✓ I have reviewed the airline fare rules.
- ✓ I understand airline penalties may apply.
- ✓ I am responsible for passport, visa, health, and entry requirements.
- ✓ I understand that ticket issuance is required before a booking is confirmed.
- ✓ I accept these Terms & Conditions and the airline's Conditions of Carriage.