

Limitation of Responsibility for Tickets and Transactions

Role of Voyage Travel Technologies

Voyage Travel Technologies PLC (“Voyage”, “we”, “us”, or “our”) operates a technology platform that enables users to search, compare, and book transportation and related services provided by third-party operators such as bus companies, airlines, ride-hailing providers, and other transport or travel service providers (“Service Providers”). Voyage does not itself own, operate, or manage any transport vehicles or travel services, and does not act as a carrier or transport operator.

Ticket Issuance and Fulfillment

All tickets, reservations, or booking confirmations (“Tickets”) available through our platform are created, issued, and fulfilled by the relevant Service Providers. Voyage displays information and processes bookings on behalf of these Service Providers, but the ultimate responsibility for honoring, accepting, or rejecting a Ticket rests solely with the applicable Service Provider.

Missing, Lost, or Invalid Tickets

You are responsible for keeping your Ticket, booking reference, and any associated confirmation codes safe and accessible. Voyage will not be liable for:

Tickets that are lost, deleted, stolen, damaged, or otherwise rendered inaccessible on your device;

Failure to present a valid Ticket, ID, or other required documentation to a Service Provider;

Any refusal by a Service Provider to honor a Ticket due to late arrival, non-compliance with their conditions, overbooking, or other reasons attributable to the Service Provider or to you.

Payment Processing and Transaction Issues

Payments made through the platform may be processed by third-party payment service providers or directly by Service Providers. While we use commercially reasonable efforts to ensure secure and reliable payment processing, Voyage is not responsible for:

Delays, failures, reversals, or errors in payment processing caused by banks, mobile money operators, card schemes, or payment gateways;

Unauthorized transactions resulting from loss, theft, or misuse of your device, SIM card, payment instrument, or account credentials;

Exchange rate differences, bank or operator fees, or other charges applied by your financial institution or payment provider.

If you believe a transaction is incorrect or unauthorized, you must promptly contact your bank, mobile money operator, or payment provider, and you may also contact us so we can share any relevant transaction logs we hold, where legally permitted.

Third-Party Errors and Service Interruptions

The availability and accuracy of schedules, prices, seat availability, and other transport information displayed on the platform depend on data provided by Service Providers and third parties. Voyage does not guarantee that this information is always accurate or up to date and will not be liable for:

Schedule changes, cancellations, delays, route changes, or pricing changes made by Service Providers;

Overbooking, denial of boarding, or service quality issues by Service Providers;

Service interruptions, system failures, or network issues affecting your ability to access the platform or your Ticket, where such issues arise from third-party networks, mobile operators, internet providers, or events beyond our reasonable control.

User Responsibilities

You agree to:

Verify all booking details (date, time, route, passenger information) before confirming a transaction;

Check any instructions or conditions imposed by the Service Provider (check-in time, baggage rules, refund conditions, etc.);

Ensure that your device is charged, functional, and capable of displaying your Ticket or that you have printed or otherwise stored your Ticket as required by the Service Provider.

Limitation of Liability

To the maximum extent permitted by applicable law, Voyage shall not be liable for any indirect, incidental, consequential, or special damages (including loss of profits, loss of data, or loss of opportunity) arising out of or in connection with:

Any act or omission of a Service Provider;

Any missing lost, invalid, or inaccessible Ticket;

Any payment or transaction issue handled by third-party providers;

Your failure to follow instructions, meet deadlines, or comply with Service Provider or legal requirements.

Nothing in this section is intended to exclude or limit any liability that cannot be excluded or limited under applicable Ethiopian law.
