



Terms of Service

Effective Date: August, 2025

Company Name: JamJar Company Limited

Experience Name: Culture Is Currency Business Experience

These Terms of Service ("Terms") govern your engagement with JamJar Company Limited ("JamJar", "we", "us", or "our") and your use of the business support and travel facilitation services we provide in Ghana. By engaging our services and completing payment via Stripe, you acknowledge and agree to be bound by the terms set forth herein.

1. Definitions

For purposes of these Terms:

"JamJar" / "we" / "us" / "our" means JamJar Company Limited, organizer of the Experience.

"Client" / "Participant" / "you" means the individual or organization purchasing or attending the Experience.

"Experience" means the curated business and cultural immersion program organized by JamJar.

"Third Parties" means hotels, airlines, restaurants, guides, or other vendors engaged in delivering parts of the Experience.

"Force Majeure" means events beyond JamJar's reasonable control (including but not limited to natural disasters, epidemics, strikes, government actions, political unrest, or airline disruptions).

This Agreement is designed for international business executives, entrepreneurs, investors, and corporate professionals seeking a premium, coordinated experience in Ghana.



1. Scope of Services

1.1 JamJar Company Limited provides tailored business and cultural immersion experiences in different countries. Services may include (but are not limited to):

- Visa support and facilitation (where applicable)
- Business meeting coordination
- Accommodation arrangements
- Ground transportation and airport transfers
- Curated cultural and business itineraries
- Hospitality and concierge support

1.2 International flights are not included in our services.

1.3 Package inclusions and exclusions vary by country and will be specified in your Experience Guide.

2. Packages and Fees

2.1 Package Rate

Our business experience packages start from USD \$9,500 per traveler. Final pricing varies by destination and is subject to change.

2.2 Package Inclusions

- Visa facilitation (where applicable)
- Accommodation and ground logistics
- Curated business and cultural engagements
- Daily support from a JamJar liaison

2.3 Exclusions

- International airfare
- Travel insurance
- Meals and personal expenses not listed in the itinerary
- Required travel vaccinations

3. Booking & Onboarding Process

3.1 Deposit: A non-refundable deposit of USD \$500 is required at booking.

3.2 Balance Payment: Remaining balance must be paid no later than 21 days before arrival. Failure to pay may result in cancellation of your booking.



3.3 Payment Method: All payments must be made via Stripe (credit/debit card or bank transfer). Payments are processed in USD unless otherwise agreed in writing. JamJar does not accept cash or mobile money at this time.

3.4 Refund Policy:

- Deposits are strictly non-refundable.
- Cancellation more than 21 days before arrival: 50% refund of the balance.
- Cancellation within 21 days of arrival: no refunds.
- No refunds for no-shows, early departures, or missed elements of the itinerary.

3.5 Rescheduling: Requests made 10+ business days before arrival may be granted, subject to availability. A rescheduling fee of USD \$100 applies.

3.6 Late Payments: Late payments incur a USD \$75 fee. If full payment is not received 7 days before arrival, JamJar reserves the right to cancel the booking without further obligation.

4. Visa on Arrival Facilitation

JamJar facilitates visa-on-arrival approvals (where available) by providing an official approval letter.

4.1 Required Documents: Clients must provide:

- Passport scan (valid for at least 6 months)
- Passport-style photo
- Flight itinerary (arrival and departure)
- CV or brief business description/purpose of visit
- Current email and phone number

These must be submitted at least 21 working days before arrival.

4.2 At Entry: Clients must present:

- Visa-on-arrival approval letter
- Valid passport
- Return/onward flight confirmation

JamJar is not responsible for visa denials, immigration delays, or refusal of entry.

5. Customization and Add-On Services

5.1. JamJar offers optional enhancements subject to availability, such as:

- Extended trip days



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- Additional meetings or excursions
 - Upgraded private transport
 - Private interpreters or photographers

5.2. All add-ons must be confirmed in writing and paid for in advance of service delivery.

6. Client Responsibilities

6.1 By booking, Clients agree to:

- Provide accurate personal and travel details.
- Maintain valid travel documents and vaccinations.
- Comply with local laws and JamJar guidance during the Experience.
- Conduct themselves respectfully and safely.

JamJar reserves the right to remove any participant engaging in unlawful, unsafe, or disruptive conduct, without refund.

7. Health, Safety & Risk Disclaimer

7.1 Participation is at your own risk. JamJar is not liable for illness, injury, accident, or loss of property.

7.2 We strongly recommend securing comprehensive travel insurance covering:

- Medical treatment and evacuation
- Trip cancellations or delays
- Loss of personal property
- Liability and injury

8. Limitation of Liability

8.1 1 JamJar acts as a facilitator and coordinator and is not liable for services provided by Third Parties.

8.2 We are not responsible for:

- Airline cancellations or delays
- Immigration refusals or visa policy changes
- Health-related delays or disruptions
- Force Majeure events

8.3 JamJar's total liability shall not exceed the total fees paid by the Client for the Experience.



9. Indemnification

The Client agrees to indemnify and hold harmless JamJar, its employees, partners, and contractors from any claims, losses, damages, or expenses (including legal fees) arising out of:

- The Client's breach of these Terms;
- Misconduct or unlawful behavior;
- Actions or omissions during participation in the Experience.

10. Force Majeure

JamJar is not liable for any failure or delay caused by Force Majeure. In such cases, we will use reasonable efforts to reschedule or provide alternatives, but refunds are not guaranteed.

11. Data Protection & Privacy

JamJar complies with Ghana's Data Protection Act, 2012 (Act 843).

- Data is used solely for visa processing and service delivery.
- We may share data with government authorities when legally required.
- Clients may request access, updates, or deletion of their data.

12. Intellectual Property

All content, itineraries, and branding are the property of JamJar. No materials may be reproduced or reused without our written consent.

13. Dispute Resolution & Governing Law

13.1 Disputes will first be resolved amicably.

13.2 If unresolved, disputes may be referred to mediation or the Commercial Division of the High Court in Accra, Ghana.

13.3 These Terms are governed exclusively by the laws of the Republic of Ghana, and Clients irrevocably submit to the jurisdiction of Ghanaian courts.

14. Amendments to Terms

JamJar may update these Terms at any time. Updates will be published on our website, and continued use of our services constitutes acceptance of revised Terms.



15. Contact

For any questions, support, or clarification, contact us at:

Email: experience@jamjargh.com

Website: <https://be.jamjargh.com/>

By submitting payment and participating in this program, you acknowledge that you have read, understood, and accepted these Terms of Service.