

AKWAABAH.COM - LEGAL PACKAGE

1. TERMS AND CONDITIONS

Effective Date: [Insert Date]

Platform Owner: Akwaabah.com (“we”, “us”, “our”)

Contact: akwaabah2025@gmail.com

Website: <https://www.akwaabah.com>

1. Acceptance of Terms

By accessing or using Akwaabah.com (the “Platform”), you agree to these Terms and Conditions and our Privacy Policy. If you do not agree, please discontinue use immediately. We reserve the right to update or amend these Terms at any time. Continued use of the Platform constitutes acceptance of any revisions.

2. The Platform

Akwaabah.com provides an online marketplace connecting property owners or managers (“Hosts”) with users seeking accommodation (“Guests”) for both short-term and long-term stays.

Akwaabah.com is not a real estate agency or property manager. We act solely as a technology intermediary facilitating listings, bookings, and payments between Hosts and Guests.

3. Eligibility

You must be at least 18 years old, register with accurate and current information, and use the Platform only for lawful purposes and in accordance with these Terms.

4. Account Registration

Each user must create an account using accurate personal or business details. You are responsible for safeguarding your login credentials and agree not to impersonate others or operate multiple fraudulent accounts.

5. Listing Properties (Hosts)

Hosts must provide truthful descriptions, pricing, photos, and availability. Hosts are responsible for compliance with local laws, property safety, and guest accommodation standards. Listings may be removed if found misleading, unsafe, or unlawful. Instant booking is enabled for all available listings unless the Host disables it.

6. Booking and Payments

Guests may instantly book any available property through the Platform. Akwaabah.com processes payments securely and remits payouts to Hosts after the Guest checks in. A service fee of 8.5% is deducted from the total booking amount to cover platform operations.

Service fees are generally non-refundable unless required by law. Guests agree to make full payment at the time of booking. Hosts will receive payouts minus service fees and any applicable taxes.

7. Cancellation and Refund Policy

Akwaabah.com applies a flexible refund policy: Full refund if cancelled at least 48 hours before check-in; 50% refund if cancelled less than 48 hours before check-in; No refund after check-in. Service fees are non-refundable. Refunds are processed to the original payment method within 7–14 business days.

8. Taxes and Legal Compliance

Hosts are solely responsible for reporting and paying applicable taxes, including income tax and local levies. Akwaabah.com does not collect or remit taxes on behalf of users unless required by Ghanaian law.

9. User Conduct

Users must not post false, misleading, or illegal content, circumvent the payment system, engage in discrimination or abuse, or disrupt Platform services. Violations may result in suspension, removal, or legal action.

10. Reviews and Feedback

Guests may post reviews after confirmed stays. Reviews must be honest, relevant, and free of offensive or defamatory content. Akwaabah.com reserves the right to edit or remove reviews that breach these rules.

11. Liability Disclaimer

Akwaabah.com provides an online platform only. We do not guarantee the quality, safety, or legality of properties, verify every listing or user identity, or accept liability for damages, losses, or injuries arising from bookings or stays. Our maximum liability for any claim shall not exceed the total service fees paid to Akwaabah.com in the previous three months.

12. Termination

We may suspend or terminate accounts for breach of these Terms, misuse, fraud, or legal compliance reasons.

13. Intellectual Property

All Platform content, including text, logos, graphics, and software, is owned by or licensed to Akwaabah.com. You may not reproduce or reuse any content without written consent.

14. Privacy

All personal data is handled per the Akwaabah.com Privacy Policy and in compliance with Ghana's Data Protection Act, 2012 (Act 843).

15. Governing Law and Jurisdiction

These Terms shall be governed by the laws of the Republic of Ghana. Any disputes shall be resolved exclusively in the courts of Ghana.

2. PRIVACY POLICY

Akwaabah.com respects your privacy and complies with the Data Protection Act, 2012 (Act 843) of Ghana.

1. Data We Collect

Personal details (name, phone, email, address), payment and billing information, booking and communication history, and device/browser information.

2. How We Use Your Data

To facilitate bookings, verify identity, provide customer support, send service updates, and improve platform security.

3. Data Sharing

We share data only with payment processors, Hosts or Guests for bookings, or government authorities when required by law. We do not sell user data.

4. Data Retention

Your data is stored securely and retained only as long as necessary for business and legal purposes.

5. User Rights

You may request to access, correct, or delete your data, or withdraw consent for marketing. Email requests to akwaabah2025@gmail.com.

3. HOST AGREEMENT

Hosts must ensure listings are accurate, safe, and lawful. Akwaabah.com deducts an 8.5% service fee from each successful booking and pays Hosts within 3–5 business days after Guest check-in. Hosts are responsible for taxes and must maintain necessary insurance. Host-initiated cancellations may result in penalties or account suspension.

4. GUEST AGREEMENT

Guests must pay full booking fees upon confirmation. Instant booking applies for available properties. Guests must respect house rules, avoid illegal activity, and are liable for

property damage during their stay. Akwaabah.com may charge the Guest's payment method for verified damages.

5. REFUND & CANCELLATION POLICY

Guest-initiated cancellations: 100% refund if cancelled 48 hours before check-in, 50% refund if cancelled within 48 hours, none after check-in. Host cancellations trigger full refund to Guest. Refunds are processed within 7–14 business days. Service fees are non-refundable.

6. SERVICE FEE AND PAYMENT POLICY

Akwaabah.com charges an 8.5% service fee per booking. Fees cover platform operation, customer service, and payment processing. Fees are deducted before Host payouts and are non-refundable except as required by law.

7. CONTACT INFORMATION

Akwaabah.com

Email: akwaabah2025@gmail.com

Website: <https://www.akwaabah.com>

Location: Ghana