BUBURUZA

Buburuza Additional Services Terms: eSIM, airport lounges and Concierge

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These Terms cover eSIM data plans, airport lounge access and Concierge in the Buburuza app. You accept them before your first purchase or request. They form part of your Customer Agreement with the Buburuza company that provides your account (**Buburuza Payments LLC** for U.S. customers, **Buburuza AI Inc.** for other customers; "we", "us"). That agreement's provisions on liability, complaints, courts and governing law apply to these Terms.

1 Who provides what

We sell these services to you, or arrange them for you, through the app. The underlying service is provided by an independent provider: a mobile network or eSIM provider, a lounge-access provider and the lounge operator, or the merchant you book through Concierge. The provider is named before you pay, and its terms for the service, shown before you pay, also apply. We are not a mobile network, a lounge operator, a travel agent or the merchant.

Availability depends on your plan. Concierge is available only with the Private add-on. Prices, any included allowances and credits are shown in the app before you pay.

2 Paying

You pay from an account you choose in the app, at the price shown before you confirm. Payments follow your approval rules (multi-signature) where they apply. Card and payment-partner terms apply to the payment itself.

3 eSIM data plans

1. Before buying, check that your device supports eSIM and is not locked to a carrier. We are not responsible if a plan cannot be installed on an incompatible device.
2. A plan gives the data, coverage area and validity shown when you buy. Coverage, speed and availability depend on local networks and are not guaranteed. A plan includes no phone number or calls unless stated.
3. Install the eSIM using the QR code or activation details in the app. Keep them private.
4. Unless the plan says otherwise, a plan must be started by the start-by date shown, and it expires at the end of its validity whether or not all the data is used. Unused data is not refunded or carried over.
5. Once an eSIM is installed or a plan has started, it cannot be refunded, except where the plan does not work through no fault of yours and the provider confirms it, or where the law requires a refund.

6. Removing an eSIM from your device may delete it permanently, including any active plan.

4 Airport lounges

1. A lounge pass or entitlement gives access to the participating lounges shown, subject to each lounge's rules, opening hours, capacity, dress code, age rules and time limits.
2. Lounges can refuse or limit entry, for example when full. We do not guarantee entry to any particular lounge at any particular time.
3. Guests, extra visits and services inside the lounge may be charged as shown in the app or by the lounge.
4. Refunds for unused passes follow the provider's terms shown before purchase and applicable law.

5 Concierge

1. Concierge helps you find and book third-party services, such as restaurants, travel, transport and events. You make requests in the Concierge chat.
2. For bookings other than travel and transport, we act on your behalf in arranging the booking. Each booking is a contract between you and the merchant, on the merchant's terms, which we pass on to you before you pay. **Travel and transport** are arranged and sold to you by a licensed travel agency named before you pay; we only pass on your request and payment, and the agency's terms also apply.
3. We show you the price and main conditions, including cancellation rules, before you approve. Nothing is booked or paid without your approval.
4. Changes, cancellations and refunds follow the merchant's terms. We will help you request them but cannot guarantee the merchant's decision.
5. Concierge does not provide financial, legal, medical or immigration advice, and does not arrange anything unlawful.
6. We may receive a commission from the merchant or travel agency. It does not change the price shown to you.

6 Our responsibility

We are responsible for the app, for passing on accurate information we receive, and for processing your payment correctly. We are not responsible for a provider's or merchant's performance, except where we were at fault or the law makes us responsible. Your rights against the provider or merchant are not affected. Nothing in these Terms limits your mandatory consumer rights.

7 Privacy

We share with the provider or merchant only the information needed to deliver the service, for example your name, contact details, travel details and device information for eSIM installation, as described in the Privacy Policy. The provider or merchant processes it under its own privacy notice.

8 Changes

We may change or withdraw these services or their prices for future purchases. Changes do not affect a plan, pass or booking you have already paid for. We give at least 30 days' notice before an adverse material change to these Terms.