

Yallah Baggage – Comprehensive Terms of Service

Effective Date: May 2026

Welcome to Yallah Baggage.

Yallah Baggage is a technology-enabled baggage collection, storage, transportation and delivery platform designed to simplify travel and baggage handling for travelers, residents, hotels, holiday homes, Airbnb hosts and business partners.

These Terms of Service ("Terms") govern your use of the Yallah Baggage website, booking systems, WhatsApp communications, applications, customer support channels and related services.

By accessing, booking or using Yallah Baggage services, you acknowledge that you have read, understood and agreed to be legally bound by these Terms.

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1. Definitions & Interpretation

Unless otherwise stated in these Terms:

Account means a registered Yallah Baggage customer account.

Booking means a confirmed reservation for Yallah Baggage services.

Booking Request means a request submitted by a customer for services.

Baggage means suitcases, luggage, bags, personal items or other approved belongings accepted by Yallah Baggage.

Collection Point means the agreed pickup location.

Delivery Point means the agreed drop-off location.

Customer, "you", or "your" means the person using the services.

Handler means Yallah Baggage employees, contractors, drivers or approved partners.

Platform means the Yallah Baggage website, mobile application, booking tools, QR verification systems, WhatsApp booking systems and communication channels.

Prohibited Items means any items restricted or prohibited under these Terms or applicable laws.

Services means all baggage collection, transportation, delivery, storage, airport assistance and related services provided by Yallah Baggage.

Storage Services means temporary or long-term baggage storage services.

VIP Services means premium dedicated baggage handling or transportation services.

2. Acceptance of Terms

By using Yallah Baggage services, you agree to these Terms in full.

If you do not agree to these Terms, you must immediately stop using the services.

Yallah Baggage reserves the right to amend or update these Terms at any time. Updated Terms become effective immediately upon publication.

Continued use of the services following updates constitutes acceptance of the revised Terms.

3. Availability of Services

Services are provided on an “as available” basis.

Yallah Baggage does not guarantee uninterrupted service availability and reserves the right to:

- Modify services
- Suspend services
- Refuse bookings
- Change operational coverage areas
- Change pricing
- Introduce new service limitations

without prior notice.

Service availability may vary depending on:

- Operational capacity
 - Traffic conditions
 - Airport restrictions
 - Security requirements
 - Weather conditions
 - Local regulations
 - Third-party availability
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4. Use of the Platform

Customers are responsible for:

- Maintaining accurate booking information
- Maintaining confidentiality of account details

- Providing valid contact information
- Ensuring lawful use of services

Yallah Baggage may contact customers through:

- WhatsApp
- SMS
- Phone calls
- Email
- Push notifications

for booking coordination, support, operational updates, promotions or security verification.

Customers may opt out of marketing communications.

5. Bookings & Confirmations

Bookings may be made through:

- Website
- WhatsApp
- Social media
- Customer service
- Email
- Partner platforms

A booking is only considered confirmed when:

- Payment has been accepted where applicable
- Confirmation has been issued by Yallah Baggage

Yallah Baggage reserves the right to:

- Reject bookings
- Cancel bookings
- Request additional information
- Refuse baggage
- Amend operational schedules

Customers are responsible for ensuring all booking details are accurate.

Incorrect details may result in delays, failed deliveries, additional charges or cancellation.

6. Service Overview

Yallah Baggage may provide:

- Airport baggage collection
- Airport baggage delivery
- Hotel baggage collection
- Airbnb baggage handling
- Residential baggage collection
- Same-day baggage delivery
- Scheduled baggage delivery
- Intercity baggage transportation
- Temporary storage
- Long-term storage
- Concierge assistance
- VIP baggage handling
- QR verification services
- Real-time tracking services

Service pricing may vary by:

- Country
 - City
 - Distance
 - Demand
 - Bag quantity
 - Weight
 - Vehicle requirements
 - Time of booking
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7. Delivery Services

7.1 Standard Delivery Services

Customers must ensure baggage is ready for collection during the agreed collection window.

A waiting period may apply. Additional waiting charges may be incurred where delays are caused by the customer.

Door-to-door delivery may be subject to:

- Building access restrictions
- Elevator availability
- Parking restrictions

- Security regulations

Additional charges may apply for:

- Oversized items
- Heavy baggage
- Additional floors without elevators
- Long walking distances
- Airport parking fees
- Congestion charges

7.2 VIP Services

VIP services may include:

- Dedicated vehicle
- Dedicated handlers
- Priority scheduling
- Premium customer support

VIP pricing and operational limitations will be confirmed separately.

7.3 International Delivery Assistance

Where international delivery or shipping assistance is provided, customers acknowledge:

- Customs delays may occur
- Third-party courier terms may apply
- Additional duties or taxes may apply
- Yallah Baggage is not responsible for customs seizures or delays

8. Storage Services

8.1 Short-Term Storage

Storage durations and fees are confirmed during booking.

Customers are responsible for collecting baggage before the agreed storage expiry date.

Additional storage fees apply for overdue collections.

8.2 Long-Term Storage

Long-term storage may require:

- Advance payment
- Security deposits
- Monthly recurring payments

Yallah Baggage reserves the right to:

- Restrict access to unpaid storage items
- Relocate stored baggage
- Suspend services for unpaid balances

8.3 Uncollected Baggage

Unclaimed baggage may be treated as abandoned where:

- Customers fail to respond
- Storage remains unpaid
- Baggage remains uncollected beyond the agreed term

Where legally permitted, abandoned items may be:

- Disposed of
- Donated
- Sold to recover unpaid fees

Reasonable efforts will be made to contact customers beforehand.

9. Pricing & Payments

Pricing is displayed at the time of booking.

Yallah Baggage reserves the right to correct pricing errors.

Accepted payment methods may include:

- Credit cards
- Debit cards
- Apple Pay
- Bank transfer
- Approved cash payments

Customers remain responsible for:

- Bank fees
- Transaction charges
- Currency conversion fees

Late payments may incur additional charges.

10. Cancellation & Refund Policy

Cancellation terms may vary depending on the service booked.

Unless otherwise agreed:

- Last-minute cancellations may be non-refundable
- Completed services are non-refundable
- Promotional bookings may be non-refundable
- Refunds may be issued as account credits at Yallah Baggage's discretion

Operational or weather-related delays do not automatically qualify for refunds.

11. Baggage Reduction Policy

Reducing baggage quantity after booking confirmation does not entitle customers to refunds or credits.

Unused baggage allowance cannot be transferred or refunded.

12. Baggage Increase Policy

Additional baggage presented during collection may incur additional charges.

Yallah Baggage reserves the right to:

- Refuse excess baggage
- Modify service requirements
- Request additional payment
- Upgrade vehicle requirements

Promotional discounts may not apply to additional baggage.

13. Customer Responsibilities & Warranties

Customers warrant that:

- All baggage belongs to them or is authorized by the owner
- No prohibited items are included
- Baggage complies with applicable laws
- Baggage is securely packed
- Weight limits are respected
- Accurate booking details have been provided

Customers remain solely responsible for:

- Baggage contents
- Customs compliance
- Airline baggage regulations
- Required travel documentation

Customers are strongly encouraged to maintain their own baggage and travel insurance.

14. Collection, Delivery & Security

Yallah Baggage may use:

- QR-code verification
- Tamper-evident seals
- Digital scanning systems
- Security tags
- Identity verification
- Photo verification

Customers agree that:

- Baggage may be scanned or inspected if required by authorities
- Government or airport authorities may request access to baggage
- Yallah Baggage may refuse unsecured baggage

Customers may be required to provide:

- Passport copies
- Government-issued ID
- Booking references
- QR verification codes

Yallah Baggage is not liable for:

- Delays caused by security checks
 - Airport operational restrictions
 - Government investigations
 - Customer absence during delivery
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15. Airport Lost Baggage Assistance

Where Yallah Baggage assists customers in retrieving lost baggage from airports or airlines:

- Retrieval success cannot be guaranteed
- Airline or airport approval is required
- Service fees may remain payable regardless of outcome

Yallah Baggage is not responsible for airline baggage handling failures.

16. Free Storage Promotions

Promotional free storage offers may be subject to:

- Booking limits
- Time restrictions
- Location restrictions
- Bag quantity limitations

Additional charges apply once promotional periods expire.

Yallah Baggage reserves the right to withdraw promotional offers at any time.

17. Packing Assistance Disclaimer

Where customers request packing assistance:

- Customers remain fully responsible for all contents
- Yallah Baggage accepts no responsibility for packing-related damage
- Customers must verify packed contents themselves

Fragile, high-value or sensitive items should not be entrusted without appropriate protection and insurance.

18. Additional Charges

Additional charges may apply for:

- Waiting time
- Failed collections
- Failed deliveries
- Congestion zones
- Airport parking
- Extra baggage
- Oversized items
- Long walking distances
- Stairs without elevators
- Re-delivery requests
- Last-minute modifications
- Additional storage days

Operational pricing may vary by city and country.

19. Liability & Indemnity

To the maximum extent permitted by law:

- Yallah Baggage is not liable for indirect or consequential losses
- Yallah Baggage is not liable for airline delays or failures
- Yallah Baggage is not liable for fragile or improperly packed items
- Yallah Baggage is not liable for normal wear and tear

Customers agree to indemnify and hold harmless Yallah Baggage, its staff, drivers, contractors and partners from any claims, losses, damages, penalties or legal actions arising from:

- Customer baggage contents
- Illegal items
- Breach of these Terms
- Misuse of services
- Customer negligence

Unless otherwise required by law, Yallah Baggage's maximum liability shall not exceed:

- The booking value; or
- £250 GBP per booking

whichever is lower.

20. Bag Protection & Claims

Yallah Baggage may offer limited bag protection at its discretion.

Bag protection:

- Is not insurance
- Does not cover indirect losses
- Does not cover prohibited items
- Does not cover fragile items without proper protection

Claims must:

- Be reported immediately
- Be submitted within 24 hours
- Include supporting evidence
- Include photographs where possible

Yallah Baggage reserves the right to reject fraudulent or unsupported claims.

21. Illegal Goods Liability

Customers are solely responsible for ensuring baggage contents comply with all applicable laws.

Yallah Baggage strictly prohibits transportation or storage of illegal goods.

Customers agree to:

- Indemnify Yallah Baggage against all legal claims
- Pay all associated legal costs
- Cooperate with investigations where required

Yallah Baggage may cooperate fully with law enforcement authorities.

22. Reviews & Customer Conduct

Customers may submit reviews following completed bookings.

Reviews must:

- Be truthful
- Not be abusive

- Not be defamatory
- Not contain hate speech or offensive content

Yallah Baggage reserves the right to remove inappropriate reviews.

Customers engaging in abusive, threatening or harassing behavior toward staff, drivers or partners may be refused service.

23. Privacy & Data Protection

Yallah Baggage may collect and process:

- Names
- Contact information
- Pickup and delivery addresses
- Flight details
- Booking history
- Payment information
- Identification documents where required

Information may be used for:

- Booking fulfillment
- Customer support
- Fraud prevention
- Security verification
- Legal compliance
- Service improvements
- Marketing communications

Data may be shared with:

- Drivers
- Operational partners
- Payment processors
- Authorities where legally required

Customers may request deletion of personal data subject to legal retention obligations.

24. Right to Refuse Service

Yallah Baggage reserves the right to refuse or terminate services where:

- Prohibited items are identified

- Fraud is suspected
- Customer conduct is abusive
- Safety concerns arise
- False information is provided
- Security verification cannot be completed

Services may be terminated without refund where serious breaches occur.

25. Prohibited & Restricted Items

Customers must not include prohibited items in baggage.

Prohibited items include but are not limited to:

- Illegal drugs
- Weapons
- Firearms
- Explosives
- Hazardous materials
- Flammable substances
- Cash
- Precious metals
- High-value jewellery
- Live animals
- Perishable goods
- Counterfeit goods
- Dangerous chemicals
- Illegal substances

Customers remain solely liable for all baggage contents.

A separate Prohibited Items Policy forms part of these Terms.

26. Intellectual Property

All Yallah Baggage branding, logos, content, text, graphics and materials remain the intellectual property of Yallah Baggage.

No materials may be copied, reproduced or distributed without written permission.

27. Third-Party Providers

Certain services may be fulfilled by third-party providers.

Customers acknowledge that:

- Third-party operational limitations may apply
 - Third-party terms may apply
 - Yallah Baggage is not responsible for third-party operational failures outside its reasonable control
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28. Force Majeure

Yallah Baggage shall not be liable for delays or failures caused by events beyond reasonable control including:

- Weather
 - Natural disasters
 - Airport restrictions
 - Government actions
 - Security incidents
 - Traffic disruptions
 - Strikes
 - Technical failures
 - War or terrorism
 - Pandemics
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29. Miscellaneous

Failure to enforce any provision of these Terms does not constitute waiver of rights.

If any provision is deemed unenforceable, remaining provisions remain valid.

These Terms are written in English. In case of translation conflicts, the English version prevails.

Customers may not assign rights or obligations under these Terms without written consent.

30. Governing Law & Jurisdiction

These Terms shall apply to all Yallah Baggage operations conducted within the United Kingdom and the United Arab Emirates.

30.1 United Kingdom Operations

For services operated within the United Kingdom, these Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising in connection with UK operations shall be subject to the exclusive jurisdiction of the courts of England and Wales.

30.2 United Arab Emirates Operations

For services operated within the United Arab Emirates, these Terms shall be governed by and interpreted in accordance with the applicable laws and regulations of the United Arab Emirates.

Where applicable, disputes relating to UAE operations may fall under the jurisdiction of Dubai Courts, DIFC Courts, ADGM Courts, or other competent UAE judicial or regulatory authorities depending on the operational entity, service location, contractual structure, and applicable law.

Customers acknowledge that Yallah Baggage may operate through:

- Local operating entities
- Logistics partners
- Licensed transportation providers
- Warehousing providers
- Technology service providers
- Independent contractors

within the UAE.

Customers further acknowledge that:

- UAE customs laws apply to all transported or stored baggage
- UAE aviation and transport regulations apply where airport operations are involved
- UAE data protection and cybersecurity regulations may apply to customer data
- Certain items lawful in other countries may be prohibited within the UAE

Yallah Baggage reserves the right to comply fully with instructions, requests, investigations or orders issued by:

- UAE law enforcement authorities
- Customs authorities
- Airport security authorities

- Transport regulators
- Civil aviation authorities
- Courts and governmental bodies

including disclosure of customer information where legally required.

30.3 International Operations

Where services involve cross-border transportation, international travel, or third-party international logistics providers, additional local laws, customs regulations, airport policies, airline policies and international transport regulations may apply.

Customers remain solely responsible for ensuring compliance with all import, export, customs, airline and security regulations applicable to their baggage and belongings.

31. Contact Information

Yallah Baggage

Website: <https://yallahbaggage.com>

Email: support@yallahbaggage.com

Customer Support: Via website, WhatsApp and approved customer support channels.