Pricing Rules for Marketplace Partners

How to price what you sell on Wego, and what you may add at your own checkout.

PUBLISHED	EFFECTIVE	APPLIES TO
15 September 2026	**22 September 2026**	**All partners working with Wego**

About these rules

Thank you for working with Wego. This policy explains what the price you give us should represent, and what you may add at your own checkout. It applies to all partners working with Wego.

In short, we kindly ask for three things:

- **Give us a price a traveller can actually pay.** No extra conditions, and nothing mandatory left out.
- **Keep any payment charge to 5% or less** — and never more than what the payment costs you.
- **Add nothing at all in the regions listed in Schedule 1**, where surcharging is not permitted.

In this policy, “we” and “us” mean Wego. “You” means our partner. “Traveller” means someone using Wego who can reach your goods or services through our platform.

This policy sits alongside your Travel Partner Agreement and does not replace it. We may update it from time to time, and we will always let you know what has changed and why.

The policy takes effect on 22 September 2026 and applies from that date. If you need help making any changes before then, please speak to your Wego partner manager as early as you can — we are glad to work through it with you.

What is changing

This version replaces our previous payment terms. We have tried to keep the changes few and easy to act on.

TOPIC	BEFORE	NOW
Maximum charge	Up to 10% on credit cards.	Up to 5%, and no more than the payment costs you. No charge at all in Schedule 1 regions.
Free card requirement	One card type had to be free.	Withdrawn. Instead, give us the cheapest price a traveller can actually pay.
What the limit covers	Credit card surcharges.	Every non-fare charge added at or after the traveller leaves Wego, regardless of how it is described.
Where no charge applies	Not specified.	Set out in Schedule 1, with the reason for each region.

TOPIC	BEFORE	NOW
How we check	Case by case, usually after a traveller gets in touch.	Routine automated checks comparing our displayed price with the amount payable at your checkout. We share your results with you.

> **We have dropped a rule as well as tightened one**
> You no longer have to offer any payment method free of charge. We know that in many of the regions we work in, accepting payment simply costs money. All we ask is that the price on Wego is one a traveller can actually pay — which does not ask you to absorb anything.

1. General principles

1.1 Accuracy

The pricing you give us should be accurate, and should not mislead us or travellers.

1.2 The law

Your pricing should follow all laws, regulations and card scheme rules that apply to you. That stays your responsibility, and this policy sits on top of it rather than replacing it. Where the law or the scheme rules are stricter than this policy, please follow those.

1.3 Transparency

Before checkout, travellers should see a clear breakdown of the total price, including anything the law requires you to show. We may sometimes ask you to break out the taxes in the final price, and we appreciate your help when we do.

1.4 Point of Sale

The regional rules here apply by Point of Sale — the Wego site or app the traveller is using — not by their nationality or the route they are searching. If a market is not in Schedule 1, Schedule 2 applies. We use Point of Sale because it is simple and consistent to apply, and it always meets or goes beyond what the law asks for.

2. The price you give us

2.1 It should be payable

The price should be what a traveller actually pays, using a payment method that is open to everyone in that Point of Sale. They should not need a particular account, a membership, a promo code, or to accept an extra charge to get it.

2.2 It should include everything mandatory

Please include every cost needed to complete the booking:

- service, administration, processing and booking fees;
- convenience fees, where these are allowed;
- resort fees, for accommodation; and
- any mandatory tax or government charge.

If a cost truly cannot be worked out or collected in advance — an airport tax paid in cash, for example, or a city fee paid at the end of a hotel stay — please say so clearly in your terms and let us know in writing beforehand.

2.3 If none of your payment methods are free

You are very welcome to charge for every payment method you offer — none of them has to be free. Where that is the case, we simply ask that the **cheapest** charge is included in the price you give us.

This is only so the price on Wego is one a traveller can actually pay. It does not ask you to absorb any cost.

2.4 Local payment methods

Where a local scheme is what most travellers in a market use, and you accept it, we would expect its price to be the one you give us. In particular:

- Mada in Saudi Arabia, KNET in Kuwait, BENEFIT in Bahrain, NAPS in Qatar, and Meeza, Fawry and Valu in Egypt;
- UPI and RuPay in India, FPX in Malaysia, GCash in the Philippines and PromptPay in Thailand.

In some markets, supporting the local payment solution is a requirement of working with Wego. Your Wego partner manager will confirm where this applies to you.

Elsewhere, if you do not accept the local scheme in a market, clause 2.3 applies to the methods you do accept.

3. Charges on other payment methods

3.1 The 5% limit

If a traveller picks a payment method other than the one in the price you gave us, you may add a charge for it. Please keep that charge to whichever is **lower**:

- 5% of the total booking value; or
- what accepting that payment actually costs you.

If a method costs you more than 5%, the charge should still stop at 5%. We may sometimes ask you to show your costs, though not as a matter of routine.

3.2 The limit covers the total, not the name

The limit applies to everything you add on top of the fare at or after the traveller leaves Wego, however it is described. A service, processing, convenience, administration or booking fee counts the same as a card fee.

3.3 Show charges before payment

If you do apply a charge, please show it to the traveller clearly, in the currency they were quoted, before they enter their payment details.

3.4 India — convenience fees

India works differently. Charges are not permitted on consumer cards or UPI. A convenience fee is allowed where it is lawful, provided it is **included in the price you give us** and does not exceed, per passenger per sector and including any tax:

- INR 399 for domestic flights;
- INR 649 for international short-haul flights; and
- INR 999 for international long-haul flights.

Coupon codes should be a genuine discount against the price shown on Wego, and should never lead to a higher price at your payment page.

4. Regions where no charge applies

4.1 What we ask

In the regions listed in Schedule 1, please do not apply any charge to a consumer payment method. The price you give us should be the full amount payable by every consumer payment method you accept, with nothing added at checkout.

These rules cover consumer payment methods. Where a charge on a commercial or corporate card is permitted by law, it remains subject to the 5% limit and the cost test in clause 3.1.

4.2 Why these regions

In each of these regions, charging extra for a consumer payment is either not allowed, or not allowed in practice — under the law, under the regulator’s rules, or under the card scheme rules you already follow. Schedule 1 gives the reason for each. We review it every quarter, and we will give you at least 30 days’ notice before we add a region.

5. Discounts

You are very welcome to offer a lower price for particular payment methods. We ask only that a discount is not used as a surcharge in disguise.

5.1 Give us the highest price

Where you discount by payment method, the price you give us should be the **highest** a traveller would pay using any consumer method you accept. Show the discounted price only once they have chosen that method.

5.2 Make it easy to follow

Please present discounts clearly — for example, an option reading “– SAR 30 (Mada)” — so travellers can see how the total was reached.

6. Optional extras

Anything not needed to complete the booking — insurance, seat selection, priority boarding, flexible tickets, extra baggage — should be something the traveller chooses to add. Please do not tick it for them, or include it by default.

7. Currency

Unless we have agreed otherwise with you, please quote in the currency of the Point of Sale.

If the price you give us has been converted from another currency, please use a published reference rate for the day. Please do not use currency conversion to add a margin that clause 3 would not allow.

Travellers should be charged in the currency they were shown, or told clearly which currency will be charged before they pay.

8. Working together on compliance

8.1 How we check

We compare the price shown on Wego with the amount payable at your payment page, automatically and routinely. We are happy to share your own results with you by Point of Sale, so you can see exactly what we see. We allow a difference of up to 1%, to cover rounding and exchange rate movements.

8.2 If there is a gap

Our first step is always a conversation, and in nearly every case that is where it ends. If a gap continues beyond that, we may need to:

- ask you to correct it within a set period;
- rank your inventory on the amount we verified as payable, rather than the price you gave us;
- pause your inventory in that Point of Sale; and
- where it continues, or is deliberate, end our partnership in line with your Travel Partner Agreement.

These are steps we would rather not take, and we will always speak with you before pausing anything.

> **Ranking on the verified price is not a penalty**
> It just means travellers compare your offer on what they will actually pay. If your displayed prices are accurate, nothing changes for you — and in our experience accurate pricing tends to improve conversion, not reduce it.

9. Changes to this policy

We may update this policy from time to time, and we will always let you know what has changed and what it means for you. We will give at least 30 days' notice before reducing a charge you are allowed to apply, or adding a region to Schedule 1, so that you have time to prepare.

10. Getting in touch

If anything here is unclear, or if you have any concerns at all, please do get in touch with your Wego partner manager or the partner support channel.

And if you think a Schedule 1 entry or the 5% limit does not fit a market you work in, please do tell us — we review both quarterly and we genuinely welcome the feedback.

Thank you for your continued partnership, and for helping us show travellers a price they can trust.

Schedule 1

Regions where no charge applies

In these regions, the price you give us should be the full amount payable by every consumer payment method you accept.

REGION	MARKETS	WHY	NOTES
United Kingdom	United Kingdom	The Consumer Rights (Payment Surcharges) Regulations 2012, which ban surcharges on all consumer payment methods.	Covers cards, online payments and direct debits.
European Union	All EU member states	PSD2 and the Interchange Fee Regulation, which ban surcharges on consumer credit and debit cards.	The same rules apply across the wider European Economic Area.
North America	United States, Canada	Card scheme rules ban surcharging debit cards and cap credit card surcharges. Surcharging is prohibited outright in several US states and in Quebec.	Wego applies a single no-charge rule across the region rather than tracking each state and province. Outside Quebec, this is a Wego standard rather than a legal requirement.
Australia and New Zealand	Australia, New Zealand	Reserve Bank of Australia payments reform, which bans consumer card surcharges from 1 October 2026; and the New Zealand Retail Payment System Act, which restricts surcharging on consumer Visa and Mastercard payments.	Wego applies the no-charge rule from 22 September 2026, shortly ahead of the Australian date. Charges on non-card methods, where lawful, follow Schedule 2.
Latin America	Mexico, Chile, Colombia	Card scheme rules and local consumer protection rules, which restrict different pricing by payment method.	In Mexico, mandatory airport charges such as the TUA should be in the price, or clearly flagged before the traveller leaves Wego. Argentina is not included, following local deregulation, and follows Schedule 2.

Schedule 2

All other regions

Everywhere not in Schedule 1 follows the same rule.

REGION	MARKETS WE WORK IN	MAXIMUM CHARGE
Middle East and North Africa	Saudi Arabia, United Arab Emirates, Kuwait, Qatar, Bahrain, Oman, Jordan, Lebanon, Iraq, Egypt, Morocco, Algeria, Tunisia, Libya	5%
Sub-Saharan Africa	Nigeria, Kenya, South Africa and other markets in the region	5%
INSUB / South Asia	India, Pakistan, Bangladesh, Sri Lanka, Nepal	**5%**, except **India**, where no charge applies to consumer cards or UPI and a convenience fee is allowed within the limits in clause 3.4.
South East Asia	Indonesia, Malaysia, Singapore, Thailand, the Philippines, Vietnam	**5%**, subject to local rules. Several markets in this region restrict card surcharging; where they do, clause 1.2 applies.
East Asia	Hong Kong SAR, Taiwan	5%
Türkiye, the Caucasus and Central Asia	Türkiye, Azerbaijan, Kazakhstan, Uzbekistan and other markets in the region	5%
All other markets	Any Point of Sale not listed above or in Schedule 1	5%

In every one of these regions:

- the price you give us should be payable in full by at least one method open to all travellers, and where nothing is free, should include the cheapest charge (clause 2.3);
- any charge on another method should stay at or below 5% of the total booking value, or what the payment costs you, whichever is lower (clause 3.1); and
- the limit covers every non-fare charge combined, regardless of how it is described (clause 3.2).

Schedule 3

Examples

These are here to help, and are not part of the policy itself — if an example and a clause seem to differ, the clause applies.

Example 1 — Saudi Arabia, where a local method is free

✓ This works

What the partner does

- The fare is SAR 1,240.
- Mada is free. Visa Credit carries 2.4%, which is what it costs the partner.
- The price given to Wego is SAR 1,240.

At the partner’s checkout

- By Mada: SAR 1,240.
- By Visa Credit: SAR 1,270, itemised before payment details are entered.

Why: the Wego price is payable by a method open to everyone, and the Visa charge is under 5% and no more than the partner’s own cost.

Example 2 — United Arab Emirates, where everything carries a charge

! This one needs a change

What the partner does

- The fare is AED 890.
- Visa Debit carries 2%, Visa Credit 3.5%. Nothing is free.
- The price given to Wego is AED 890.

How to put it right

- Give us AED 907.80 — the fare plus the cheapest charge (2%).
- At checkout, Visa Debit is AED 907.80 and Visa Credit is AED 921.15.
- Both stay within 5% and within the partner’s cost.

Why: nobody can pay AED 890. Clause 2.3 asks for the cheapest charge to be in the price — it does not ask the partner to absorb it.

Example 3 — A card fee renamed as a service fee

! This one needs a change

What the partner does

- The fare is SAR 980, and SAR 980 is given to Wego.
- No card fee is applied.
- A mandatory SAR 75 service fee appears at the last step — 7.7% of the booking.

How to put it right

- The fee is mandatory, so under clause 2.2 it belongs in the price.
- Give us SAR 1,055.

Why: clause 3.2 covers every non-fare charge, regardless of how it is described. A mandatory fee should not sit outside the displayed price.

Example 4 — India, where a convenience fee applies

✓ This works

What the partner does

- The fare is INR 8,400 on a domestic flight.
- No charge is applied to cards or UPI.
- A convenience fee of INR 350 per passenger is charged, within the INR 399 domestic limit.
- The price given to Wego is INR 8,750.

At the partner's checkout

- The traveller pays INR 8,750 by UPI, RuPay or any consumer card.
- Nothing further is added.

Why: the convenience fee is inside the limit in clause 3.4 and, importantly, inside the price shown on Wego.

Example 5 — Egypt, where a discount is offered for the local method

✓ This works

What the partner does

- The fare is EGP 12,400 on any card.
- The partner offers 2% off for paying by Meeza.
- The price given to Wego is EGP 12,400 — the highest price.

At the partner's checkout

- The traveller sees EGP 12,400.
- Choosing Meeza takes EGP 248 off, bringing it to EGP 12,152.

Why: the Wego price is the most a traveller would pay, and the discount shows only after they pick the method. Giving us EGP 12,152 would not work — most travellers could not pay it.

Example 6 — United Kingdom, a Schedule 1 region

! This one needs a change

What the partner does

- The fare is GBP 214, and GBP 214 is given to Wego.
- A 1.5% charge is applied to credit cards at checkout.

How to put it right

- Remove the charge, so GBP 214 is payable by every consumer method.
- If the cost cannot be absorbed, build it into the fare for everyone.

Why: the United Kingdom is in Schedule 1. The 5% limit does not apply there — no charge should be added, and 1.5% is still a charge.