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TOURIST GUIDE • ENGLISH (UPDATED: NOVEMBER 2026)

TRAVELDASH EXPLORER GUIDE

How to Book and Pay for Your Perfect Namibian Adventure

Welcome to TravelDash! We connect you directly with safe, verified, and trusted local tour operators across Namibia. TravelDash operates strictly as a technology booking provider, meaning we charge zero commission fees on your bookings, ensuring your money goes directly toward supporting local operators. Here is how to find, book, and pay for your next great experience.

1. FINDING AN ADVENTURE

When you open the platform, you will see the Destinations Marketplace.

- **Search:** Use the search bar to type in exactly what you are looking for.
- **Filter:** Use the dropdown menus to filter by Category (Accommodation, Tours, or Activities), Region, or Town.
- **Verified Trust:** Every single operator you see on TravelDash is officially registered with the Namibia Tourism Board (NTB).

2. BOOKING YOUR TRIP

Once you find a tour, activity, or room you love, click Select Experience.

- **Choose Your Group Size:** Use the + and - buttons to add Adults and Children. The system will automatically calculate the best price for your group size. (Note: Some tours require a minimum number of people to run).
- **Optional Extras:** If the operator offers optional add-ons (like a picnic lunch, bottle of wine, or park fees), you can select exactly how many you need for your group. The total price at the bottom will update instantly.
- **Pick a Date & Time:** Select the day and starting time you want to go. The system will show you the exact departure times that are still open.

3. SECURE PAYMENT OPTIONS (DPO & EFT)

When you proceed to checkout, TravelDash provides secure payment pathways depending on your preference and the operator's setup:

- **DPO Group (Instant Online Card Payment):** You can pay immediately and securely using your credit or debit card (supporting Visa, MasterCard, and secure digital payment methods) through our integrated DPO Group gateway. Once processed successfully, your booking is instantly confirmed and sent directly to the operator.
- **EFT / Direct Bank Transfer & Proof Upload:** If you prefer paying via Electronic Funds Transfer (EFT), transfer the required funds directly to the operator's designated bank account and upload your payment proof (PDF, JPG, or PNG) through the platform interface. The booking status will update to pending verification until confirmed.

4. SPECIAL REQUESTS

On the final Confirmation page, you can let the operator know exactly what you need:

- **Language:** Select your preferred language (English, Afrikaans, or German). (Note: German guides usually require 48 hours' notice).
- **Food:** Check the box if you need vegetarian or special meals. (Note: Requires 48 hours' notice).
- **Notes:** Type in any medical conditions, dietary requirements, arrival times, or other important details the operator should know.

5. MANAGING YOUR TRIP

- **Instant Confirmation:** Once your payment or EFT proof is validated, your booking is finalized and sent directly to the operator.
- **Dashboard / My Agenda:** You can view all your upcoming trips by clicking Dashboard or My Agenda at the top of the screen.
- **Reminders:** The Next Adventure box on the right side of your screen will always remind you of your closest upcoming tour so you are never late.
- **Cancellations:** If you need to cancel a pending booking, simply click the "X" button on the booking card. If it is already confirmed, click the WhatsApp or Email button to talk directly to the operator to arrange a refund based on their specific cancellation policy.

SUPPORT & IMPORTANT NOTICES

Enjoy your Namibian Adventure!

• TravelDash is the booking software provider and does not handle tour operations or financial refunds. Please contact your tour operator directly for any questions regarding your booking, itinerary, or refund requests.

• If you experience any technical issues with the platform, please reach out to info@traveldash.africa.

Updated: November 2026 | NAMIBIA TRAVELDASH TOURISM SOFTWARE TEAM