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OPERATOR MANUAL & GUIDE

(Comprehensive System Documentation) — Bilingual Operational & Legal Manual for Namibian Tourism Businesses (English & Afrikaans)

Updated: November 2026

PART 1 — ENGLISH SECTION

ENGLISH MANUAL & OPERATING GUIDE

Welcome to TravelDash! We are proud to partner with you. This Software-as-a-Service (SaaS) platform gives you full control over your Namibian tourism business without taking huge commission fees. This comprehensive guide will show you how to use all your core and newly upgraded tools step-by-step.

1. Getting Started, Registration Fee & Account Approval

- **Security & Verification:** To keep our platform safe and trusted by local and international tourists, all businesses must be verified before going live.
- **Registration:** When you first register, your account will be hidden from the public until verification is complete.
- **NTB Certificate:** Go to your Business Profile settings and upload your valid Namibia Tourism Board (NTB) certificate.
- **Registration Fee & Payment Proof:** Navigate to the Billing page and upload your EFT proof of payment (PDF, JPG, or PNG) for your registration or subscription fee. Your status will automatically update to 'Pending Verification'.
- **Automated Admin Alert:** As soon as you upload your proof of payment, the system automatically dispatches an email alert to info@traveldash.africa so the Super Admin team can review it promptly.
- **Activation & Confirmation Email:** Once our team verifies your NTB certificate and payment proof, your account is activated on the public platform and you will automatically receive an official confirmation email telling you that your business is live!

2. Business Profile, Qualifications & Verified Reviews

Profile Management: Within your Business Profile Settings (/admin/settings), you can build traveler trust by showcasing your credentials and past guest feedback:

- **Profile Details & Branding:** Manage your business name, Namibian region and town, contact details, logo, and cover banner.
- **Experience & Qualifications:** Enter your Industry Background, Guide Certifications, Safety Standards & Gear, and Tourist Guidelines. These details are displayed on your public booking storefront.

- **Verified Reviews Management:** You can manually add reviews from external platforms using the 'External Reviews Manager' in your settings. Additionally, your clients will automatically be prompted to leave a 'Verified TravelDash' review on their dashboard up to 14 days after completing a tour. Both types will display beautifully on your storefront.

3. Adding a Tour, Activity, or Room

- **Listing Creation:** You can list different types of services. Go to Tours & Services and click '+ Add New Listing'.
- **Service Type:** Choose if this is a Tour, an Activity, or an Accommodation (Lodge/Room/Campsite). This ensures proper categorization under the homepage search filters and featured carousels (such as Self-Drive 4x4 Adventures or Sunset & Coastal Tours).
- **Guest Limits:** Type in the Maximum Adults and Maximum Children allowed per booking.
- **Deposit:** Set your required deposit (for example, 100% for full payment upfront, or 50% to secure the booking).
- **Departure Times:** For tours and activities, add the exact times the tour starts every day (e.g., 08:30, 14:00).

4. Setting Up Your Prices (Pricing Models & Rates)

This is where you set exactly how much guests pay. You can create different 'Rate Plans' for the same tour. Your lowest active rate is automatically displayed on the homepage operator cards ('From: N$ ...').

- **Billing Mode (Per Person):** Select 'per Person' if every single guest must pay a ticket price.
- **Billing Mode (Per Unit):** Select 'per Unit' if they are renting a whole vehicle, boat, or room for one flat price, no matter how many people are inside.
- **Min Pax & Max Pax:** Set the rules for the group size. For example, if you need at least 2 people to run a tour, type '2' in the Min Pax box. If a single person tries to book, they will not be able to select this rate.
- **Single Supplements:** To charge a solo traveller more, click '+ Add Rate Plan'. Name it 'Solo Rate', set the Min Pax to 1, the Max Pax to 1, and type in your higher price.

5. Adding Optional Extras (Add-Ons)

You can offer extra items that tourists can buy when they book. Scroll down to Optional Extras and click '+ Add Extra'. Name the item (e.g., 'Picnic Lunch', 'Bottle of Wine', 'Park Fees') and type in the price. The tourist will be able to choose exactly how many of these they want to buy, and the system will do the math for you.

6. Testing Your Prices (Pricing Simulator)

Before you let tourists book, you can test your own math! On the Tours & Services page, click the yellow 'Test Pricing Logic' button. This opens your Simulator where you can change the number of adults and add some extras to see exactly how much the system will charge your customers.

7. Managing Bookings, Calendar Views & Guest Notes

When a tourist books with you (via DPO card payment or EFT proof upload), you will get an email alert and it will show up on your Dashboard and Operations Calendar.

- **Guest Preferences:** Tourists can choose their preferred language (English, Afrikaans, or German) and request vegetarian or special meals.
- **Your Notes:** The system will automatically write down exactly what the guest requested — including how many extras they bought and assigned staff/guides — and put it neatly into the 'Notes' section of the booking so you never miss a detail.
- **EFT Approval & Financial Risk:** When a guest uploads an EFT proof of payment, the booking status changes to 'Pending EFT'. You will see a warning notice reminding you to manually check your bank account. Only click 'Approve Booking' once you confirm the funds have cleared. Approving is binding and strictly at your own financial risk.
- **Rescheduling & Editing Dates:** If a client needs to change their date or time, click 'Edit Date'. This moves the reservation, frees up the old slot on your calendar, and sends an automated update email to the client.
- **Mutual Cancellation:** For emergencies, non-payments, or agreed cancellations, use the 'Mutual Cancel' button. You must provide a clear reason (for refund logging). This immediately frees up your calendar.
- **Automated Completion:** You do not need to manually close out finished tours. The system automatically marks confirmed bookings as 'Completed' the day after the scheduled date.
- **Visual Calendar & Full-Page Day View:** On your Booking Calendar (/admin/calendar), you can switch seamlessly between 'Week', 'Day View', and 'Month'. 'Day View' displays a full-page, easy-to-read daily schedule showing exact time slots, client names, assigned guides, extras, and dietary notes.
- **Service Filtering & Drag-and-Drop Rescheduling:** Filter your calendar by specific tours or accommodation listings. You can also drag and drop bookings directly on the calendar grid to reschedule dates or departure times.
- **Blackouts & Sync:** If you are fully booked for a day, performing maintenance, going on holiday, or syncing with external platforms like Booking.com and Airbnb, go to Blackouts & Sync (see Section 8 below for full details).

8. Availability Blackouts & 2-Way iCal Calendar Sync

TravelDash includes built-in availability management tools designed to prevent double bookings across your direct website and external booking platforms. Depending on whether you operate accommodation units or shared per-seat tours, you can use either Automated 2-Way iCal Calendar Sync or Manual Capacity Blackouts — both managed from your Admin Dashboard under Blackouts (/admin/blackouts).

8.1 What is 2-Way iCal Calendar Sync?

iCal (.ics) is the universal, free calendar-sharing standard supported by Booking.com, Airbnb, LekkeSlaap, Vrbo, Expedia, SafariNow, Google Calendar, Apple iCloud, and Microsoft Outlook. You do not need to create any third-party account or pay extra channel manager fees.

- **Export Link:** Outgoing Sync (TravelDash to External Platforms): TravelDash generates a unique, live .ics link for each of your services or rooms. When a guest books on TravelDash, your external platforms automatically block those dates.
- **Import Link:** Incoming Sync (External Platforms to TravelDash): When you paste your Booking.com, Airbnb, LekkeSlaap, or Google Calendar link into TravelDash, our server automatically checks it every 15 minutes and blocks those dates in TravelDash.
- **Availability Only:** iCal synchronizes availability and blocked dates only. Rates, seasonal pricing, and room descriptions remain managed on each platform.

8.2 Important: Accommodation (B&B / Lodges) vs. Shared Tour Operators

Before activating iCal Sync, it is essential to understand how the global iCal standard works so that you choose the right availability tool for your business model.

Business Type	Recommended Tool	How It Works
Lodges, B&Bs, Guesthouses, Self-Catering & Campsites	2-Way iCal Calendar Sync	Ideal. One booking occupies the entire room, chalet, or campsite. iCal automatically closes the unit across all connected channels.
Private 1-Vehicle Charters & Exclusive Guided Tours	2-Way iCal Calendar Sync	Ideal. One booking reserves the entire vehicle or guide for that date, so full-day blocking works seamlessly.
Shared / Per-Seat Tour Operators (Boats, Balloons, 4x4 Excursions)	Manual Blackouts (Seats / Headcount) — Do NOT use iCal	iCal cannot track partial seat counts. Use TravelDash's partial seat blackout tool to block exact seats or timeslots without closing the whole day.

CRITICAL NOTICE FOR SHARED / PER-SEAT TOUR OPERATORS

Why iCal is NOT designed for shared tours: The global iCal (.ics) standard only understands two states per date: 'Available' or 'Fully Blocked'. It does not support seat counts or partial capacities.

What happens if a shared tour connects iCal: If you sell 10 individual seats on a boat cruise or desert excursion and a guest books just 2 seats on TravelDash, iCal will signal that date as occupied — causing platforms like Airbnb or Booking.com to block the ENTIRE day even though 8 seats are still open.

The correct way to manage shared tours: Do not connect iCal feeds to shared per-seat tours. Instead, use the 'Add Blackout Period' tool at the top of your Blackouts page, where you can enter the exact 'Seats / Headcount to Block' (e.g., 2 seats) and optional Start/End Times for walk-ins or external agency bookings.

8.3 Step-by-Step Setup Guide (2-Way iCal Sync)

Navigate to Admin Dashboard → Blackouts and scroll down to the 2-Way iCal Calendar Sync section.

1. **Step A — Export Your TravelDash Calendar:** Under '1. Export TravelDash Calendar', locate your room or private service and click 'Copy iCal Link'. Do not download or upload the .ics file manually — external platforms always require the live URL link.
2. **Step B — Connect on Your External Platform:** Log in to your external platform to paste your TravelDash link and copy their export link:
   • Booking.com Extranet: Go to Rates & Availability → Calendar (or Sync calendars) → Add calendar connection → paste your TravelDash iCal Link, name it 'TravelDash', and save. Copy the Booking.com Export Link provided.
   • Airbnb Host Dashboard: Open your listing → Calendar → Availability settings → Connect calendars → Import calendar → paste your TravelDash iCal Link and save. Then click 'Export calendar' to copy your Airbnb .ics link.
   • LekkeSlaap, Vrbo, Expedia & Google Calendar: Follow the exact same two-step process (paste TravelDash's link into Import Calendar, and copy their Export Calendar .ics URL).
3. **Step C — Import the External Calendar into TravelDash:** Under '2. Import External Calendar (Into TravelDash)', select the matching Service / Room, enter a clear Channel Name (e.g., Booking.com, Airbnb, LekkeSlaap, or Google Calendar), paste the external platform's .ics link into the External iCal URL field, and click 'Connect & Sync Calendar'.

AUTOMATIC SYNC — SET IT ONCE & FORGET IT

Automatic 15-Minute Refresh: Once connected, you never need to sync your calendars manually. TravelDash's background engine automatically refreshes all connected external feeds every 15 minutes.

Optional 'Sync Now' Button: If a last-minute external booking arrives for today and you do not want to wait 15 minutes, simply click 'Sync Now' next to that channel for an immediate refresh.

Safe Separation of Blocks: External bookings appear in your Active Blackout Windows list marked with a green 'iCal Auto' badge. If a guest cancels on Booking.com or Airbnb, TravelDash automatically removes that block on the next sync without ever touching your manual blackouts.

9. Monthly Billing, Seasonal Scaling & Peak-Load Warning

TravelDash does not take a percentage of your hard work. You only pay a flat monthly fee for your active listings, billed from the 26th to the 26th of each month.

CRITICAL SEASONAL SCALING & PEAK-LOAD WARNING

TravelDash calculates your monthly fee based on your PEAK active listing count (tours, activities, or accommodations) at any given moment during the billing cycle (26th to 26th). If you rotate seasonal offerings (e.g., swapping winter tours for summer tours), YOU MUST FIRST DEACTIVATE YOUR OLD ACTIVE LISTINGS BEFORE PUBLISHING NEW ONES. If new listings are published while old ones remain active, your peak count will spike for that day/month, and you will be billed accordingly for that peak capacity. Manage your active toggles carefully to save on software costs!

Account Status & Proof Upload: You can check your account status and upload your proof of payment on the Billing page. Uploading proof automatically notifies the Super Admin team at info@traveldash.africa for verification.

10. NTB Compliance & Annual Renewal Responsibility

Your Namibia Tourism Board (NTB) registration is legally tied to your business operations. It is solely the operator's responsibility to ensure that your NTB certification remains valid and to renew it annually with the NTB. TravelDash does not automatically track annual expiry dates. If your NTB certificate expires or is revoked, and you fail to notify us or update your valid certificate, your TravelDash account and storefront will be suspended until compliance is restored.

11. Legal Terms, Privacy & Strict Disclaimer of Liability

All operators and tourists using the platform are bound by the TravelDash General Terms & Conditions and Privacy Policy:

- **Nature of the Platform (SaaS):** TravelDash is strictly a Software-as-a-Service (SaaS) technological tool and booking management system for independent tourism operators in Namibia. TravelDash is NOT a travel agent, tour operator, or financial institution.
- **No Financial Interference:** TravelDash takes NO responsibility, control, or oversight regarding payments, deposits, electronic funds transfers (EFTs), or online transactions that take place directly or indirectly between a tourist (client) and an operator.
- **Cancellations and Refunds:** All arrangements, terms, deposits, cancellations, and refunds of funds are strictly a private agreement between the tourist and the specific tour operator. TravelDash shall under no circumstances be held liable for any disputes, financial losses, or claims arising from cancellations or refused refunds.

DEEL 2 — AFRIKAANSE AFDELING

AFRIKAANS HANDLEIDING & BEDRYFSGIDS

Welkom by TravelDash! Ons is trots om met jou saam te werk. Hierdie sagteware-as-'n-diens (SaaS) platform gee jou volle beheer oor jou toerismebesigheid sonder om reuse-kommissiefooie van jou harde werk te eis. Hierdie gids wys jou stap-vir-stap hoe om al jou bestaande en splinternuwe stelsel-instrumente optimaal te gebruik.

1. Aan die Gang Kom, Registrasiefooi & Rekeninggoedkeuring

- **Verifikasie:** Om ons platform veilig en betroubaar vir plaaslike en internasionale toeriste te hou, moet alle besighede geverifieer word voordat hulle publiek vertoon word.
- **Registrasie:** Wanneer jy die eerste keer registreer, word jou besigheidsrekening nog vir die publiek versteek totdat verifikasie afgehandel is.
- **NTB-Sertifikaat:** Gaan na jou Besigheidsprofiel-instellings (Business Profile Settings) en laai jou geldige Namibia Tourism Board (NTB) sertifikaat op.
- **Registrasiefooi & Betalingsbewys (EFT Proof):** Gaan na die Billing-bladsy en laai jou betalingsbewys (PDF, JPG of PNG) vir jou registrasie- of intekenfooi op. Jou status sal opdateer na 'Pending Verification'.
- **Outomatiese Admin-kennisgewing:** Sodra jy jou betalingsbewys oplaai, stuur die stelsel outomaties 'n e-poskennisgewing na info@traveldash.africa sodat die Super Admin-span dit dadelik kan nagaan.
- **Aktivering & Bevestigingse-pos:** Sodra ons span jou NTB-sertifikaat en betalingsbewys verifieer en goedkeur, word jou profiel ten volle aktief op die voorblad en ontvang jy outomaties 'n bevestigingse-pos.

2. Besigheidsprofiel, Kwalifikasies & Geverifieerde Resensies

Profielbestuur: Op jou Admin Settings-bladsy (/admin/settings) kan jy jou handelsmerk en geloofwaardigheid bou sodat toeriste met volle gemoedsrus by jou bespreek:

- **Algemene Besonderhede & Media:** Bestuur jou besigheidsnaam, ligging (streek en dorp in Namibië), kontakbesonderhede, logo en banierfoto.
- **Ervaring & Kwalifikasies:** Voeg jou bedryfsagtergrond (Industry Background), gidssertifikate en kwalifikasies (Certifications), veiligheidstandaarde en toerusting (Safety Standards), asook nuttige wenke vir toeriste (Tourist Guidelines) by.
- **Geverifieerde Resensies:** Jy kan resensies van ander platforms (soos Facebook of Google) af handmatig byvoeg via die 'External Reviews Manager' in jou instellings. Daarbenewens word kliënte outomaties op hul profiel gevra om 'n 'Verified TravelDash' resensie te los nadat 'n toer voltooi is (vir tot 14 dae). Albei tipes vertoon netjies op jou openbare winkelvenster.

3. Byvoeging van 'n Toer, Aktiwiteit of Akkommodasie

- **Lysbestuur:** Jy kan verskillende soorte dienste op TravelDash lys. Gaan na Tours & Services en klik op '+ Add New Listing'.
- **Dienstipe (Service Type):** Kies of die item 'n Toer (Tour), 'n Aktiwiteit (Activity), of Akkommodasie (Accommodation - Lodge/Kamer/Kampplek) is. Dit bepaal ook hoe dit op die voorblad onder die kategorie-filters en spesiale karrousels (soos Self-Drive 4x4 of Sunset & Coastal Tours) vertoon word.
- **Gaslimiete (Guest Limits):** Sleutel die maksimum aantal volwassenes (Maximum Adults) en maksimum aantal kinders (Maximum Children) in wat per bespreking toegelaat word.
- **Deposito's (Deposit):** Stel jou vereiste deposito op (byvoorbeeld 100% vir volle betaling vooraf, of 50% om die bespreking te verseker).
- **Vertrektye (Departure Times):** Vir toere en aktiwiteite, voeg die presiese tye by waarop die toer elke dag begin (bv. 08:30, 14:00).

4. Opstel van Pryse (Pricing Models & Rates)

Hier stel jy presies in hoeveel gaste betaal. Jy kan verskillende tariefplanne ('Rate Plans') vir dieselfde toer of diens skep. Die laagste geldige prys word outomaties op die voorblad vertoon ('From: N$ ...').

- **Faktureringsmodus (Billing Mode Per Person):** Kies 'per Person' as elke individuele gas 'n kaartjieprys moet betaal.
- **Faktureringsmodus (Billing Mode Per Unit):** Kies 'per Unit' as gaste 'n hele voertuig, boot of kamer teen een vaste prys huur, ongeag hoeveel mense daarin is.
- **Min Pax & Max Pax:** Stel die reëls vir die groepgrootte op. As jy byvoorbeeld ten minste 2 mense nodig het om 'n toer te laat plaasvind, tik '2' in die Min Pax-blokkie. As 'n enkelpersoon probeer bespreek, sal hulle nie hierdie tarief kan kies nie.
- **Enkeltoeslag (Single Supplements):** Om 'n solo-reisiger meer te vra, klik op '+ Add Rate Plan'. Noem dit 'Solo Rate', stel Min Pax op 1 en Max Pax op 1, en tik jou hoër prys in.

5. Byvoeging van Opsionele Ekstras (Add-Ons)

Jy kan ekstra items aanbied wat toeriste kan bykoop wanneer hulle hul bespreking maak. Rol af na Optional Extras en klik op '+ Add Extra'. Gee die item 'n naam (bv. 'Picnic Lunch', 'Bottle of Wine', 'Park Fees') en tik die prys in. Die toeris sal kan kies presies hoeveel hiervan hulle wil koop, en die stelsel sal die wiskunde outomaties vir jou doen.

6. Toets Jou Pryse (Pricing Simulator)

Voordat jy toeriste toelaat om te bespreek, kan jy eers jou eie prysberekeninge toets! Op die Tours & Services-bladsy, klik op die geel 'Test Pricing Logic'-knoppie. Dit maak jou Simulator oop. Verander die aantal volwassenes en kinders, en voeg 'n paar ekstras by om presies te sien hoeveel die stelsel jou kliënte gaan vra.

7. Bestuur van Besprekings, Kalender-Aansigte & Gastenotas

Wanneer 'n toeris by jou bespreek (via DPO-kaartbetaling of EFT-bewys), ontvang jy 'n e-poswaarskuwing en verskyn dit direk op jou Dashboard en Kalender.

- **Gastevoorkeure (Guest Preferences):** Toeriste kan hul voorkeurtaal (Engels, Afrikaans of Duits) kies en vegetariese of spesiale maaltye aanvra.
- **Outomatiese Notas (Your Notes):** Die stelsel skryf outomaties presies neer wat die gas aangevra het — insluitend hoeveel ekstras hulle gekoop het en watter gids toegewys is — en plaas dit netjies in die 'Notes'-afdeling van die bespreking sodat jy nooit 'n detail mis nie.
- **EFT Goedkeuring & Finansiële Risiko:** Wanneer 'n toeris 'n EFT-bewys oplaai, wag die stelsel vir jou goedkeuring. 'n Veiligheidswaarskuwing herinner jou om eers jou banktoep (app) na te gaan. Klik slegs op 'Approve Booking' as die geld werklik in jou rekening is, aangesien goedkeuring bindend is en uitsluitlik op jou eie risiko geskied.
- **Herskedulering:** As 'n kliënt hul datum of tyd wil skuif, klik net op 'Edit Date'. Die stelsel skuif die bespreking, maak die ou datum op jou kalender oop, en stuur outomaties 'n e-pos aan die kliënt.
- **Onderlinge Kansellasie:** Vir noodgevalle of onbetaalde EFT's, gebruik die 'Mutual Cancel'-funksie. Jy moet 'n rede intik (vir terugbetalingsrekords), waarna die gleuf onmiddellik op jou kalender vrygestel word.
- **Outomatiese Voltooiing:** Die stelsel merk bevestigde toere outomaties as 'Completed' die dag ná die bespreekte toerdatum. Jy hoef dit nie self te doen nie.
- **Visuele Kalender & Volblad Dag-aansig (Calendar Views):** Op die Booking Calendar (/admin/calendar) kan jy wissel tussen 'Week', 'Day View' en 'Month'. 'Day View' bied 'n groot, duidelike en leesbare uiteensetting van elke uur se toere, kliëntname, toegewysde gidse/personeel en ekstras.
- **Filter & Sleep-en-Los (Drag & Drop):** Jy kan die kalender filtreer volgens 'n spesifieke diens of toer (akkommodasie skakel outomaties oor na Maand-aansig), en jy kan besprekings met jou muis sleep en los (drag & drop) na 'n nuwe datum of tydgleuf om dit vinnig te herskeduleer.
- **Uitsluitingsdatums (Blackouts & Sync):** As jy vir 'n dag of spesifieke ure volbespreek is, voertuiginstandhouding doen, met vakansie gaan of met eksterne platforms soos Booking.com en Airbnb wil sinchroniseer, gaan na Blackouts & Sync (sien Afdeling 8 hieronder vir volledige besonderhede).

8. Beskikbaarheids-blackouts & 2-Rigting iCal-kalendersinchronisasie

TravelDash beskik oor ingeboude beskikbaarheidsbestuur om oorbesprekings tussen jou eie webwerf en eksterne besprekingsplatforms te voorkom. Afhangend van of jy verblyfeenhede of gedeelde sitplek-toere bedryf, kan jy óf Outomatiese 2-Rigting iCal-sinchronisasie óf Handmatige Kapasiteits-blackouts gebruik — albei word gerieflik vanaf jou Admin-paneelbord onder Blackouts (/admin/blackouts) bestuur.

8.1 Wat is 2-Rigting iCal-kalendersinchronisasie?

iCal (.ics) is die universele, gratis kalender-standaard wat deur Booking.com, Airbnb, LekkeSlaap, Vrbo, Expedia, SafariNow, Google Calendar, Apple iCloud en Microsoft Outlook ondersteun word. Jy hoef geen derdeparty-rekening oop te maak of ekstra kanaalbestuurder-fooie te betaal nie.

- **Uitvoer-skakel (Export):** Uitgaande Sinchronisasie (TravelDash na Eksterne Platforms): TravelDash genereer 'n unieke, lewendige .ics-skakel vir elke diens of kamer. Sodra 'n gas op TravelDash bespreek, blokkeer jou eksterne platforms outomaties daardie datums.
- **Invoer-skakel (Import):** Inkomende Sinchronisasie (Eksterne Platforms na TravelDash): Sodra jy jou Booking.com-, Airbnb-, LekkeSlaap- of Google Calendar-skakel in TravelDash inplak, lees ons bediener dit outomaties elke 15 minute in en blokkeer daardie datums in TravelDash.
- **Slegs Beskikbaarheid:** iCal sinchroniseer slegs beskikbaarheid en geblokkeerde datums. Tariewe, seisoenspryse en kamerbeskrywings word steeds op elke platform bestuur.

8.2 Belangrik: Verblyf (B&B / Lodges) teenoor Gedeelde Toer-operateurs

Voordat jy iCal-sinchronisasie aanskakel, is dit noodsaaklik om te verstaan hoe die wêreldwye iCal-standaard werk sodat jy die regte hulpmiddel vir jou tipe besigheid gebruik.

Tipe Besigheid	Aanbevole Hulpmiddel	Hoe Dit Werk
Lodges, B&B's, Gastehuise, Selfsorg-eenhede & Kampeerplekke	2-Rigting iCal-sinchronisasie	Ideaal. Een bespreking neem die hele kamer, chalet of staanplek op. iCal sluit die eenheid outomaties op alle gekoppelde platforms.
Privaat 1-Voertuig Toere & Eksklusiewe Privaat Gidse	2-Rigting iCal-sinchronisasie	Ideaal. Een bespreking bespreek die hele voertuig of gids vir daardie dag, dus werk vol-dag blokkering foutloos.
Gedeelde / Per-Sitplek Toer-operateurs (Bote, Ballonne, 4x4-toere)	Handmatige Blackouts (Sitplekke / Aantal Gaste) — Moenie iCal gebruik nie	iCal ondersteun nie gedeeltelike sitplektellings nie. Gebruik TravelDash se gedeeltelike blackout-funksie om presiese sitplekke of tydgleuwe te blokkeer.

BELANGRIKE KENNISGEWING VIR GEDEELDE / PER-SITPLEK TOER-OPERATEURS

Hoekom iCal NIE vir gedeelde toere bedoel is nie: Die wêreldwye iCal (.ics)-standaard verstaan net twee toestande per datum: 'Beskikbaar' of 'Volledig Geblokkeer'. Dit kan nie gedeeltelike sitplektellings of oorblywende kapasiteit oordra nie.

Wat gebeur as 'n gedeelde toer iCal koppel: As jy 10 individuele sitplekke op 'n bootvaart of woestyntoer verkoop en 'n gas bespreek slegs 2 sitplekke op TravelDash, stuur iCal daardie datum as beset uit — wat veroorsaak dat platforms soos Airbnb of Booking.com die HELE dag toemaak al is daar nog 8 sitplekke oop.

Die regte manier om gedeelde toere te bestuur: Moenie iCal-skakels aan gedeelde per-sitplek toere koppel nie. Gebruik eerder die 'Add Blackout Period'-hulpmiddel bo-aan jou Blackouts-bladsy, waar jy die presiese aantal sitplekke ('Seats / Headcount to Block', bv. 2 sitplekke) en opsionele begin-/eindtye vir instap- of agentskapbesprekings kan invul.

8.3 Stap-vir-Stap Opstelgids (2-Rigting iCal-sinchronisasie)

Gaan na Admin-paneelbord → Blackouts en rol af na die 2-Way iCal Calendar Sync-afdeling.

4. **Stap A — Voer Jou TravelDash-kalender Uit:** Onder '1. Export TravelDash Calendar', kry jou kamer of privaat diens en klik op 'Copy iCal Link'. Moenie die .ics-lêer handmatig aflaai of oplaai nie — eksterne platforms gebruik altyd die lewendige URL-skakel.
5. **Stap B — Koppel op Jou Eksterne Platform:** Meld aan by jou eksterne platform om TravelDash se skakel in te plak en hul uitvoer-skakel te kopieer:
   • Booking.com Extranet: Gaan na Rates & Availability → Calendar (of Sync calendars) → Add calendar connection → plak jou TravelDash iCal-skakel, noem dit 'TravelDash', en stoor. Kopieer daarna die Booking.com Export-skakel wat hulle verskaf.
   • Airbnb Gasheer-paneelbord: Maak jou lysinskrywing oop → Calendar → Availability settings → Connect calendars → Import calendar → plak jou TravelDash iCal-skakel en stoor. Klik daarna op 'Export calendar' om jou Airbnb .ics-skakel te kopieer.
   • LekkeSlaap, Vrbo, Expedia & Google Calendar: Volg presies dieselfde 2-stap proses (plak TravelDash se skakel by hul Import Calendar-afdeling, en kopieer hul Export Calendar .ics-skakel).
6. **Stap C — Voer die Eksterne Kalender in TravelDash In:** Onder '2. Import External Calendar (Into TravelDash)', kies die ooreenstemmende Diens / Kamer, tik 'n duidelike Kanaalnaam in (bv. Booking.com, Airbnb, LekkeSlaap of Google Calendar), plak die eksterne platform se .ics-skakel in die External iCal URL-veld, en klik op 'Connect & Sync Calendar'.

OUTOMATIESE SINCHRONISASIE — STEL DIT EEN KEER OP

Outomatiese 15-Minuut Verversing: Sodra jou skakels gekoppel is, hoef jy nooit kalenders handmatig te sinchroniseer nie. TravelDash se agtergrond-enjin vervars alle gekoppelde eksterne skakels outomaties elke 15 minute.

Opsionele 'Sync Now'-knoppie: As daar 'n laaste-oomblik bespreking op 'n eksterne platform inkom vir vandag en jy wil nie 15 minute wag nie, klik bloot op 'Sync Now' langs daardie kanaal vir 'n onmiddellike opdatering.

Veilige Skeiding van Blokke: Eksterne besprekings verskyn in jou Active Blackout Windows-lys met 'n groen 'iCal Auto'-etiket. Indien 'n gas op Booking.com of Airbnb kanselleer, verwyder TravelDash outomaties daardie blok met die volgende siklus sonder om ooit aan jou handmatige blackouts te raak.

9. Maandelikse Fakturering, Seisoenale Opskaaling & Piek-Waarskuwing

TravelDash vat geen kommissie-persentasie van jou besprekingsinkomste nie. Jy betaal slegs 'n vaste maandelikse fooi gebaseer op jou aktiewe lyste, gefaktureer van die 26ste tot die 26ste.

KRITIESE SEISOENALE OPSKAALING & PIEK-WAARSKUWING

TravelDash bereken jou maandelikse fooi op jou HOOGSTE PIEK van aktiewe lyste (Peak Active Count) gedurende daardie maandelikse siklus (26ste tot 26ste). As jy seisoenale lyste wil roteer (bv. wintertoere met somertoere vervang), MOET JY EERS JOU OU LYSDEAKTIVERINGS DOEN VOORDAT JY NUWE LYSTE PUBLISEER. As nuwe lyste gepubliseer word terwyl ou lyste nog aktief is, sal jou piekgetal vir daardie dag/maand styg, en jy sal onnodig daarvoor gefaktureer word. Bestuur jou aktiewe skakelaars versigtig om programmatuurkoste laag te hou!

Betalingsopsporing: Jy kan jou rekeningstatus en totale maandelikse fooi nagaan en jou betalingsbewys (EFT proof) direk op die Billing-bladsy oplaai, waarna Admin in kennis gestel word vir verifikasie.

10. NTB Nakoming en Jaarlikse Hernuwingsverantwoordelikheid

Jou Namibia Tourism Board (NTB) registrasie is jou wetlike verantwoordelikheid as operateur. Dit is jou uitsluitlike plig om jou NTB-sertifikaat jaarliks betyds by die NTB te hernu en ons in kennis te stel indien dit verval. TravelDash hou nie outomaties datums dop nie. Indien 'n sertifikaat verval en ons word nie ingelig nie, sal jou rekening uit veiligheids- en wetlike oorwegings gesuspend word tot tyd en wyl dit opgedateer is.

11. Regsbepalings, Privaatheid & Volstrekte Vrywaring

Alle operateurs en gebruikers op die platform is onderhewig aan TravelDash se Algemene Bepalings en Voorwaardes asook die Privaatheidsbeleid:

- **Nature of the Platform (SaaS):** TravelDash is uitsluitlik 'n sagteware-as-'n-diens (SaaS) tegnologieplatform en besprekingsbestuurstelsel vir onafhanklike toerisme-operateurs in Namibië. TravelDash is NIE 'n reisagent, toeroperateur of finansiële instelling nie.
- **Geen Inmenging met Finansies:** TravelDash neem geen verantwoordelikheid, beheer of toesig oor betalings, deposito's, bankoorplasings (EFT's) of aanlyn transaksies wat direk of indirek tussen 'n toeris en 'n operateur plaasvind nie.
- **Kansellasies en Terugbetalings:** Alle reëlings, terme, deposito-vereistes, kansellasies en terugbetalings van gelde is streng 'n privaat ooreenkoms tussen die toeris en die spesifieke toeroperateur. TravelDash sal onder geen omstandighede aanspreeklik gehou word vir enige geskille, finansiële verliese of eise wat voortspruit uit kansellasies of geweierde terugbetalings nie.

TEGNIESE ONDERSTEUNING & KONTAKINLIGTING / TECHNICAL SUPPORT & CONTACT

Indien jy enige tegniese probleme met die platform ondervind of hulp nodig het met jou opstelling:

E-pos / Email: info@traveldash.africa

WhatsApp / Telefoon: +264 81 657 0202

Webwerf / Website: https://www.traveldash.africa