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TRAVELDASH GENERAL TERMS AND CONDITIONS (B2B Advertiser & Operator Platform Agreement)

Last Updated: November 2026 | Jurisdiction: Republic of Namibia

By accessing, registering, updating your profile, or utilizing the TravelDash platform (whether as a tourist, visitor, advertiser, or tourism operator), you explicitly agree to be bound by these General Terms and Conditions.

1. Nature of the Platform (SaaS Description)

TravelDash is a Software-as-a-Service (SaaS) platform that serves as a technological tool and booking management system for independent tourism operators in Namibia. TravelDash is strictly a software provider and digital infrastructure platform. TravelDash is NOT a travel agent, tour operator, or financial institution.

2. Fees, Peak-Load Billing & Subscriptions

Registration Fee: Operators must pay a non-refundable one-time registration fee upon joining the platform.

Monthly Active Listing & Peak-Load Billing: Monthly subscription fees are calculated based on the operator's peak active listing count (tours, activities, or accommodations) active at any given point during the billing cycle, calculated from the 26th to the 26th of each month. Operators acknowledge sole responsibility for managing and deactivating unneeded or seasonal listings before publishing new ones to control their peak counts and avoid unnecessary billing.

3. Absolute Disclaimer of Liability (No Intervention)

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.

No Warranty or Liability: TravelDash does not guarantee the quality, safety, punctuality, legality, or pricing accuracy of the services offered by operators. Any claim or dispute must be resolved directly with the respective operator.

Payment Gateways (DPO): TravelDash does not process, handle, or store direct credit card or banking funds. TravelDash merely stores authorized Direct Pay Online (DPO) merchant tokens or configuration settings provided by the operator to facilitate direct communication with the payment gateway. TravelDash is not liable for gateway downtimes, transaction failures, or processing errors.

Uptime & Technical Issues: TravelDash provides the software on an 'as-is' and 'as-available' basis. TravelDash shall not be held liable for any website downtime, server interruptions, data loss, bugs, internet failures, or technical glitches that may prevent access to the platform or delay booking notifications.

4. Operator Content, Warranties & Compliance

Full Responsibility for Content: The operator assumes 100% full legal and financial responsibility for all data, descriptions, prices, media, logos, banners, and intellectual property uploaded to their profile or storefront. The operator warrants that they own or have legal rights to all uploaded content and that all pricing, descriptions, and safety guidelines are accurate. TravelDash is completely indemnified against any copyright infringement claims or consumer complaints arising from operator content or incorrect pricing.

NTB Compliance & Licensing: Operators are legally required to maintain valid Namibia Tourism Board (NTB) registration and compliance. It is solely the operator's responsibility to ensure NTB certification remains valid and to renew it annually. TravelDash reserves the right to suspend any operator account immediately in the event of overdue subscription fees, expired NTB documentation, or breach of these terms.

5. User Obligations & Indemnification

You agree that all information you provide is accurate and lawful.

Indemnification: You hereby indemnify and hold harmless TravelDash against any claims, damages, losses, or costs (including legal fees) arising from your use of the platform, your content, or your transactions with third parties.

6. Binding Acceptance by Registration

Automatic & Ongoing Acceptance: By completing the registration process, creating an account, uploading compliance documents (including NTB certificates and payment proofs), or clicking 'Save/Submit' on any business profile or listing on TravelDash, the advertiser/operator explicitly acknowledges that they have read, understood, and unconditionally agreed to be bound by these General Terms and Conditions. Continued use of the platform constitutes ongoing, renewed acceptance of these terms.

7. Governing Law

This agreement shall be governed by and construed in accordance with the laws of the Republic of Namibia.