DEEL 1 • AFRIKAANS (BYGEWERK: 05-11-2026)

TRAVELDASH OPERATEURSHANDLEIDING

Volledige Opleidings- en Bedryfsgids vir Namibiese Toerisme-operateurs

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

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

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 (Verified Reviews Management):** Jy kan nou bestaande resensies vanaf Google of Facebook direk by jou profiel voeg om op jou openbare winkelvenster (storefront) te wys. Vul eenvoudig die reisiger se naam (Reviewer Name), ster-gradering (1 tot 5 sterre), bron (Google of Facebook) en kommentaar in, en klik op '+ Save Review to Storefront'. Jy kan ou resensies ook enige tyd verwyder.

3. BYVOEGING VAN 'N TOER, AKTIWITEIT OF AKKOMMODASIE

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.

- **Skep 'n Ekstra:** Rol af na Optional Extras en klik op '+ Add Extra'.
- **Beskrywing & Prys:** 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!

- **Toetsknoppie:** Op die Tours & Services-bladsy, klik op die geel 'Test Pricing Logic'-knoppie.
- **Simulasie:** 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.
- **Visuele Kalender & Volblad Dag-aansig (Calendar Views):** Op die Booking Calendar (/admin/calendar) kan jy nou wissel tussen 'Week', 'Day View' en 'Month'. Vir groot operateurs met baie toere op een dag, bied die nuwe 'Day View' (Volblad Dag-aansig) '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 of met vakansie gaan, gaan na Blackouts & Sync om daardie datums of tydgleuwe te blokkeer sodat niemand dit kan bespreek nie.

8. MAANDELIKSE FAKTURERING (MONTHLY BILLING)

TravelDash vat geen kommissie-persentasie van jou besprekingsinkomste nie.

- **Vaste Maandelikse Fooi:** Jy betaal slegs 'n vaste maandelikse fooi gebaseer op jou aktiewe lyste (active listings).
- **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.

9. REGSBEPALINGS, PRIVAATHEID & VOLSTREKTE VRYWARING

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

- **Aard van die 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 & KONTAKBESONDERHEDE

Indien jy enige tegniese probleme met die platform ondervind of hulp nodig het met jou opstelling:
• E-pos: info@traveldash.africa
• WhatsApp / Telefoon: +264 81 657 0202
• Webwerf: https://www.traveldash.africa
Bygewerk: 05-11-2026 | NAMIBIA TRAVELDASH TOURISM SOFTWARE TEAM

PART 2 • ENGLISH (UPDATED: 05-11-2026)

TRAVELDASH OPERATOR GUIDE & MANUAL

Complete Training & Operating System Manual for Namibian Tourism Businesses

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

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

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 verified reviews from Google or Facebook to showcase traveler feedback on your public storefront. Simply enter the Reviewer Name, Rating (1 to 5 Stars), Source (Google or Facebook), and Comment, then click '+ Save Review to Storefront'. You can also delete reviews at any time.

3. ADDING A TOUR, ACTIVITY, OR ROOM

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.

- **Create an Extra:** Scroll down to Optional Extras and click '+ Add Extra'.
- **Item Name & Price:** 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!

- **Test Pricing Logic:** On the Tours & Services page, click the yellow 'Test Pricing Logic' button.
- **Run Simulations:** This opens your Simulator. 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.
- **Visual Calendar & Full-Page Day View:** On your Booking Calendar (/admin/calendar), you can switch seamlessly between 'Week', 'Day View', and 'Month'. Designed specifically for busy operators with multiple daily departures, '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 (selecting an accommodation automatically switches to Month View). 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, or going on holiday, go to Blackouts & Sync to block those dates or specific hours so no one can book them.

8. MONTHLY BILLING

TravelDash does not take a percentage of your hard work.

- **Flat Monthly Fee:** You only pay a flat monthly fee for your active listings.
- **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.

9. 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.

TECHNICAL SUPPORT & CONTACT DETAILS

NB: If you experience any technical issues with the platform, please reach out to us:

• Email: info@traveldash.africa
• WhatsApp / Phone: +264 81 657 0202
• Website: https://www.traveldash.africa

Updated: 05-11-2026 | NAMIBIA TRAVELDASH TOURISM SOFTWARE TEAM