



Hotels'nVax Website Policies & Terms

Terms & Conditions

By using the Hotels'nVax platform, you agree to comply with the following terms:

- Hotels'nVax acts as an intermediary between travellers and verified service providers.
- All bookings made through the platform are subject to the availability and confirmation of the supplier.
- Prices listed are subject to change until the booking is confirmed.
- Users are responsible for reviewing supplier-specific terms (e.g., check-in times, cancellation policies).
- Hotels'nVax reserves the right to refuse service, cancel accounts, or modify offerings without prior notice.

Cancellation & Refund Policy

- Cancellations initiated by the traveller may be eligible for a partial or full refund, depending on the supplier's policy.
- Refunds processed before payout will include the supplier's amount and may exclude Hotels'nVax's commission.
- If Hotels'nVax has already processed payouts, suppliers will be responsible for refunding their portion.
- Commission is non-refundable once a booking has been fulfilled.
- No refunds will be issued for no-shows or last-minute cancellations unless stated by the supplier.

POPIA-Compliant Privacy Policy

What We Collect:

- Personal and contact details
- Booking history
- Payment and billing information

How We Use It:

- To process bookings and communicate confirmations
- To improve our services and customer experience
- To comply with legal or tax obligations

Your Rights:

- You may request access, correction, or deletion of your data at any time
- Your data will not be sold or shared with unrelated third parties
- Data is stored securely and only accessible to authorised personnel

For any privacy-related concerns, please contact: info@hotelsnvax.com

Supplier Agreement Overview

Hotels'nVax suppliers agree to the following by listing services on the platform:

- Adhere to accurate descriptions, pricing, and availability
- Maintain proper licenses, liability insurance, and safety protocols
- Accept the commission structure:
 - Tour Packages: 8% – 15% commission
 - Accommodations: 12% – 15% commission
- Honour refund and cancellation terms outlined by Hotels'nVax
- Cooperate with Hotels'nVax on service quality and dispute resolution

For a full agreement, please request the official supplier agreement form at: partners@hotelsnvax.com

Disclaimer: The following documents serve as initial policy frameworks for Hotels'nVax and are intended to guide users and suppliers during the early operational phase. These policies will be reviewed and updated following professional legal consultation.

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