



## WildPath Operators' Terms & Conditions

**Effective Date:** January 22, 2026

### 1. Scope and Acceptance

Operators agree to these terms by registering and ticking the mandatory checkbox. They govern listing services (accommodation, tours, activities), handling bookings via QR vouchers, and using app features like Revenue Dashboard, Safety Centre, and ChatScreen. These terms incorporate the general WildPath T&C by reference.

### 2. Operator Obligations

- **Service Listing:** Accurately list services by province, with prices, photos, availability, and specials. Maintain quality to encourage 5-star reviews. Comply with all certifications (e.g., business registration, safety permits, tourism licenses).
- **Payments and Commission:** Authorize 10% commission on gross bookings (ZAR via Payfast after conversion/fees). Provide bank details for 90% net payouts. Use PDF/CSV exports for reconciliation; no disputes on calculated splits.
- **Check-ins and Safety:** Scan QR vouchers for check-ins; monitor SOS alerts; respond promptly to Coordination Chat. Report incidents via Safety Centre.
- **Content:** Upload truthful photos/reviews; no misleading claims per CPA.

### 3. Platform Rights and Verification

- Admin verifies operators via "Safety Gate" (documents, compliance check). We may suspend/delist for breaches (e.g., poor ratings, complaints).
- Monitor global dashboard for commissions, SOS map, and operator performance. Generate invoices/reports at discretion.

### 4. Liability and Indemnity

Operators indemnify WildPath against claims from services (e.g., injuries, cancellations). WildPath is not liable for operator failures; force majeure applies (weather, strikes). Maintain public liability insurance; proof required.

### 5. Cancellations and Refunds


- No refunds post-voucher scan. Pre-scan cancellations: full refund minus 10% commission + fees. Notify via app within 48 hours.
- Changes: Subject to availability; admin approval needed for specials.

### 6. Termination

Breach (e.g., non-compliance, negative reviews) allows immediate suspension. Outstanding commissions payable post-termination.

### 7. Governing Law and Disputes

South African law applies; disputes to arbitration in Cape Town or National Consumer Commission (NCC). POPIA compliant for business data.

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