



# MULWANA & MULWANA ASSOCIATES

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## **TRIPMANGA SUPPLIER/ VENDOR (HOTELS, TOUR OPERATORS, CAR RENTALS) AGREEMENT**

### **1. INTRODUCTION**

Welcome to TripManga.com! This Supplier Agreement governs the terms under which hotels, tour operators, and car rental providers list their services on our platform. By registering as a supplier, you agree to these terms, ensuring a professional, transparent, and efficient experience for all parties involved. Our goal is to connect suppliers with global travelers while maintaining trust, quality, and reliability.

### **2. SUPPLIER REGISTRATION AND RESPONSIBILITIES**

Suppliers must complete the registration process by providing accurate business information, including licensing, permits, and proof of ownership where applicable. The supplier must keep this information updated at all times. Any changes in business operations that affect service delivery must be communicated to TripManga.com immediately.

Suppliers are responsible for responding to inquiries, accepting or declining bookings promptly, and maintaining a high level of professionalism. Delayed responses, poor service delivery, or failure to adhere to these responsibilities may result in penalties, including temporary or permanent suspension from the platform.

### **3. SERVICE LISTINGS AND MANAGEMENT**

Suppliers must ensure their listings accurately represent the services offered. Each listing should include a detailed description, high-resolution images, pricing, real-time availability, and relevant policies (such as cancellation, modification, and refund policies). Misleading or deceptive listings are strictly prohibited and may result in removal from the platform.

TripManga.com reserves the right to review and modify listings that do not meet platform standards. Suppliers are encouraged to update their listings regularly to reflect any changes in pricing, availability, or service details. Failure to maintain accurate listings may lead to a lower ranking in search results or suspension.

### **4. SECURE PAYMENT SYSTEM AND COMMISSION STRUCTURE**

TripManga.com operates a commission-based model, with commission rates agreed upon during onboarding. All transactions are processed through our Secure Payment System, ensuring safe and timely fund transfers between customers and suppliers. Payments for completed bookings are securely held until the service has been delivered and verified by the customer. This system minimizes financial risks for both parties.

Funds are released to suppliers according to the agreed payout schedule, which varies based on service type and verification procedures. Suppliers are responsible for providing accurate banking details and ensuring compliance with tax regulations in their respective jurisdictions.

## **5. CANCELLATIONS, MODIFICATIONS, AND REFUNDS**

Suppliers must clearly define their cancellation, modification, and refund policies within their listings. Customers must have access to these policies before completing a booking. If a supplier initiates a cancellation, customers are entitled to a full refund unless an alternative arrangement is mutually agreed upon.

Refunds must be processed within the timeframe specified in the supplier's policy. Suppliers who repeatedly cancel confirmed bookings without valid reasons may face penalties, including lower search rankings, financial deductions, or suspension from the platform.

In cases of customer complaints related to cancellations, TripManga.com reserves the right to mediate and ensure fair resolutions in accordance with the stated policies.

## **6. PRICING AND AVAILABILITY**

Suppliers must maintain **rate parity**, ensuring that pricing on TripManga.com is consistent with direct booking channels and other online travel agencies. Any deliberate price manipulation to mislead customers or gain unfair advantages is strictly prohibited.

Real-time availability updates are required to prevent overbookings. Suppliers who fail to update availability and cancel bookings due to unavailability may face penalties. TripManga.com offers AI-driven tools to assist in pricing optimization and demand forecasting, helping suppliers remain competitive while maximizing revenue.

## **7. SERVICE QUALITY AND CUSTOMER EXPERIENCE**

Maintaining high service standards is crucial for a positive customer experience. Suppliers must deliver services as described in their listings. Any deviation from the promised service, such as last-minute downgrades, lack of proper amenities, or failure to meet quality expectations, will lead to penalties.

Customer feedback plays a significant role in supplier rankings. TripManga.com uses an AI-powered review system to analyze customer satisfaction trends. Repeated negative reviews, unresolved complaints, or substandard service delivery may result in lower rankings, suspension, or removal from the platform.

## **8. LIABILITY AND DISPUTE RESOLUTION**

TripManga.com is a marketplace that connects suppliers with travelers but does not assume liability for disputes arising between them. Suppliers must handle disputes directly with customers in a professional and timely manner.

If disputes remain unresolved, TripManga.com may act as a mediator, using booking records and communication logs to determine a fair resolution. However, TripManga.com does not guarantee refunds or compensation outside the terms of the supplier's stated policy.

Suppliers must also ensure that they hold adequate liability insurance for their services. This includes coverage for property damage, personal injury, and unforeseen service failures. TripManga.com may request proof of insurance at any time.

## **9. COMPLIANCE WITH LAWS AND REGULATIONS**

All suppliers must operate in compliance with local, national, and international laws governing their industry. This includes consumer protection laws, licensing requirements, safety regulations, and tax obligations. Failure to comply may result in immediate removal from the platform and potential legal consequences.

## **10. DATA PROTECTION AND CUSTOMER PRIVACY**

Suppliers must handle customer data responsibly and comply with data protection laws such as the General Data Protection Regulation (GDPR) and other relevant privacy regulations. Any misuse of customer information, such as unauthorized sharing of personal data, is strictly prohibited and may lead to legal action and removal from the platform.

TripManga.com provides secure data handling protocols to ensure customer privacy is protected. Suppliers are expected to adhere to these protocols at all times.

## **11. INSURANCE REQUIREMENTS**

Suppliers are required to maintain comprehensive insurance coverage appropriate for their services. This includes general liability insurance, vehicle insurance (for car rental providers), and any other relevant coverage. Proof of insurance may be requested during onboarding and periodically thereafter.

## **12. INTELLECTUAL PROPERTY RIGHTS**

Suppliers grant TripManga.com a non-exclusive, royalty-free license to use, reproduce, and display their trademarks, logos, and service-related content for promotional purposes. Suppliers must ensure they have full rights to all content they provide and that it does not infringe on any third-party rights.

TripManga.com reserves the right to remove content that violates intellectual property laws or platform standards.

## **13. SUPPLIER DASHBOARD AND ANALYTICS**

Suppliers have access to a comprehensive Supplier Dashboard, which provides real-time insights into bookings, customer reviews, revenue analytics, and market trends. AI-powered tools assist suppliers in optimizing their pricing strategies, understanding demand patterns, and improving customer engagement.

The dashboard also allows suppliers to manage refunds, cancellations, and modifications efficiently, ensuring a smooth operational experience.

#### **14. ACCOUNT SUSPENSION AND TERMINATION**

TripManga.com reserves the right to suspend or terminate supplier accounts due to violations of this agreement, fraudulent activities, or repeated negative customer experiences. Before termination, suppliers will be notified and given an opportunity to rectify any issues.

Suppliers attempting to bypass platform policies, engage in fraudulent transactions, or manipulate reviews will face immediate account termination without prior notice.

#### **15. POLICY UPDATES AND AMENDMENTS**

TripManga.com may update this Supplier Agreement periodically to reflect changes in platform policies, industry regulations, or market conditions. Suppliers will be notified of significant updates, and continued use of the platform constitutes acceptance of the revised terms.

Suppliers are encouraged to review this agreement regularly to ensure compliance and maintain good standing on the platform.

By listing services on TripManga.com, suppliers acknowledge and agree to abide by these terms, fostering a fair, secure, and professional marketplace for all users.

For support, disputes, or inquiries, contact us at [support@tripmanga.com](mailto:support@tripmanga.com) or visit our Help Center.

**END OF POLICY**