



# MULWANA & MULWANA ASSOCIATES

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## TRIPMANGA.COM GENERAL USERS' TERMS AND CONDITIONS

### 1. Introduction

Welcome to **TripManga.com**! By using our platform, you agree to comply with the following terms and conditions governing your use of our services. TripManga.com provides an online marketplace for booking hotels, tours, and car rentals, connecting travelers with verified suppliers. These terms outline your rights, responsibilities, and limitations while using our platform.

Our platform is designed to provide seamless access to travel services, ensuring a user-friendly experience while maintaining the highest standards of security and accountability. We strive to create a transparent and trustworthy marketplace where travelers can book accommodations and experiences with confidence, knowing that their transactions are secure and their interests are protected. By signing up or using TripManga.com, you acknowledge that you have read, understood, and agreed to these terms. If you do not agree with any part of this policy, you must refrain from using our services.

### 2. User Accounts & Responsibilities

#### 2.1 Eligibility

To register for an account on TripManga.com, users must be at least 18 years old. Minors under the age of 18 may only use the platform under the direct supervision of a parent or legal guardian. Users must provide accurate and complete information when creating an account and must update their details whenever necessary to ensure that their contact and identification information remains valid.

TripManga.com reserves the right to deny access to any user or terminate accounts at its sole discretion if there is a breach of these terms or any applicable laws.

#### 2.2 Account Security

Users are responsible for maintaining the confidentiality of their login credentials. It is the user's duty to ensure that their account is secure and not shared with unauthorized individuals. Any unauthorized use of an account must be reported immediately to TripManga.com. The platform is not liable for losses or damages resulting from unauthorized access due to negligence on the part of the user. Users are encouraged to use strong passwords and activate two-factor authentication for additional security.

#### 2.3 User Responsibilities

Users are required to act in good faith when using the TripManga.com platform. This includes providing truthful information, respecting all platform policies, and using the services as intended. Misuse of the platform, including but not limited to fraudulent bookings, creating multiple accounts for deceptive purposes, or engaging in activities that compromise the integrity of the marketplace, may result in account suspension or permanent termination. Users must comply with all local and international laws

governing online transactions, data privacy, and ethical consumer behavior. Failure to adhere to these regulations may result in legal action and removal from the platform.

### **3. Booking, Payments & Our Payment System**

#### **3.1 Booking Process**

TripManga.com provides a streamlined booking process where users can browse and select hotels, tours, and car rentals based on availability and pricing set by suppliers. Once a booking is confirmed, users receive an electronic booking confirmation with details of the reservation, including specific terms set by the supplier. Users are responsible for reviewing these terms before finalizing their booking to understand any restrictions, cancellation policies, and payment obligations. Suppliers have the right to accept or decline bookings based on availability and other operational considerations.

#### **3.2 Payment Terms & Our Payment System**

TripManga.com operates a **secure payment system** that ensures smooth and transparent transactions. When a booking is made, the customer's payment is securely processed and held until the service is delivered. The supplier is notified of the booking and is required to provide the agreed-upon service. Upon successful service completion, the payment is processed to the supplier. If any dispute arises, the payment will remain pending until a resolution is reached through our dispute resolution process.

Users acknowledge that payments are only transferred to suppliers **after successful service delivery**. This ensures that users receive the services they paid for and that suppliers are accountable for maintaining quality standards. Users agree to abide by this payment structure and acknowledge that attempting to bypass the system or make direct payments to suppliers outside of the platform is strictly prohibited.

#### **3.3 Cancellations & Refunds**

Each supplier on TripManga.com has a unique cancellation and refund policy. Users are encouraged to review these policies before making a booking. Some bookings may be non-refundable or subject to cancellation fees depending on the supplier's policy. Users who wish to cancel their booking must do so through the TripManga.com platform, following the guidelines provided by the supplier. Refunds, where applicable, will be processed within **7 to 21 business days**, depending on the payment method used.

If a supplier fails to deliver a booked service, users may file a dispute with TripManga.com. The platform will investigate the claim and, if found valid, will facilitate a full or partial refund. However, TripManga.com does not directly issue refunds unless explicitly authorized by the supplier's policy. In cases where disputes arise, TripManga.com will act as a mediator but holds no liability for supplier failures.

### **4. User Conduct & Community Guidelines**

Users are expected to conduct themselves in a respectful and lawful manner while using the platform. This includes:

- Providing accurate and truthful information when making bookings and communicating with suppliers.
- Avoiding defamatory, abusive, or discriminatory language in reviews, comments, and interactions with suppliers and other users.
- Not engaging in fraudulent activities, including creating fake bookings, posting misleading reviews, or attempting to manipulate the platform's rating system.
- Complying with all TripManga.com policies and guidelines, as well as applicable local and international laws.

Users found violating these guidelines may face account suspension, permanent bans, or legal action, depending on the severity of the misconduct.

## **5. Data Privacy & Security**

TripManga.com prioritizes the security and privacy of its users. We comply with **General Data Protection Regulation (GDPR)** and other relevant data protection laws to ensure that personal information is securely stored and not shared with unauthorized third parties. Users have the right to access, update, or request the deletion of their personal data in accordance with privacy regulations. The platform employs industry-standard encryption and security measures to protect user transactions and personal data.

## **6. Liability & Disputes**

TripManga.com functions solely as a marketplace and does not directly provide travel services. We are not responsible for service failures, delays, cancellations, or misconduct by suppliers. Any disputes regarding service quality must be handled directly with the supplier. However, if users encounter unresolved issues, TripManga.com may offer mediation services.

Users agree that any legal claims or disputes arising from their use of the platform will be governed by the laws of **Uganda**. TripManga.com reserves the right to modify dispute resolution policies as necessary to enhance platform integrity and user protection.

## **7. Account Termination**

TripManga.com reserves the right to terminate accounts that violate platform policies. Users may also request account deactivation at any time by contacting customer support. Terminated accounts may lose access to loyalty points, rewards, and pending bookings.

## **8. Changes to Terms**

TripManga.com may update these terms periodically. Users will be notified of significant changes via email or platform notifications. Continued use of the platform after changes signifies acceptance of the revised terms.

## **9. Contact Information**

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

**END OF POLICY**