

# SL VOYO Partner Program – Terms & Conditions

By submitting your application to join the SL VOYO Partner Program, you agree to the following terms and conditions. These terms are designed to ensure a fair, transparent, and professional relationship between SL VOYO and all our partners across categories.

## **1. Eligibility & Verification**

All partners must provide accurate and complete information during registration.

SL VOYO reserves the right to verify any documents or claims made by the applicant (e.g., SLTDA licenses, vehicle condition, property details).

Submission of false or misleading information may result in rejection or removal from the platform.

## **2. Service Standards**

Partners are expected to deliver services as described in their profiles, including punctuality, safety, hygiene, and respectful customer interactions.

Tour Guides, Drivers, and Operators must maintain valid licenses and comply with SLTDA and local tourism regulations.

Restaurants and accommodation must maintain cleanliness, food safety, and proper customer handling.

## **3. Bookings & Pricing**

SL VOYO may promote your services at the rates you submit or mutually agreed upon. Ensure your rates are accurate and inclusive of all applicable charges.

Prices must be transparent. Any changes must be communicated in advance.

You are expected to honor all confirmed bookings unless prevented by an emergency.

#### **4. Cancellations & No-Shows**

Partners must inform SL VOYO immediately if they are unable to fulfill a confirmed booking.

Frequent cancellations or no-shows may lead to temporary suspension or permanent removal from the platform.

#### **5. Content Usage & Promotion**

By joining the SL VOYO platform, you grant us permission to feature your business, services, or content (photos, descriptions, etc.) on our website, social media, and promotional materials.

Influencers and content creators agree to collaborate in line with agreed campaign terms.

#### **6. Code of Conduct**

All partners must act professionally, respectfully, and in a non-discriminatory manner with travelers and other partners.

SL VOYO holds the right to remove partners who receive repeated complaints or violate community standards.

#### **7. Partner Responsibility**

SL VOYO acts as a facilitator and does not directly manage third-party services. The partner is solely responsible for delivering the promised service.

Any disputes or damages arising from the delivery of a service are to be resolved directly with the customer, unless otherwise determined.

#### **8. Platform Integrity**

You agree not to misuse the SL VOYO platform for fraudulent, harmful, or illegal purposes.

Partners must not attempt to divert customers outside the platform with misleading intentions.

## **9. Termination**

SL VOYO reserves the right to suspend or terminate any partnership at any time if we find violations of these terms or a negative impact on our customer experience.

## **10. Agreement & Updates**

By submitting the registration form, you acknowledge and agree to abide by these terms.

SL VOYO reserves the right to modify these terms at any time. Updated terms will be shared via email or made available on the partner dashboard.