

Last Updated: October 2024

Welcome to Find & Go!

TERMS & CONDITIONS (“Terms”) Last updated October 2024

Please read these Terms and Conditions carefully before using the website <https://www.findandgo.co.zw> operated by Find & Go Pvt Ltd Company.

By using our platform to search and book travel-related services, you agree to the following Terms and Conditions. Please read them carefully to understand your rights and responsibilities.

1. Acceptance of Terms

By accessing and using Find & Go, you agree to be bound by these Terms and Conditions. If you do not agree, please discontinue use of our services.

2. Our Services

Find & Go is a booking platform that connects users with service providers, such as hotels, guesthouses, car rentals, and activities. We act as an intermediary, facilitating bookings but do not provide the services directly.

3. Bookings and Payments

- All bookings are subject to availability and confirmation by the service provider.
- Payments are processed securely through Contipay Payment Gateway.
- It is your responsibility to review the service provider’s terms, including cancellation and refund policies, before confirming your booking.

4. Cancellations and Refunds

- Cancellation policies vary by provider. Be sure to check these policies before booking.

5. Disclaimer of Liability

Find & Go is not responsible for any loss, damage, or theft of personal belongings or luggage during your stay or use of booked services.

- We are also not liable for injuries, accidents, or damages that occur at the accommodation or with any booked service providers.
- Any disputes regarding the quality or delivery of services should be resolved directly with the service provider.

6. User Responsibilities

- You are responsible for providing accurate and up-to-date information during booking.
- It is your duty to comply with the rules and guidelines set by service providers (e.g., check-in times, property policies).

7. User Conduct

We reserve the right to suspend or terminate accounts if users engage in fraud, abuse, or violation of these terms.

8. Privacy Policy

Find & Go collects and processes personal information in accordance with our Privacy Policy. Your data is handled with care, and we comply with all applicable privacy laws.

9. Limitation of Liability

While we aim to provide a seamless booking experience, Find & Go is not responsible for:

- Service disruptions beyond our control.
- Issues arising between customers and service providers, including disputes about refunds or service quality.
- Any costs or losses incurred due to changes, cancellations, or delays initiated by service providers.

10. Changes to Terms

We reserve the right to amend these Terms and Conditions at any time. Significant changes will be communicated via the platform or email.

11. Governing Law

These Terms and Conditions are governed by the laws of Zimbabwe, and any disputes will be resolved in the courts of Zimbabwe.