

## DiscoverZim App Support

**Welcome to DiscoverZim Support!** Your go-to platform for discovering new destinations, planning trips, and enjoying seamless travel experiences across Zimbabwe. If you need assistance, check out the resources below.

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### Frequently Asked Questions (FAQs)

#### 1. How do I create an account?

- Open the app and tap "Sign Up."
- Enter your email, create a password, and complete the profile setup.
- Verify your email to start using the app.

#### 2. How do I book a destination or experience?

- Browse through destinations or search for a specific place.
- Select a package or experience and tap "Book Now."
- Choose your preferred dates and complete the payment process.

#### 3. Can I cancel or modify my bookings?

- Go to **My Trips** > Select your booking > Tap "Modify or Cancel."
- Cancellation policies vary depending on the service provider.

#### 4. How do I contact customer support?

- Visit our support page: <https://discoverzim.co.zw/support>
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### Troubleshooting Issues

#### App Not Loading or Crashing?

1. Check your internet connection.
2. Update the app to the latest version.
3. Restart your device.
4. If the issue persists, reinstall the app.

#### Payment Issues?

- Ensure your payment method is valid.
- Contact your bank to check for restrictions.
- Try a different payment method.

## Location Services Not Working?

- Go to your device settings > **Privacy** > **Location Services** > Enable for DiscoverZim.
  - Restart the app and try again.
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## Privacy & Security

We value your privacy and ensure that your data is protected. Read our full **Privacy Policy & Terms of Use** can be found here: <http://161.35.148.126/discoverzim/privacypolicy.docx>

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**Still Need Help?** If you have any questions or require further support, please visit our support page.

 Website: <https://discoverzim.co.zw>