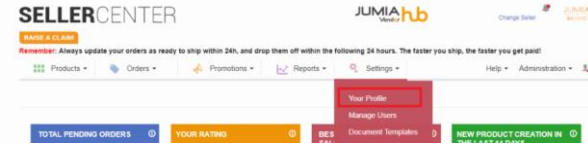# Holiday Mode

1. What is Holiday Mode?

The Holiday Mode is a feature that you can use in order to temporarily close your online shop on Jumia. It is useful for those situations:
- You are on vacation during a specific period and you won't be able to fulfill orders.
- You don't have enough stock for your products and you want to close your products on the website.

This Holiday Mode helps you to avoid receiving orders you can't fulfill, and overall it helps you not to fall into penalties and seller score drop.

2. How do you activate your Holiday Mode?

A/ From within your Seller Center click on Settings tab. Choose "Your Profile" from the menu.

B/ Inside "Your Profile" scroll all the way down to the bottom of the page. Here you can find the "Holidays" option.

C/ You need to set the start and end dates for your holidays. The store will automatically be set to Inactive in the Start Date. And will automatically be reactivated in the End Date.

3. Any questions? Don't worry we are here to help you!

- Raise a claim on the Internet: **LINK TO RAISE A CLAIM**

- Call us: **PHONE NUMBER**

- Ask an agent in a Vendor Drop-Off: **LINK TO VENDOR HUB PAGE WITH VDO ADDRESSES**