

Online Offline Booking System Terms and Conditions:

Online Offline (www.onlineoffline.co.uk) is the trading name of our partner company. Online Offline is a social platform that provides community services. One of the services it provides is booking venues & facilities for its members.

AV Architect Pro is the design & development company of the Online Offline Booking System.

The Online Offline Booking System includes, but is not limited to: Booking UI for frontend interaction, Booking admin systems for backend management, API development for various automations and systems.

When purchasing any part of the Online Offline Booking System products or services you will be bound to these terms and conditions.

Should any service or product within the Online Offline Booking System feature additional, separate or alternate terms and conditions you may be bound by those only or a combination of these terms and conditions and the terms and conditions relating to the service or product you have purchased, leased or are using.

The terms and conditions in relation to the product or service you use will be issued to you before using the product or service. Should you require any more information please contact Online Offline or AV Architect Pro.

Online Offline email - theteam@onlineoffline.co.uk
AV Architect Pro email - techs@avarchitectpro.com

These terms and conditions are a general guide to how to use our services and products.

When purchasing, using or leasing our products or services you are not allowed to:

- Reverse engineer, attempt to hack or gain access to our systems in order to gain access to any parts of the product or service which you do not have access to.
- Resell our code for our products as your own. You may own the code for the product or service you have bought, however you do not own the IP or any relevant copyrights, trademarks or designs within the service or product - whether patented or not.

You are allowed to:

- Use our product or service commercially.
- Lease our product or service commercially.
- Use our service or product for business needs.
- Use our service or product to create revenue for your business.
- Use our service or product for multiple businesses that you may own.
- Use our product or service in any capacity that involves creating a profit.

Changes to this document:

Should there be any changes to our terms and conditions you will be notified should be an owner of our products or services within our Online Offline Booking System.

Terms of service:

When purchasing a service or product from our Online Offline Booking System you agree to allow Online Offline to host your booking system within their own Online Offline ecosystem.

Online Offline will be able to promote your venue to their customers and retain any and all fees and charges they put in place. Online Offline will also have the decision to remove your venue at any given time.

The fees Online Offline can set will not be able to be capped unlike other businesses that your booking system may be linked to.

Should you wish to be removed from the Online Offline platform you may do so at any time through your booking systems admin.

You will be able to continue to use your booking system as per the terms and conditions of the purchase or lease however should you wish to be on the Online Offline platform once more you will need to request this within your booking system admin and you will need to go through Online Offlines KYB process.

We initialise your new booking system by setting up your hosting plan with AWS. It is up to you to manage all fees and usage costs of your booking system.

Should you decide to no longer host your booking system through AWS this may cause breaks between your networks. Any APIs developed on your behalf may fail and any 3rd parties that have business with you through your APIs may no longer be able to contact your database.

Should you need to change systems it is advised to contact us before doing so.

Online Offline Booking System:

The entire Online Offline Booking System consists of the following:

Front end calendar UI

Payment links - Linking payments for bookings to your business account through Stripe

Backend admin - A separate private UI for your staff to manage all of your bookings

Booking API - An API that enables 3rd party businesses access to your booking calendars data (availability, pricing and times), the ability to add charges on top of your set prices and the ability to create a backend admin UI that manages all traffic and bookings from the 3rd party booker.

System updates:

Updates will be issued by AV Architect Pro and Online Offline. Should you require any additional builds for your booking software or any customisations for your business and/or service needs you will need to do this through AV Architect Pro and Online Offline.

You are not allowed to reverse engineer our systems in order to make new products. You may only use the API systems documents to develop additional products that work with our infrastructure.

Should you need any additional products, please give us feedback as we may be able to develop our system to fit your business needs.

Refunds & disputes:

We will issue the purchaser, customer and/or client our specific terms and conditions prior to accepting any payment. We will do this via email to the email provided to us by the direct purchaser. These specific terms and conditions will outline relevant and necessary costs incurred by us (AV Architect Pro) in order to complete the purchase. There will be a specific cancellation and refund clause which is tied to the specific product or service purchased.

However, by law - our customers reserve the right to cancel any contract with us for any service or product from the time of purchase to a maximum of 14 days.

We will then give a refund (if eligible) to the initial bank card used for the initial payment within 30 days. We will aim to refund the customer as soon as possible however due to the nature of our services and products - this may take up to 30 days.

Any incurred cost or fee to the client will be directly related to the Online Offline Booking System and/or its products and services.

Refund Policy:

Should a service or product be incorrect or faulty
100% refund

Should a service or product be delayed by more than 2 weeks
30% refund

Should a service or product stop working after delivery and after use
Please contact us for a free inspection

Cancellation policy:

Should you cancel a service within 14 days but after we have begun building your product or service:

Depending on the level of work - we will charge a cancellation fee. Please contact us for the exact figure.

Should you cancel a service within 14 days and before we have begun building your product or service:

100% refund.

Governing law:

This agreement, and any dispute, controversy, proceedings or claim of whatever nature arising out of or in any way relating to this agreement or its formation (including any non-contractual disputes or claims), shall be governed by and construed in accordance with English law. Each party irrevocably agrees that the courts of England shall have exclusive jurisdiction to settle any dispute which may arise out of or in connection with these terms and conditions.

Contact us:

Should any claim arising from our products or service exist - please contact us immediately:
techs@avarchitectpro.com