

Terms and Conditions Relaks Inn

Welcome to Relaks Inn (the "Platform") brought to you by Relaks Properties Limited trading as "Relaks Inn" ("Relaks Inn", "We", "Us"; and "Our"), a company registered in England with company number 10392473. Relaks Properties Limited's registered office is at PO Box 61196 London E3 9FD.

These terms and conditions (the "Terms") represent a legally binding agreement between you, the user, and us. Please read them carefully as they outline the legal relationship between you and us and govern your use of the Platform and the services provided through it. By accessing or using the Platform, and/or any content, materials, or services available on it, you agree to comply with and be legally bound by these Terms.

We reserve the right to update or modify these Terms at our discretion. Your use of the Platform will be governed by the most current version of the Terms posted on the Platform at the time of your use. While we encourage you to review the Terms periodically to stay informed of any updates, we will provide reasonable notice if we plan to make any significant changes that could adversely affect you before those changes take effect.

1. Contact us

1.1 If you would like to contact us about the Platform, please do so using the following details:

Relaks Properties Limited
PO Box 61196

London E3 9FD

Email: info@relaks.inn

Tel: 02074749292

2. Registration

2.1. You can browse certain sections of the Platform without registering as a member. However, to access all features of the Platform, you must register and create an account. If you choose to browse without registering, your use of the Platform will still be governed by these Terms.

2.2. To create and post ads (also known as "listings") on the Platform, you must register with us. You can do this by clicking "Register" on our homepage and providing the required information. This includes a valid email address and a password, which you will need to log in each time you access the Platform. You may also be asked to provide additional personal details during the registration process.

2.3. We also offer the option to log in using your Facebook account through the Facebook Connect feature. If you choose to register using your Facebook credentials, you will only need to enter your Facebook login details. By doing so, you grant us permission to share certain information with Facebook and display it on Relaks Inn's platforms to enhance your

experience. For details on the information shared between us and Facebook, please refer to our privacy policy.

2.4. You must be at least 18 years old to register, and only one account per person is allowed. Creating multiple live accounts is prohibited. By registering, you confirm that: (i) you are over 18 years old; (ii) you have not been banned from the Platform previously; and (iii) you do not already have an active account with us.

2.5.

a. You agree that all registration information you provide to the Platform will be accurate and truthful, and you will keep this information up to date. This includes the user type you select during registration. Agents who falsely register as Live Out Landlords (or any other user type) will be removed from the Platform.

b. Agents (including those operating under a "Guaranteed Rent" or "Rent to Rent" model) may use the Platform if they are a registered company and a member of a government-approved Property Redress Scheme (see 2.5 c). Freelance agents must either use the official Relaks Inn accounts of the agencies they represent or be individually registered with a Property Redress Scheme.

c. There are two government-approved property redress schemes that all agencies must be registered with: • The Property Ombudsman (<https://www.tpos.co.uk>) • The Property Redress Scheme (<https://www.theprs.co.uk>)

2.6. The company name on your Relaks Inn account must match the trading name on your membership certificate. All agents using Relaks Inn must read and comply with our Code of Practice.

Your account is for your personal use only, and you agree not to share it with others. You are responsible for keeping your password secure and for any actions taken by anyone who logs into the Platform using your username and password, including any ads posted through your account. If you suspect that your password has been compromised or someone has accessed your account without permission, you must notify us immediately. Until we are notified otherwise, we will assume that any person logging into the Platform with your username and password is you.

2.7. We reserve the right to refuse registration from any person at our discretion, at any time, and for any reason.

3. Access and use of the Platform

3.1. Registering an account with us is free of charge. Certain features of the Platform are also available at no cost, such as posting a single standard ad and browsing or searching on the Platform.

3.2. We offer several additional features and functionalities on the Platform that are available only to members who upgrade their accounts. For more information on how to upgrade, please refer to clause 5 below.

3.3. You agree not to use the Platform or any information or material provided on the Platform in any unlawful or improper way, or in violation of any applicable rules, regulations,

laws, or licenses. You will not create any integrations (whether software or otherwise) with the Platform without the express written consent of Relaks Inn.

3.4. In addition to the above, you agree not to: • Harass others or disclose personal information that could be considered harassment; • Publish, post, upload, store, distribute, or disseminate any unlawful, defamatory, infringing, obscene, sexually explicit, harmful, confidential, libellous, hateful, threatening, or otherwise illegal material or content, or anything that could be considered a criminal or civil offence; • Upload files that contain software or other materials protected by third-party Intellectual Property Rights, or which violate the privacy or publicity rights of others, without the necessary consents; • Upload files containing viruses, corrupted files, or any other software or programs that could interfere with or damage the Platform or any other computer; • Impersonate others or create false accounts or ads on the Platform; • Promote any illegal activities; • Use software or other methods to extract information from the Platform; • Use any unauthorized integrations (software or otherwise) with the Platform; • Send chain letters, junk mail, spam, or any other form of bulk communication; • Violate any content uploading policies or posting guidelines that we may communicate to you from time to time; • Engage in any activity that, in our judgment: (i) brings us or the Platform into public disrepute, contempt, scandal, or ridicule; (ii) damages or puts at risk other Platform users; or (iii) materially harms us or the Platform.

3.5. You agree to comply with all reasonable instructions we provide regarding your use of the Platform.

3.6. You are responsible for obtaining, at your own expense, all necessary equipment and telecommunications services required to access and use the Platform.

3.7. You acknowledge that we may temporarily suspend access to the Platform without notice in the event of system failure, maintenance, repairs, or for reasons beyond our control, and we will not be liable for such temporary suspension.

3.8. You agree to maintain respectful and courteous interactions with other members and our personnel, whether through messages, emails, or phone calls.

3.9. You agree that any tenancy, license, or lodger arrangements you enter into regarding any room or property you rent out will comply with all applicable laws and regulations, and you will act in accordance with these at all times.

3.10. If you are posting an ad for a room or property for rent in Scotland (excluding live-in landlords seeking lodgers), you must meet one of the following conditions: • Be registered in the Scottish Landlords Register; or • Have a valid application for registration in the Scottish Landlords Register, with the relevant fee paid, and not have had: o A previous revocation of your registration from the Scottish Landlords Register, or o An application to the Scottish Landlords Register refused.

We reserve the right to request evidence of this from you and/or to verify it with the relevant local authority. We may also temporarily suspend your account while we obtain such confirmation.

4. Posting and Responding to Ads on the Platform

4.1 All ads posted on the Platform must:

• Be for residential lettings only; • Comply with all relevant legislation; • Except in cases where an exception is allowed as part of the Managed Service (described in clause 6.1(d)), advertise a single property with its own unique and identifiable postal address. Ads cannot promote more than one property, each with a different postal address, even if they are within the same larger building; • Except where an exception is permitted as part of the Managed Service (as described in clause 6.1(d)), be specific to the room and/or property being advertised, and not generic. For example, an ad cannot simply list the facilities of a building with multiple properties or units; it must be specific to a particular property; • When advertising rooms rather than an entire property, list all available rooms for rent within that specific property in a single ad; • Be distinct from other ads. If you are posting multiple ads for similar properties (e.g., properties within the same building complex), make sure to adjust the order of the photos or use different images to clearly indicate that the ad is for a different property, and not a duplicate.

4.1 To post an ad (or "listing") on the Platform, you must first create an account. By registering a free account, you can post one ad/listing for a room and/or property to rent at any given time. If you upgrade your account, you can post additional ads/listings simultaneously. Your account's "listing allowance" determines how many ads you can post or reactivate in a 28-day period. This allowance is calculated by multiplying the number of ads you can post at once by three. For example, if you can post one ad at a time, you have a listing allowance of 3 actions (to post, replace, or reactivate an ad) within 28 days. If you upgrade your account to post 5 ads at once, your allowance would be 15 actions. You can use your allowance across any of your ads as you see fit. Actions such as editing live ads won't affect your listing allowance. For more information on listing allowances, please refer to the FAQ section.

4.2 There are two types of ads on the Platform. A "Free Ad" can be posted by any registered, non-paying member. "Bold Ads" can only be posted by paid members and are highlighted in blue on search result pages, appearing above free ads of the same age and response rate (as detailed in clause 4.9). For more details on the benefits of Bold Ads, please refer to the FAQ section.

4.3 To post an ad, click the "Post ad" link on the homepage and follow the instructions. By posting an ad, you confirm that:

- All information in the ad will be truthful, accurate, and not misleading;
- Any photos or videos included will be current and accurate representations of the property or room being advertised;
- You have the necessary rights and permissions to advertise and/or rent the property (we reserve the right to request proof of these rights);
- Your ad will comply with these Terms, including clause 7;
- You will promptly read and respond to any inquiries about your ad;
- You will remove or deactivate your ads as soon as the property is no longer available or if you are no longer seeking tenants.

4.4 You are prohibited from:

- Posting multiple ads for the same room and/or property;
- Posting fake or unavailable ads for rooms or properties;
- Deleting and reposting an ad to make it appear as "New Today";

- Replacing or reactivating ads beyond your listing allowance in any 28-day period (as explained in clause 4.2).
- 4.5 You are responsible for the content of your ads, including any errors or inaccuracies. We are not liable for the content of any ads posted on the Platform. We recommend reviewing your ad immediately after posting to ensure it is accurate. You can edit or remove ads anytime by logging into your account and selecting "My Ads." Please refer to the FAQ section for detailed instructions.
 - 4.6 Once a Free Ad is posted, only members with "Early Bird Access" can respond within the first 7 days. After 7 days, any registered user can respond. Bold Ads can be contacted by all users immediately.
 - 4.7 You agree to only contact advertisers through the official "contact advertiser" options provided. For your security, do not use contact information embedded in the ad or images.
 - 4.8 As an advertiser, it is important to read and respond to all inquiries promptly. Your response rate (how quickly and efficiently you respond) will affect the position of your ad in search results. Ads with low response rates will appear lower in search results compared to ads with higher response rates or bold ads. If you do not respond promptly, **Relaks Inn** reserves the right to temporarily remove your ad from search results until you resume responding. Boosted ads will not be affected by this during the Boosted period. **Relaks Inn** may also publicly display your response rate on your profile or ad page.
 - 4.9 You can contact other members via the on-site messaging system. We will not reveal personal information or contact details without the member's consent. Although we don't monitor all communications, we may review them if there's a suspicion of a breach of these terms or other inappropriate conduct. We may archive or delete messages after 56 days or immediately if they are deemed unlawful.
 - 4.10 We reserve the right to refuse to list or deactivate any ads or edit any User Generated Content that we believe violates these Terms or is flagged by legal authorities. In such cases, no refunds will be issued. We may ask for proof of your rights to post ads or content. If we receive complaints, notice of an investigation, or evidence of a violation, we may suspend or deactivate ads or accounts while we investigate.
 - 4.11 We reserve the right to share any ads you post across the **Relaks Inn** network and upload them to third-party websites. However, we will not share your personal contact details on these sites.
 - 4.12 We allow users to "Renew" ads, which places them at the top of the "New" listings, but does not make them appear as "New Today." Renewing an ad resets the 7-day Early Bird phase, and your ad's position in search results depends on newer ads or Boosted ads. For more details on how ads are ranked, please see the FAQ section.
 - 4.13 By posting an ad, you agree to have your public profile (including your age and gender) displayed. To update your profile information, contact Customer Services at info@relaks.net

5. Upgrade Your Account

5.1 You can upgrade your account at any time by clicking the "Upgrade" link in the "My Account" section of our Platform. For more information on the different upgrade options and available payment methods, please refer to the Upgrade section on the Platform. If any upgrade increases the number of ads/listings you can post at once, your listing allowance (as described in clause 4.2) will be adjusted accordingly, considering any part of the allowance already used during the current rolling 28-day period.

5.2 When you purchase a four-week account upgrade:

(a) Subject to clause 5.2 (b) below, during the four-week upgrade period, you may pause the upgrade once for up to twelve months through the "My Account," "My Ads," or "Upgrade" sections on our Platform. Upon pausing the upgrade, you will receive a unique code along with instructions for reactivating the upgrade. Once reactivated, the upgrade will continue for the remaining period. Example: If you buy a four-week upgrade on January 1st and pause it on January 14th, you have twelve months to reactivate it. Once reactivated, the upgrade will continue for the remaining 14 days (even if reactivated on the last day of the twelve-month period). If the upgrade is not reactivated within the twelve-month period, the remaining upgrade time will be forfeited. If you have not paused your original four-week upgrade under clause 5.2 (a), and you contact us at info@relaks.net or call 02074749292 within three (3) days after the original upgrade ends, Relaks Inn offers a Success Guarantee. If, by the end of the four-week upgrade, you have been unsuccessful in renting out your room/property or finding a room/property (as applicable), we will extend your upgrade for an additional four (4) weeks free of charge. Claims for the Success Guarantee are invalid if submitted after the three-day period or if the original upgrade was paused under clause 5.2 (a). The Success Guarantee can only be claimed once per four-week upgrade. During the reactivated period, the upgrade cannot be paused under clause 5.2 (a).

5.3. When you choose to upgrade your account, payment will be charged for the selected upgrade period. Payments are processed by third-party payment processors, currently Stripe or Worldpay, using their secure server, or can be made via PayPal or any other method advertised on the Platform.

5.4. Your account will automatically revert to the free service at the end of the upgrade period unless you extend the upgrade by making a further payment or claim the Success Guarantee. If an upgrade included an increase in the number of ads/listings you could post, the listing allowance (as explained in clause 4.2) will adjust accordingly when reverting to the free or lower-tier service. We will only charge for the selected upgrade period unless the upgrade is extended by the Success Guarantee, which is free of charge. By providing your payment card details, you are not granting Relaks Properties Limited continuing payment authority to automatically extend your upgrade period unless you opt for ongoing payments as part of a monthly subscription package or activated auto top-up of funds for our Featured Ads service (as explained in clause 6.1 (a)).

5.5. For monthly subscription packages:

- Subscriptions auto-renew each month unless canceled (in accordance with clause 5.7) or terminated (in accordance with clause 15).

- The contract for a monthly subscription package is deemed continuous from the purchase date of the first month.
- By providing your payment card details, you grant Relaks Properties Limited continuous payment authority to deduct the cost of the subscription from your card each month.
- Relaks Inn reserves the right to change subscription costs, with prior notification of any price increase. Such increases take effect only from the next renewal payment date (subject to earlier cancellation or termination).

5.7. Once your payment to upgrade your account has been confirmed and we have sent you a confirmation email, a contract for upgraded services between you and us will have been formed. Your confirmation of payment will be treated as an express request for us to begin supplying the relevant services immediately following the confirmation email.

Under the **Consumer Contracts (Information, Cancellation and Additional Charges Regulations) 2013** (the "Regulations"), you have the right to cancel your contract for upgraded services within 14 days of its formation. To exercise your right to cancel, please inform us of your decision via email, telephone, or post. Alternatively, you may complete the cancellation form available on our Platform.

If your upgrade, which includes an increase in the number of ads/listings you can post at any one time, is cancelled, your account will revert to our free service or an alternative upgrade with a lower number of ads/listings. Your listing allowance (as explained in clause 4.2) will be adjusted accordingly to reflect this change.

5.8. In line with the **Regulations**, once you begin receiving the benefits of our upgraded service, you are not entitled to a full refund. Instead, a **pro rata amount** for the services already received will be deducted from your refund. Refund amounts depend on when you cancel the contract:

- 1. Cancellation During the First 7 Days**
 - A pro rata charge will apply for each day (or part of a day) of your subscription period that you have used.
 - For example, the pro rata amount is based on the full price of a 7-day upgrade, with 1/7th of the total price deducted for each day or part of a day used.
 - The calculation for a refund is based on complete 24-hour periods starting from when we confirm your upgrade.
 - Requests made within the first 24 hours of the contract will incur a 1-day charge; after 24 hours but before 48 hours, a 2-day charge, and so on.
- 2. Cancellation Between 7 and 14 Days**
 - If you cancel after 7 days but before the 14-day period ends, you will be charged the full price of a 7-day upgrade, and the remaining balance will be refunded.
- 3. Expired Upgrades**
 - If your upgrade has already expired before contacting us, it will not be eligible for a refund.

If additional services were used as part of the upgrade, a pro rata amount for those services will also be deducted from your refund.

5.8. For monthly subscription packages, you may cancel under the **Regulations** within 14 days of the initial purchase, as outlined in clause 5.6. Cancellations outside this 14-day period will take effect at the next subscription renewal payment date. If your subscription included an increased listing allowance, your account will revert to a lower allowance, as explained in clause 4.2.

If you amend a subscription partway through a month, we may provide a pro rata refund for unused services based on the remaining time before the next renewal. However, if all allocated Boosts have been used during the active period, you will not be eligible for a pro rata refund.

5.9. If Boosts are included as part of your subscription package, refunds will be adjusted based on the number of Boosts used. The following deductions will apply:

Number of Boosts Used Cost Deducted

1 Boost	£39
2 Boosts	£44
3 Boosts	£49
4 Boosts	£59
5 Boosts	£69
6 Boosts	£79
7 Boosts	£89

For higher listing packages offering more than 7 Boosts, deductions will increase incrementally. If all Boosts are used, the maximum value deducted will be equal to the total subscription payment.

This policy does not affect your statutory rights under the **Consumer Contracts (Information, Cancellation and Additional Charges Regulations) 2013**

Annual Packages

5.10. Annual packages cannot be cancelled or downgraded. However, at our discretion, we may permit users to cancel an annual package to increase their overall number of listings by opting for an alternative professional upgrade package. In such cases, a pro rata refund will be calculated based on the remaining time, using the nearest month's usage as a reference. The refund amount for the existing month will be calculated based on the volume of Boosts used during that month. For clarity, the month period will run from the original purchase date. The new higher listing upgrade package must be purchased at the time of cancellation.

This does not affect your statutory rights to cancel under the **Consumer Contracts (Information, Cancellation and Additional Charges Regulations) 2013** (the "Regulations"), as outlined in clause 5.6.

5.1.. Refunds will be issued via your original payment method and will generally be processed within 7 working days. Please note, you will lose the right to cancel your upgraded subscription after the contract has been fully performed. For example, for a 7-day subscription period, this right expires at the end of the 7-day period.

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6. This section applies to members of the **Relaks Inn** Platform who advertise rooms and/or properties. Members who have registered an account with us and are paying for an upgraded subscription service may also take advantage of additional features and services outlined below.

Featured Ads

The **Relaks Inn** Platform operates a pay-per-click (PPC) system to give ads greater prominence in search results/listings. While search results are typically displayed by relevance to the user's search query, advertisers may set their own PPC rates to promote their ads (the "PPC Rate"). Ads with the highest PPC Rate for relevant search terms will receive the greatest prominence, with lower PPC Rates decreasing prominence.

For clarity:

- Response rates (as described in clause 4.9) will not impact ad placement in search results/listings, which are determined entirely by the PPC Rate.
- However, if you fail to promptly read and respond to enquiries, **Relaks Inn** reserves the right (as outlined in clause 4.9) to temporarily exclude your ad from search results until you resume responding to enquiries.

Once activated, the **Featured Ads** service requires a positive funds balance in your account. If your balance is positive but insufficient to cover the PPC Rate for a click, the service will remain active, and clicks will reduce the balance further, potentially resulting in a negative balance. If no funds, including negative balances, are available, the service will be automatically deactivated, and your ads will revert to normal listings.

Funds for the Featured Ads service (minimum £10) can be manually added at any time through our third-party payment processor, currently Stripe, using their secure server, PayPal, or any other payment methods advertised on the Platform.

Additionally, we offer an **auto top-up feature** via the iOS App and website (www.relaksinn.co.uk). This feature automatically tops up your account balance when it reaches £0 or goes into a negative balance. Top-ups are charged to your chosen debit or credit card for the pre-selected amount (chosen when setting up or adjusting the feature). The auto top-up feature is not available on the Android App or for use with PayPal.

Key details:

- The minimum auto top-up amount is £10, and the maximum is £1,000.
- Spending on the Featured Ads service will remain subject to your daily spend limit.
- When your account has a negative balance, any funds added manually or via auto top-up will first clear the negative balance. For example, if £10 is added to an account with a -£0.05 balance, the new account balance will be £9.95.

The auto top-up feature can be canceled at any time by accessing the "Payments" section in **Featured Ads** within "My Account" on the Platform and following the provided instructions.

For more information about the Featured Ads service or to request a refund of unused funds in your account, please email info@relaks.net or call **02074749292**.

Boosts

Boosts can be applied to new ads or reactivated ads after a 7-day period. They help push your ads back to the top of the search results/listings. Once applied, the ad will remain Boosted for 24 hours. The position of your Boosted ad on the search results page will depend on the number of New Today and/or Boosted ads posted to Relaks Inn after your Boost was applied. Please note that your response rate (as explained in clause 4.9) will not affect your ad's position in the search results/listings. For further details on how ads are ranked, please refer to the FAQ section.

Boosts can be applied to the same ad or to different ads, but only one Boost can be applied to the same ad within a 7-day period. Once a Boost has been applied to an ad, it cannot be paused or transferred to another ad, and that ad cannot be Renewed for 24 hours. For more information on the Renew feature, please refer to clause 4.13.

Certain subscription packages (listed on our Platform) automatically include a number of Boosts. The number of Boosts included is calculated as 50% of the monthly listings in your package, rounded down to the nearest whole number. For example, if your package includes 10 listings, you'll receive 5 Boosts per month; if you have 5 listings, you'll receive 2 Boosts. The number of Boosts available to you will reset each month on your subscription payment date. Unused Boosts from your subscription cannot be carried over.

If your upgrade or subscription package does not include Boosts, or if you need additional Boosts, they can be purchased through the "My Ads" section of our Platform or via the link on your ad panel. Boosts purchased in this way: (i) are valid for 12 months from the date of purchase (expiry dates are available in the "My Ads" section), and (ii) can be used even after your upgrade or subscription ends, as long as it's within the 12-month validity period. Any Boosts not used within 12 months will expire and cannot be used.

For more information on Boosts and how they work, please contact customer services at 02074749292.

Branded Ads

We may allow certain members of the Platform who are advertising a large number of properties or rooms to add their own branding to their ads and/or be granted "pro landlord status," which will be displayed in their ads. These additional services are offered at our discretion, and you may be required to pay additional fees and/or agree to additional terms in order to access them. If you are interested in learning more, please contact us for further details.

Managed Service

For members of the Platform who are advertising a large number of properties and/or rooms, such as co-living businesses, estate agents, and property management companies, Relaks Properties Limited offers a Managed Service. This service includes working with you to upload and update your vacant ads/listings, interacting with and pre-qualifying users who enquire about your ads/listings, and forwarding the qualified leads to your sales/leasing team.

The Managed Service may also provide ad types with custom features that are not available to other users of the Platform who do not subscribe to this service. The Managed Service is offered at our discretion, subject to a different pricing structure, and you will be required to sign additional terms and conditions before utilizing this service.

Lodger and Tenancy Agreements

We strongly recommend that you enter into a lodger agreement when acting as a live-in landlord. Both tenancy and lodger agreements are available for purchase and download from our Platform. To purchase an agreement, simply click the link to download, enter your payment details, and confirm the purchase. Please note that once you have downloaded the agreement, you cannot cancel the purchase or request a refund, as you will have already received the benefit of this service.

Both our lodger and tenancy agreements are provided by a third party. We cannot be held responsible for any failure or deficiencies in these agreements. Any reliance you place on them is entirely at your own risk. We advise that you make your own inquiries and ensure the agreement is suitable for your needs before entering into any legally binding commitment.

6. Additional Features for Individuals Who Are Either Landlords Advertising or Individuals Looking for a Room and/or Property to Rent

6.1 This clause applies only to individual members of the Platform who are either landlords advertising properties or individuals seeking a room and/or property to rent. It does not apply to companies or agents.

Verification

If you are an individual member of the Platform, either a landlord advertising or a person looking for a room and/or property to rent, we offer the option to undergo a verification process (“Verification Check”), which includes:

1. Verification of your mobile phone number; and
2. Verification of your name and date of birth through a photo ID, such as a driver’s license, passport, or national ID.

Participation in the Verification Check is not mandatory for individuals who are landlords or seeking a room and/or property to rent in order to use the Platform or post an advertisement.

The cost of the Verification Check is outlined in the “Edit my details” section of the Platform.

If you successfully complete both parts of the Verification Check, your profile will automatically be updated to show a green “tick” and “Verified User” icon, along with details of what has been verified, such as your name and date of birth. The results of the Verification Check will not be visible to other users of the Platform. The green “tick” and “Verified User” icon will remain on your profile for twelve (12) months from the successful completion of the Verification Check, unless we are notified by you or another party that your circumstances have changed in a way that would cause you to no longer pass the Verification Check. In such cases, the green “tick” and “Verified User” icon will be removed from your profile, and this removal will not entitle you to a refund of the Verification Check fee.

If you undergo the Verification Check and are not verified for any reason, you will be notified on screen that verification was unsuccessful, and your profile will not display the green “tick” or “Verified User” icon. Other users will not be able to see that you attempted and failed the Verification Check. Failure to pass the Verification Check—such as due to a blurry or poorly

lit photo of your ID—will not entitle you to a refund. Refunds are only given if the Verification Check cannot be completed due to system unavailability.

We use third-party providers to conduct the Verification Checks, and the decision to pass or fail is made solely by them. We are not involved in the processing or assessment of the Verification Checks.

7. Consent and Indemnity

7.1 You:

- Consent to your personal data, such as your name, username, other similar identifiers, date of birth, and images, being provided either directly or through the Platform to such third parties and processed for the purposes of the Verification Checks and for the supplier's further development and improvement of their service;
- Agree that you shall indemnify and compensate us and our affiliates for and against any loss, liability, claim, damage, fines, penalties, costs, or expense, whether in law or equity and whether known or unknown, that (i) you have or may in the future have against us or our affiliates arising out of or in connection with your use of the Verification Checks (including the use by us or our third-party suppliers of your personal data provided in relation to the Verification Checks for the purposes of the Verification Check and/or development and improvement of the service); and (ii) any third-party claim against us or our affiliates arising out of or in connection with your use of the Verification Checks; and
- Acknowledge and agree that, where any identity documents submitted as part of the Verification Checks are suspected to be fraudulent, they may be retained by Fraud Database Service Providers (being a government body or other third-party service provider that checks whether an identity document has been previously identified to them as lost, stolen, fraudulent, or otherwise compromised) for the purposes of identifying fraud in the future.

8. User Generated Content

- **"Intellectual Property Rights"** refers to patents, invention rights, trademarks, service marks, domain names, registered designs and design rights, copyrights (including computer software and database rights), database rights, moral rights, privacy or confidentiality rights (whether registered or unregistered, and for the full term of protection, including any extensions, revivals, or renewals), any applications for the above rights, and the right to apply for any of these rights globally, as well as similar or analogous rights worldwide.
- **"User Generated Content"** means any information, text, images, photos, audio, video, works of authorship, or other content or materials of any kind uploaded, posted, published, displayed, transmitted, shared, or made available on the Platform by you or any other user, including any advertisements or content included in any ads.

The Platform allows you to submit or upload User Generated Content directly, such as posting ads. By submitting any User Generated Content, you confirm and promise to us (legally) that the content:

- Is not confidential, defamatory, offensive, infringing, obscene, sexually explicit, indecent, discriminatory, or otherwise unlawful or objectionable;
 - You own the content or have the necessary rights or permissions to post it, including the permission of any individuals who appear in images or photos you upload;
 - Does not breach the Data Protection Act 2018 or any other applicable data protection or privacy laws;
 - Does not infringe upon the Intellectual Property Rights of others.
-

Non-Discrimination

Relaks Inn is committed to providing equal opportunities. You agree not to post advertisements that discriminate against any nationality, racial, ethnic, or religious group, sexual orientation, age, gender, or individuals with disabilities. If your ad includes a preference that may be allowed by law, you must provide an explanation for it within the ad. If no satisfactory explanation is given, we reserve the right to remove that part of the ad without prior notice.

Pricing and Compliance

By law, you must ensure that any ad you post contains full details of any fees associated with the relevant lodging, license, or tenancy agreement, including agency fees. You are responsible for ensuring your ads comply with all applicable laws, including those related to discrimination and pricing transparency.

You acknowledge that any User Generated Content you post may be viewed by other users of the Platform, and you are responsible for your interactions with other members. While we reserve the right to monitor disputes between users, we are not obliged to do so.

Indemnity for User Generated Content

You agree to indemnify and compensate us for any losses, liabilities, claims, damages, or expenses (including reasonable legal fees and court costs) incurred by us as a result of:

- Any breach by you of the warranties and representations outlined in Clause 7.2;
- Any third-party claims against us arising from ads posted under your account on the Platform.

9. Notice and Take Down Procedure

9.1. While we take reasonable steps to scan ads posted on our Platform for spam and scams, we do not actively monitor all ads or other User Generated Content. As such, we do not accept responsibility or liability for any User Generated Content on the Platform.

9.2. If you become aware of any ads or other User Generated Content posted by other members that is inaccurate, inappropriate, offensive, or does not comply with these Terms, you may notify us by contacting us at info@relaks.net.

9.3. We may, at our sole discretion and without notice, remove any ads or other User Generated Content that we believe violates these Terms or is offensive, illegal, inaccurate, misleading, or that may infringe upon the rights of others or endanger the safety of any person.

9.4. To clarify, any decision we make regarding the removal of ads or User Generated Content from the Platform is final, and we accept no liability to you in connection with such decisions.

10. Intellectual Property

We do not claim ownership of any Intellectual Property Rights in the User Generated Content that you or any other user post to the Platform. After posting any User Generated Content, you retain full ownership rights to it and may use it in any way you choose, as long as it does not violate these Terms.

By submitting User Generated Content to the Platform, you automatically grant us an indefinite, worldwide license to reproduce, display, modify, manage, distribute, and store such content as part of the Platform or for promotional or advertising purposes related to the Platform.

We are not obligated to pay you for any User Generated Content you upload to the Platform.

Except for User Generated Content, all Intellectual Property Rights in the Platform and any content or materials on it are owned by us or our licensors. You may view, use, download, and print any materials and information provided through the Platform (including User Generated Content), subject to the following conditions:

- The material may only be used for personal, non-commercial purposes.
- The material must not be reproduced or included in any other work or publication in any medium.
- The material must not be modified or altered in any way.
- The material must not be distributed or sold to third parties.
- You may not remove any copyright or proprietary notices contained in the material.

These Terms are not intended to prevent you from recording individual pieces of information or sharing them with friends or family for non-commercial purposes, provided you take reasonable steps to ensure that the recipient complies with these Terms.

10. Disclaimers

11.1. To the fullest extent allowed by applicable law, and unless explicitly stated otherwise in these Terms, the Platform and all content, products, and services offered through it are provided on an "as is" basis. We make no representations or warranties of any kind, either express or implied (whether by common law, custom, statute, or otherwise), regarding the Platform or any content, products, or services provided through it, including, without

limitation, any warranties related to fitness for a particular purpose or the quality, completeness, accuracy, or reliability of the Platform and its content, products, and services.

11.2. You acknowledge that any rooms, flats, houses, properties, or tenancy, license, or lodger arrangements are provided by our members, not us. We have no control over these arrangements and are not responsible or liable for any issues that arise from them.

11.3. We do not inspect the properties or rooms listed in ads on the Platform. We strongly recommend that you conduct a thorough inspection of any property before making any binding decisions related to it.

11.4. When a User's profile displays a green "tick" and "Verified User" icon, it does not indicate that Relaks Inn has made any judgment about the suitability of the User as a landlord, tenant, licensee, or lodger (as applicable). You are solely responsible for any conclusions you draw based on this, and the green "tick" and "Verified User" icon should not replace your own efforts to verify information, such as conducting in-person interviews, reference checks, or obtaining copies of identification documents. Verification Checks are not always accurate and may be subject to errors or omissions. They are based on the information and technology available at the time of the check and may not reflect new information or technologies that become available later.

11.5. The information available on the Platform, whether posted by us or other users, is for informational purposes only. We cannot guarantee that any ads or other content on the Platform will be correct, accurate, up-to-date, or meet your specific needs or expectations. The information provided is not intended as professional or legal advice and should not be treated as such. Any reliance on the materials or information on the Platform is at your own risk.

11.6. Although we make every effort to provide a reliable service, we cannot guarantee that the Platform will always be available, error-free, or that defects will be fixed. We also do not guarantee that the Platform or its hosting server will be free from viruses or other harmful components.

11.7. Please be aware that some jurisdictions may not allow the exclusion of implied warranties, so some of these exclusions may not apply to you. We recommend checking the local laws in your jurisdiction to understand how implied warranties may affect our legal relationship with you.

11.8. Nothing in these Terms is meant to exclude or disclaim any warranty or liability that cannot be excluded by applicable law.

11.9. We reserve the right to withdraw or discontinue any product or service at any time, at our sole discretion.

12. Limitation of Liability

Nothing in these Terms limits or excludes our liability for:

(a) Death or personal injury caused by negligence; (b) Any loss suffered by you due to your reliance on any fraudulent misrepresentation made by us; (c) Breach of your legal rights as a consumer regarding the services or products we provide; or (d) Any other liability that cannot be limited or excluded under applicable law.

Subject to clause 13.1 above, you agree that we shall not be liable for:

(a) Any indirect loss, claim, or damage, or any punitive, special, incidental, or consequential damages of any kind; or (b) Any direct or indirect loss of profit, anticipated savings, opportunity, business, or damage to data, in each case, whether based on contract, tort (including negligence), strict liability, or otherwise, arising from or in any way connected with:

(i) Any use of the Platform or the services provided through it; (ii) Any failure or delay in using any part of the Platform or its services, including, but not limited to, any unavailability of the Platform or its services, regardless of how long the unavailability lasts; (iii) Any use of or reliance on any ads, information, materials, or other products or services available through the Platform, even if we have been made aware of the potential for such loss or damage; and (iv) Any tenancy, license, or lodging arrangements you enter into as a result of using the Platform.

Subject to clause 13.1 above and without limiting clause 13.2 in any way, our total aggregate liability to you under these Terms, whether based on contract, tort (including negligence), strict liability, or otherwise, will be limited to direct losses and will not exceed the greater of:

(a) The total payments you have made to us for services provided through the Platform in the 12 months prior to your claim; or (b) £250.

13. Third Party Sites

This Platform contains links to websites operated by third parties that are not under our control. We make no guarantees, warranties, or representations regarding any third-party websites you may access through this Platform, or any services provided through those websites.

To clarify, any third-party websites you access through links on our Platform are not approved, vetted, checked, or endorsed by us. You agree that we are not responsible or liable to you for the content, accuracy, compliance with relevant laws, or accessibility of any information, data, advice, or statements, nor for the quality of any products or services offered on such third-party websites. If you choose to visit any third-party website that we do not control, you do so at your own risk. Additionally, your use of any third-party website may be subject to that third party's own terms and conditions.

14. Termination

14.1. We reserve the right to remove the Platform, discontinue any services offered through it, or terminate your membership at any time, at our sole discretion, for any reason.

14.2. If we remove the Platform or terminate your account through no fault of your own and without a breach of these Terms, you will be entitled to a refund for any unused subscription fees you have prepaid.

14.3 We may, at our sole discretion, suspend or terminate any account that we believe is in violation of these Terms. If we determine that you have breached these Terms and choose to terminate your account, you will not be entitled to a refund of any prepaid subscription fees.

14.4. You may deactivate your account, either temporarily or permanently, at any time by notifying us at info@relaks.net.

14.5. The termination of these Terms and/or your account, regardless of the cause, will not affect any rights or liabilities accrued by either party prior to termination.

15. Data Protection and Privacy

We will only use any personal information that we may collect about you in accordance with these Terms and our privacy policy. Our privacy policy is an important part of these Terms, and it is important that you read it. By accepting these Terms, you also accept and consent to our use of your personal data in accordance with these Terms and our privacy policy.

16. General

These Terms, along with our privacy policy, outline the full extent of our obligations and liabilities regarding the Platform and the services provided through it, and supersede any previous agreements or understandings between us and you.

Subject to clause 12.1, you will have no recourse for any false statements made to you that you relied upon when entering into these Terms, except for any breach of our explicit obligations outlined in these Terms.

You may not assign, sub-license, or transfer any of your rights or obligations under these Terms to any third party.

If we choose not to exercise or enforce any right we have against you at a given time, it does not prevent us from exercising or enforcing that right at a later time.

If any part of these Terms is found to be illegal, invalid, or unenforceable by a court or regulator, that part will be removed, and the remainder of the Terms will continue to be valid and enforceable.

These Terms, including their subject matter and formation, are governed by English law. You agree that the courts of England and Wales will have exclusive jurisdiction over any disputes arising from or related to these Terms. However, if you are a resident of Northern Ireland or Scotland, you may also bring proceedings in the jurisdiction where you reside.