

Terms of Service

Effective Date: 24th July 2026 **Last Updated:** 13th July 2026

1. Agreement to Terms

These Terms of Service ("Terms") constitute a legally binding agreement between you ("User," "you," or "your") and **famiigo Portal CO. L.L.C** ("famiigo," "we," "our," or "us") regarding your access to and use of the famiigo mobile application, website at www.famiigo.com, and related services (collectively, the "Services").

By accessing or using the Services (including the website at [www.famiigo.com]), you agree to be bound by these Terms. If you do not agree, do not access or use the Services.

These Terms incorporate by reference our Privacy Policy and any other policies or guidelines we publish.

2. Eligibility

To use the Services, you must:

- Be at least 18 years old, or the age of legal majority in your jurisdiction
- Have the legal capacity to enter into a binding contract
- Not be barred from using the Services under applicable law

If you are using the Services on behalf of a child (e.g., creating a family profile), you represent that you are the child's parent or legal guardian and consent on their behalf.

3. Account Registration

To access certain features, you must create an account. You agree to:

- Provide accurate, current, and complete information
- Maintain and promptly update your account information
- Keep your password secure and confidential
- Notify us immediately of any unauthorized use
- Be responsible for all activities under your account

We reserve the right to suspend or terminate accounts that violate these Terms or applicable law.

4. The Services — What famiigo Provides

famiigo is a place-discovery service that helps families find venues (hotels, restaurants, cafes, activities, etc.) tagged with information about family-friendliness, pet-friendliness, and accessibility features.

4.1 Information accuracy disclaimer — important

We work hard to verify the information about venues listed on the Services. However:

- **Venue information can change without notice.** Hours, prices, accessibility features, pet policies, and other details may change. We rely on a combination of venue partner data, public sources, and user reports.
- **We make no warranty that information is current, complete, or accurate at the time you view or rely on it.**
- **Accessibility claims should always be verified directly with the venue before relying on them**, especially for medical, mobility, or sensory needs where misinformation could cause real harm.
- We provide listings marked as "verified" and "unverified" — even "verified" listings are accurate only as of the verification date.

You agree that famiigo is not responsible for any loss, injury, inconvenience, or damages resulting from inaccurate venue information.

4.2 Not a booking or transaction platform

famiigo provides discovery and information. We are not a travel agent, booking platform, or party to any reservation or transaction you make with a venue. Any agreement to visit, book, or pay a venue is solely between you and that venue.

5. User Conduct

You agree NOT to:

- Use the Services for any unlawful purpose
- Violate any applicable laws or regulations in any relevant jurisdiction
- Impersonate any person or entity, or misrepresent your affiliation
- Submit false, misleading, or fraudulent content
- Submit content that is defamatory, harassing, discriminatory, obscene, or otherwise offensive
- Submit content that infringes any intellectual property right
- Upload viruses, malware, or other harmful code
- Attempt to gain unauthorized access to the Services or other users' accounts
- Reverse engineer, decompile, or attempt to extract source code
- Scrape, crawl, or harvest data from the Services without our written permission

- Use the Services to spam, advertise, or solicit
- Interfere with the proper functioning of the Services

We reserve the right to remove content and suspend or terminate accounts that violate these rules.

6. User-Generated Content

You may submit content to the Services, such as venue submissions, reviews, photos, comments, and reports of inaccuracies ("User Content").

6.1 License to your content

By submitting User Content, you grant famiigo a worldwide, non-exclusive, royalty-free, sublicensable, transferable license to use, reproduce, distribute, modify, display, and perform that content in connection with operating and improving the Services and our business.

You retain ownership of your User Content.

6.2 Your representations

You represent and warrant that:

- You own or have the necessary rights to submit the content
- Your content does not infringe any third party's rights
- Your content is accurate (especially regarding accessibility claims)
- You will not submit content that violates Section 5

6.3 Removal

We reserve the right (but not the obligation) to review, remove, or edit User Content at our discretion, with or without notice.

6.4 Reporting inaccurate content

If you believe content on the Services is inaccurate, misleading, or harmful, please report it through the in-app reporting flow or contact support@famiigo.com.

7. Intellectual Property

7.1 famiigo's content

All content, features, and functionality of the Services (excluding User Content) — including text, graphics, logos, icons, images, audio, video, software, and design — are owned by famiigo or our licensors and are protected by intellectual property laws.

You may not copy, modify, distribute, sell, or lease any part of the Services without our written permission.

7.2 Trademarks

"famiigo" and our logos are our trademarks. You may not use them without our prior written consent.

7.3 Feedback

If you provide us feedback or suggestions, we may use it without obligation to you.

8. Third-Party Services

The Services may integrate with or link to third-party services (e.g., booking platforms, social login, payment processors). Your use of third-party services is governed by their terms and privacy policies. famiigo is not responsible for third-party services.

9. Disclaimers

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE," WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY AND ANY WARRANTIES ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE OR USAGE OF TRADE.

We do not warrant that:

- The Services will be uninterrupted, error-free, or secure
- Information on the Services is accurate, complete, or current
- Defects will be corrected
- The Services are free of viruses or harmful components

Some jurisdictions do not allow exclusion of certain warranties; in those jurisdictions, our liability is limited to the maximum extent permitted by law.

10. Exclusion of Consequential Losses and Limitation of Liability

NOTWITHSTANDING ANY OTHER PROVISIONS TO THE CONTRARY CONTAINED IN THESE TERMS AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, famiigo, ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY

LOSS OF PROFITS, REVENUE, DATA, OR USE, ARISING OUT OF OR IN CONNECTION WITH:

- Your use of or inability to use the Services
- Any reliance on information or content available through the Services
- Any unauthorized access to or alteration of your data
- The conduct of any third party (including venues) on or off the Services

OUR TOTAL LIABILITY FOR ANY CLAIMS, LOSSES, EXPENSES OR DAMAGES WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO THESE TERMS OR THE SERVICES FROM ANY CAUSE OR CAUSES, INCLUDING BUT NOT LIMITED TO NEGLIGENCE, BREACH OF CONTRACT, OR ANY OTHER LEGAL THEORY SHALL NOT EXCEED THE AMOUNT YOU PAID US IN THE 12 MONTHS PRECEDING THE CLAIM, AND IN NO EVENT SHALL EXCEED US\$10,000.

Some jurisdictions do not allow certain limitations of liability; in those jurisdictions, our liability is limited to the maximum extent permitted by law.

11. Indemnification

You agree to indemnify, defend, and hold harmless famiigo and its officers, directors, employees, and agents from any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from:

- Your violation of these Terms
- Your User Content
- Your use of the Services
- Your violation of any third party's rights or applicable law

12. Termination

We may suspend or terminate your access to the Services at any time, with or without notice, for any reason, including violation of these Terms.

You may terminate your account at any time by following the account deletion process in the Services or by emailing support@famiigo.com.

Upon termination:

- Your right to use the Services ends immediately
- Sections that by their nature should survive (intellectual property, disclaimers, limitations of liability, indemnification, governing law) will survive

13. Modifications to the Services and Terms

We may modify the Services or these Terms at any time. Material changes to the Terms will be communicated through the Services or by email at least 30 days before they take effect. Continued use after changes take effect constitutes acceptance.

We may also stop offering features or discontinue the Services at any time.

14. Governing Law and Dispute Resolution

These Terms, and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims), are governed by and construed in accordance with the laws of England and Wales, without regard to conflict of law principles.

Any dispute arising from these Terms or the Services shall be resolved as follows:

- First, by good-faith negotiation between you and famiigo
- If unresolved within 60 days, by referral to the DIFC Courts in accordance with the jurisdiction clause below

Any dispute, difference, controversy or claim arising out of or in connection with these Terms, including (but not limited to) any question regarding their existence, validity, interpretation, performance, discharge and applicable remedies, shall be subject to the exclusive jurisdiction of the Courts of the Dubai International Financial Centre (the "DIFC Courts"), including, where applicable, the DIFC Courts' Small Claims Tribunal.

Nothing in this Section limits or affects any mandatory statutory rights you may have under the laws applicable to you that cannot be excluded or restricted by agreement, including, where such rights apply to you, any right to bring proceedings before the courts of your country of residence.

15. Severability

If any provision of these Terms is found unenforceable, the remaining provisions will continue in full force and effect.

16. No Waiver

Our failure to enforce any right or provision of these Terms is not a waiver of that right.

17. Entire Agreement

These Terms (together with the Privacy Policy and any other policies referenced) constitute the entire agreement between you and famiigo regarding the Services.

18. Contact

For questions about these Terms:

Email: support@famiigo.com **Mail:** famiigo Portal CO. L.L.C, City Gate Building, Office 04, Port Saeed, Dubai, UAE

By using famiigo, you confirm that you have read, understood, and agree to these Terms of Service.