

Terms and Conditions for Online Consultation Booking Service Loqui UG

Effective 10 July, 2023

These terms and conditions ("Terms") govern the use of the online consultation booking service ("Service") provided by Loqui UG ("Company"). These Terms (and the policies we link to) apply to your use of our website (<https://getloqui.com/>), apps and any other software or features provided in connection with our services (collectively the "Company" or "Loqui"). When we say "we", "our" or "us" in these Terms, we're referring to Loqui UG (registered at Templiner Strasse 13b, 10119 Berlin, Germany). By accessing or using the Service, you agree to be bound by these Terms. If you do not agree with any part of these Terms, you should not use the Service.

1. **Service Description:** The Service allows users to book and schedule online consultations with healthcare professionals, therapists, coaches, or other service providers ("Consultants") through our website generated link.
2. **User Responsibilities:**
 - a. *Eligibility:* You must be at least 16 years old or have the legal authority to enter into binding contracts to use the Service.
 - b. *Accurate Information:* You are responsible for providing accurate and up-to-date information during the registration and booking process.
 - c. *Consultation Purpose:* You understand that the consultations are provided for informational, educational and advisory purposes only.
 - d. *Code of Conduct:* You agree to behave responsibly, respectfully, and professionally during the consultation sessions. Any abusive, offensive, or inappropriate behavior may result in the termination of your access to the Service.
 - e. *Communication:* You acknowledge that the Service may involve electronic communication with Consultants. You agree not to use the Service for any unlawful, harassing, or abusive purposes.
3. **Booking and Payments:**
 - a. *Booking Process:* You can book consultations through the Service by selecting the Consultant, preferred date, and time. Availability is subject to the Consultant's schedule.
 - b. *Fees and Payments:* The fees for consultations will be clearly displayed during the booking process. You agree to pay the specified fees for the chosen consultation. Payments may be processed through our secure payment gateway.
 - c. *Cancellations and Refunds:* Cancellations and refund policies will be specified during the booking process and may vary depending on the Consultant. You acknowledge that some cancellations may be subject to fees or non-refundable.
 - d. *Changes and Rescheduling:* You may be able to reschedule or change your consultation subject to the Consultant's availability and any applicable fees.
4. **Privacy and Data Protection:**
 - a. *Privacy Policy:* The use of personal information provided during the registration and booking process is governed by our Privacy Policy, which you should review.
 - b. *Consent:* By using the Service, you consent to the collection, use, and processing of your personal information as described in the Privacy Policy.
5. **Limitation of Liability:**
 - a. *Disclaimer:* The Service is provided on an "as is" basis without warranties of any kind, either expressed or implied. The Company does not guarantee the availability, accuracy, or reliability of the Service or the suitability of any Consultant for your specific needs.

- b. *Indemnity*: You agree to indemnify and hold the Company, its officers, directors, employees, and affiliates harmless from any claims, liabilities, or damages arising out of your use of the Service.
- 6. **Termination**: The Company reserves the right to terminate or suspend your access to the Service, without prior notice, for any reason, including but not limited to violation of these Terms.
- 7. **Modification of Terms**: The Company may modify these Terms at any time by posting the revised version on the website or mobile application. Your continued use of the Service after the changes will constitute your acceptance of the modified Terms.
- 8. **Governing Law and Jurisdiction** These Terms shall be governed by and construed in accordance with the laws of Germany. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of Germany