# StayEase Terms of Service

Effective Date: 20 February 2026

## 1. Introduction

StayEase is a technology-driven digital marketplace that enables property owners to list rental properties and allows tenants to discover and book accommodations.
These Terms of Service ("Terms") govern your access to and use of StayEase services, website, mobile interfaces, and related features.
By accessing or using StayEase, you acknowledge that you have read, understood, and agreed to these Terms.

## 2. Definitions

“Platform” refers to the StayEase website and associated services.
“User” refers to any individual or entity accessing the platform.
“Owner” refers to users listing properties.
“Tenant” refers to users booking properties.

## 3. Eligibility and Account Registration

Users must be at least 18 years of age and legally capable of entering binding agreements.
Users agree to provide accurate, current, and complete information.
StayEase reserves the right to suspend accounts that provide misleading or false data.

## 4. Platform Role and Disclaimer

StayEase acts solely as an intermediary technology platform.
StayEase does not own, control, manage, or inspect listed properties.
Rental agreements are formed directly between Owners and Tenants.
StayEase is not responsible for property conditions, disputes, or contract breaches.

## 5. User Responsibilities

Users agree to use the platform lawfully and ethically.
Owners must provide accurate property descriptions, pricing, and availability.
Tenants agree to respect property terms and local laws.
Misuse of the platform may result in permanent suspension.

## 6. Payments and Financial Terms

Listing fees, booking charges, and service fees may apply.
Payments are processed via third-party secure payment providers.
StayEase does not store full credit/debit card information.
Refund policies are subject to booking terms and applicable laws.

## 7. Cancellation and Refund Policy

Refund eligibility depends on property-specific cancellation terms.
StayEase may assist in dispute resolution but is not obligated to issue refunds.
Service fees may be non-refundable unless legally required.

## 8. Intellectual Property

All software, branding, trademarks, content, and design elements belong to StayEase.
Users may not reproduce, copy, distribute, or reverse engineer any part of the platform.

## 9. Prohibited Activities

Users may not:
• Engage in fraud or misrepresentation
• Attempt hacking or unauthorized access
• Post illegal or discriminatory content
• Circumvent payment mechanisms

## 10. Limitation of Liability

To the maximum extent permitted by law, StayEase shall not be liable for indirect, incidental, special, consequential, or punitive damages arising from platform use.
Total liability shall not exceed the amount paid by the user in the preceding 12 months.

## 11. Indemnification

Users agree to indemnify and hold harmless StayEase and its affiliates from claims, liabilities, and damages arising from misuse of the platform.

## 12. Data Protection and Privacy

User data is processed in accordance with our Privacy Policy.
We implement reasonable security measures but cannot guarantee absolute security.

## 13. Force Majeure

StayEase shall not be liable for delays or failure to perform due to events beyond reasonable control, including natural disasters, government actions, cyberattacks, or service outages.

## 14. Termination

StayEase may suspend or terminate accounts that violate these Terms.
Users may delete their accounts at any time.

## 15. Dispute Resolution and Arbitration

Disputes arising under these Terms shall first be attempted to be resolved amicably.
If unresolved, disputes shall be subject to binding arbitration under applicable Indian laws.

## 16. Governing Law

These Terms shall be governed by the laws of India.
Courts located in India shall have exclusive jurisdiction.

## 17. Changes to Terms

StayEase reserves the right to modify these Terms at any time.
Continued use after updates constitutes acceptance of revised Terms.