

# RANDEVU+ MY BUSINESS APPLICATION USER AGREEMENT

(Terms of Use and Service Agreement)

Last Updated: 27.03.2026

## ARTICLE 1 - PARTIES

This User Agreement ("Agreement") is established electronically between Randevu+ ("Company", "We") and the natural or legal person ("User", "You") who uses the Randevu+ My Business mobile application ("Application") upon the User's registration to the Application.

## ARTICLE 2 - DEFINITIONS

- **Application:** The mobile application named Randevu+ My Business, published on iOS and Android platforms.
- **User:** A natural or legal person in the capacity of a salon owner, business official, or employee who benefits from the services by registering.
- **Salon Owner:** The user who manages salons and branches by creating a business record.
- **Employee:** Personnel added to the system by a salon owner who can manage appointments.
- **Customer:** The end-user who creates appointments via the customer application.
- **Service:** Appointment management, salon management, calendar, notifications, payment tracking, and all related digital services.
- **Subscription:** Membership plans offered for a specific duration and scope providing access to paid features.
- **Content:** All types of text, photos, documents, and data shared through the Application.

## ARTICLE 3 - SUBJECT AND SCOPE

- This Agreement regulates the conditions for the User's use of the Application and the rights and obligations of the parties.
- The Application is a platform that allows beauty salons, hairdressers, barbers, and similar personal care service providers to manage appointments, employees, services, calendars, income, and customer management processes digitally.
- By registering, the User declares they have read, understood, and accepted all provisions of this Agreement.

## ARTICLE 4 - REGISTRATION AND MEMBERSHIP

- Registration is required to use the Application. Name, surname, email, phone number, and password are requested.
- Salon Owners must provide business information (name, address, tax number) and documents (tax certificate, ID).
- The User is responsible for providing accurate, current, and complete information. The Company may suspend or close accounts if information is false or incomplete.
- Salon registration may be subject to a document check and approval process.
- The User is personally responsible for the confidentiality of account information (especially passwords).
- Each user may create only one account; multiple accounts are prohibited.

## **ARTICLE 5 - USE OF THE APPLICATION**

- **Salon and Branch Management:** Owners can manage salon details, create multiple branches, and update social media or gallery images.
- **Employee Management:** Owners can add employees, assign services, arrange schedules, and track earnings.
- **Appointment Management:** Users can view, approve, or reject appointments, plan via the calendar, and verify appointments with QR codes.
- **Financial Management:** Includes income tracking based on salon/employee, wallet system balance viewing, and payment transfers.
- **Notifications:** Users can receive and manage appointment notifications and system announcements.

## **ARTICLE 6 - SUBSCRIPTION AND PAYMENT**

- Premium features may require a paid subscription. Fees are collected via Apple App Store or Google Play Store in-app purchases.
- The Company reserves the right to change plans and fees with prior notice.
- Subscriptions renew automatically; users can cancel via store settings at any time.
- Cancellation takes effect at the end of the current period.
- Refund requests are subject to the refund policies of the respective app stores.

## **ARTICLE 7 - RIGHTS AND OBLIGATIONS OF THE USER**

- Users must use the application for legal purposes, keep information updated, and not process third-party personal data unlawfully.
- Users must ensure uploaded content does not violate copyrights and must keep customer information confidential.
- Salon owners are personally responsible for protecting customer data under the Law No. 6698 (KVKK) as the data controller.

## **ARTICLE 8 - RIGHTS AND OBLIGATIONS OF THE COMPANY**

- The Company does not guarantee uninterrupted service and may experience downtime for maintenance.
- The Company reserves the right to change or terminate application features with or without notice.
- The Company may suspend or close accounts of users who violate the Agreement or the law.

## **ARTICLE 9 - INTELLECTUAL PROPERTY RIGHTS**

- All elements of the Application (design, software, logo, etc.) are the exclusive property of the Company and protected under Law No. 5846.
- Copying, distributing, or reverse engineering the Application is strictly prohibited.
- Users grant the Company a non-exclusive, worldwide license to use uploaded content for the purpose of providing services.

## **ARTICLE 10 - LIMITATION OF LIABILITY**

- The Company is not responsible for direct or indirect damages (lost profits, data loss) resulting from the use of the Application.
- The Company is not responsible for disputes between Users and their customers; the Application acts only as an intermediary platform.
- The Company is not liable for disruptions caused by third-party service providers (payment infrastructures, cloud storage, etc.).

## **ARTICLE 11 - PROTECTION OF PERSONAL DATA**

- Personal data is processed in accordance with Law No. 6698 (KVKK).
- Detailed information is available in the KVKK Clarification Text.

## **ARTICLE 12 - CONFIDENTIALITY**

- Parties must keep trade secrets and technical information confidential during and after the Agreement.

## **ARTICLE 14 - TERMINATION**

- Users can close their accounts at any time via the application or by emailing **destek@randevuplus.com**.
- The Company may close accounts without notice for violations, illegal use, or inactivity exceeding 12 months.

## **ARTICLE 15 - DISPUTE RESOLUTION**

- This agreement is subject to the laws of the Republic of Türkiye. Istanbul Courts and Execution Offices have jurisdiction.

