

General Terms of Service — Callania Booking

Version 1.1 · 11 August 2026 · callania.eu

This translation is for information only. The binding version is the Slovak wording available at callania.eu/podmienky. In case of any discrepancy, the Slovak text prevails.

1. Who provides the service

The provider is:

- **Company:** MACET, s.r.o.
- **Registered office:** Nitrianska 32/189, 949 11 Nitra, Slovak Republic
- **Company ID (IČO):** 35 953 781 · **Tax ID (DIČ):** 2022057752 · **VAT ID (IČ DPH):** SK2022057752 (registered under § 4 since 1. 10. 2005)
- **Registered in:** Commercial Register of the District Court Nitra, section Sro, file no. 17071/N
- **Email:** booking@callania.eu · **Phone:** +421 911 326 189 · **Company email:** info@macet.eu

Hereinafter the “provider”. The service means the Callania Booking reservation system available at the callania.eu domain and its subdomains.

2. Who the service is for

The service is intended for businesses — natural and legal persons using it in the course of their business activity (hereinafter the “client”). It is not intended for consumers. By entering into the contract, the client confirms that it acts within its business activity; consumer protection provisions, including the right to withdraw within 14 days, therefore do not apply.

The client’s customers who book an appointment through the service are not a party to this relationship.

3. How the contract is formed

The contract is formed by creating an account and completing the setup wizard, through which the client creates a business. The client is obliged to provide truthful information and keep it up to date.

The client is responsible for everything that happens in its account, including the actions of people it has invited to the business. Any suspicion of misused access must be reported without delay.

4. Scope of the service and plans

The scope of each plan is set out in the pricing on callania.eu. The provider reserves the right to develop and change the service. Should a change materially reduce the scope of a paid plan, the provider will

notify the client at least 30 days in advance and the client may terminate the contract before the change takes effect.

Features marked as upcoming are not part of the service until they are made available.

5. Price and payment terms

Prices are stated in the pricing and are **exclusive of VAT** unless stated otherwise. Invoicing is monthly or yearly at the client's choice; yearly payment receives the discount stated in the pricing.

Add-on services (for example SMS) are charged according to actual usage at the price shown in the app at the time of use. The client can see usage as it happens.

Invoices are due within 14 days. If payment is more than 14 days late, the provider may, after a written reminder, suspend access to paid features. The client's booking page and data are retained for the period set out in article 9.

The provider will announce price changes at least 30 days in advance; they do not affect a period already paid for.

6. Client obligations

The client undertakes to:

- use the service in accordance with the law and not to interfere with its technical operation - not to send unsolicited commercial communication through the service; marketing messages to customers only with their demonstrable consent - ensure it has a legal basis for processing the data of its customers that it enters into the service - inform its customers about the processing of their data and about its cancellation terms - not to publish in the service any content that is unlawful, misleading or infringes the rights of third parties

The provider is not responsible for the content, prices, cancellation terms or delivery of the services the client offers to its customers. The provider is not a party to the relationship between the client and its customer and collects no payments from them.

7. Availability and support

The provider will make reasonable efforts to keep the service continuously available. No specific level of availability is guaranteed unless separately agreed in writing.

Planned maintenance will be announced in advance, as a rule at least 24 hours ahead, and carried out outside ordinary business hours.

Support is provided by email at booking@callania.eu on business days. The provider aims to reply within one business day; this is not a guaranteed deadline.

The service depends on third parties (hosting, email and SMS gateways, booking portals). The provider is not responsible for outages on their side but will take reasonable steps towards recovery.

8. Liability

The service is provided as is. The provider is not liable for lost profit, lost business opportunities, or indirect and consequential damage.

The provider's total liability for damage is limited to the amount the client paid for the service in the last 12 months before the damage occurred. The limitation does not apply to damage caused intentionally or by gross negligence, or in other cases where the law does not permit it.

The provider is not liable for a double booking caused by a delay on the booking portal's side during calendar synchronisation. The limits of this synchronisation are described in the service and in the documentation.

9. Term and termination

The contract is concluded for an indefinite period. The client may terminate it at any time by closing the business or by notice to booking@callania.eu; the subscription is paid up to the end of the period already paid for and the unused part is not refunded unless agreed otherwise.

The provider may terminate the contract with 30 days' notice, or immediately in the event of a material breach of these terms by the client.

After termination, the client's data remains available for export for another 30 days, after which it is deleted. Backups are purged as part of the regular cycle, within 6 months at the latest.

10. Personal data protection

For the data of the client's customers, the client acts as the controller and the provider as the processor. The terms of processing are set out in the Data Processing Agreement, which forms an integral part of these terms and is available at callania.eu/spracovatelska-zmluva.

The processing of the client's own data is described in the Privacy Policy.

11. Changes to the terms

The provider may amend these terms. Changes will be announced by email at least 30 days before they take effect. If the client does not agree with a change, it may terminate the contract before the effective date. Continued use of the service after that date is deemed acceptance of the change.

12. Governing law and disputes

The relationship is governed by the law of the Slovak Republic. The parties will seek to resolve disputes primarily by agreement; otherwise the courts of the Slovak Republic having jurisdiction over the provider's registered office are competent.