

# Gridded Terms of Service



Version: 1.0

Effective Date: 9 July 2026

Last Updated: 9 July 2026

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Gridded is committed to providing a safe, transparent and trustworthy travel platform. These Terms of Service explain the rules, rights and responsibilities that apply when you access or use the Services, including how Accounts, User Content, AI Features, Third-Party Services and bookings operate. The table of contents below is provided to help you navigate these Terms.

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## **1 Introduction**

### **1.1 Welcome to Gridded**

These Terms govern your access to and use of the Gridded mobile application, website and related Services operated by Gridded.

Gridded is a travel discovery and social platform providing social features, AI-assisted travel tools, maps, travel information and links to independent Third-Party Services.

Gridded is not a travel agency, tour operator, accommodation provider, transport provider, booking agent or payment processor. Bookings are completed directly with independent Booking Partners under their own terms and privacy policies.

Gridded may receive commission, referral fees or other compensation when Users follow affiliate links and complete eligible bookings or purchases. Unless the relevant provider states otherwise, this does not increase the price paid by the User.

Some features require device permissions. Information about how Personal Information is collected and used is provided in Our Privacy Policy.

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## 1.2 Purpose of these Terms

These Terms set out the rules, rights and responsibilities that apply when you access or use the Services.

These Terms should be read alongside Our Privacy Policy, Community Guidelines and any feature-specific terms that apply to a Service you choose to use.

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## 1.3 About Gridded

Gridded combines travel discovery, community features and planning tools, including User Content, maps, AI Features, saved trips, messaging and links to Booking Partners.

We may add, modify, suspend or remove features as the Services develop, subject to applicable law.

Some features may be limited by region, device, eligibility or Third-Party Service availability.

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## 1.4 Definitions

For the purposes of these Terms, the following definitions apply:

Account means a registered user account that enables access to some or all of the Services.

AI Features means artificial intelligence, machine-learning or automated technologies made available through the Services, including destination recognition, media analysis, travel recommendations, route generation and itinerary planning.

AI Output means information, recommendations, destination suggestions, routes, itineraries, descriptions or other content generated wholly or partly by AI Features.

Booking Partner means any independent third-party provider that offers accommodation, flights, transport, tours, attractions, activities or other travel-related products or services that may be accessed or booked through links available within the Services.

Content means any information, photographs, videos, audio, comments, reviews, ratings, routes, itineraries, text, graphics or other material available through the Services.

Gridded, We, Us or Our means the legal entity that operates the Gridded platform and the Services.

Privacy Policy means Gridded's Privacy Policy, as amended from time to time.

Services means the Gridded mobile application, website and all associated products, features, technologies and services operated by Gridded.

Stamps means the location-based records, achievements or markers displayed within a User's profile that represent destinations where the User has shared eligible User Content through the Services.

Terms means these Terms of Service, including any amendments made from time to time.

Third-Party Services means any websites, applications, products or services provided by organisations other than Gridded, including Booking Partners, mapping providers, authentication providers, analytics providers, artificial intelligence providers, payment providers and other external services integrated with or linked from the Services.

User, you or your means an individual or organisation that accesses or uses the Services.

User Content means any Content that is uploaded, created, submitted, posted, shared or otherwise made available by a User through the Services.

Where the words including, include or such as are used in these Terms, they are intended to be illustrative and not exhaustive.

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## 2 Acceptance of these Terms

### 2.1 Agreement to the Terms

By creating an Account or accessing or using the Services, you agree to be bound by these Terms. If you do not agree, you must not use the Services.

If you are using the Services on behalf of a company, organisation or other legal entity, you represent and warrant that you have the authority to bind that entity to these Terms. In such cases, the terms “User”, “you” and “your” shall refer to both you as an individual and the relevant legal entity, where applicable.

Changes to these Terms apply as described in Chapter 25.

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### 2.2 Updates to the Terms

Gridded may amend, modify or update these Terms from time to time to reflect changes to the Services, applicable laws, regulatory requirements, industry standards, business practices or for other legitimate operational reasons.

Where required by applicable law, or where changes materially affect your rights or obligations, We will take reasonable steps to notify you before the updated Terms take effect. Such notification may be provided through the Services, by email, by push notification or by any other reasonable method.

By continuing to access or use the Services after updated Terms become effective, you agree to be bound by the revised Terms.

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### 2.3 Additional Policies

Certain features may be subject to additional policies or feature-specific terms, including the Privacy Policy, Community Guidelines, copyright procedure, safety guidance and promotional terms.

Where an additional policy or feature-specific term expressly applies, it forms part of your agreement with Gridded.

If there is an inconsistency, these Terms prevail unless the additional policy or feature-specific term expressly states otherwise or applicable law requires a different result.

Nothing in this Section limits any rights or obligations imposed by applicable law.

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## 3 Eligibility

### 3.1 Minimum Age (18+)

Due to the integration of certain third-party technologies and services that are not intended for use by minors, individuals under the age of 18 are not permitted to create an Account or use the Services.

By creating an Account or otherwise using the Services, you represent and warrant that:

- \* you are at least 18 years old;
- \* you have the legal capacity to enter into a binding agreement; and
- \* all information you provide regarding your age and identity is accurate and truthful.

We may use reasonable and proportionate measures to verify age or investigate suspected underage use.

If We become aware that a User is under 18, We may suspend or terminate the Account and remove associated User Content, subject to applicable law and Our Privacy Policy.

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### 3.2 Legal Capacity

By using the Services, you confirm that you have the legal capacity and authority to enter into these Terms.

If you are using the Services on behalf of a company, organisation or other legal entity, you further represent and warrant that you have the authority to bind that entity to these Terms.

You must not use the Services if doing so would violate any applicable law, regulation, court order or legally binding obligation in your jurisdiction.

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### 3.3 Restricted Users

You must not access or use the Services if:

- \* you do not meet the eligibility requirements set out in this Chapter;
- \* your use of the Services would violate any applicable law or regulation;
- \* your Account has previously been suspended or terminated by Gridded for a breach of these Terms, unless We have expressly authorised you to create a new Account;
- \* you attempt to create or use an Account on behalf of another person without their lawful authority;
- \* you impersonate another individual or organisation; or
- \* you are otherwise prohibited from accessing or using the Services under applicable law.

We may refuse, restrict, suspend or terminate access where We reasonably consider that a User is ineligible or has breached these Terms.

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## 4 Creating and Managing Your Account

### 4.1 Registration

You must create an Account to use the Services and provide accurate, complete and current registration information.

You must not register using false, misleading or fraudulent information or impersonate another person or organisation.

We may refuse Account registration where reasonably necessary to protect the security, integrity or lawful operation of the Services.

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#### 4.2 Account Information

You are responsible for keeping your Account and profile information accurate and for considering the privacy and safety implications of information you make public.

Gridded may introduce additional Account types, profile features, verification programmes or eligibility requirements in the future. Where additional terms apply to those features, they will be made available to you before you choose to participate.

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#### 4.3 Account Security

You must take reasonable steps to protect your login credentials and Account from unauthorised access.

You must not share your password or other authentication credentials with any other person.

Tell Us promptly if you become aware of suspected unauthorised access or misuse.

You are responsible for activity that you authorise or knowingly permit through your Account, subject to applicable law.

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#### 4.4 Usernames

Your username or display name must comply with these Terms and the Community Guidelines and must not:

Your username or display name must not:

- \* impersonate another person, organisation or brand;
- \* infringe another person's intellectual property rights;
- \* contain offensive, abusive, hateful or unlawful content;
- \* intentionally mislead other Users; or
- \* otherwise violate these Terms or the Community Guidelines.

We may require a username or display name to be changed, or take Account action, where it infringes rights, misleads Users or breaches these Terms or the Community Guidelines.

Where reasonably practicable, We may allow you to choose an alternative before taking further action.

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#### 4.5 Account Deletion

You may delete your Account through the available Account settings or by contacting Us where applicable.

Account deletion is handled in accordance with Our Privacy Policy, including any lawful retention of limited security, legal or compliance records.

Content copied, saved, screenshotted or shared outside the Services by other people may remain outside Our control. Limited copies may also remain temporarily in backups or records where lawfully retained.

Deleting your Account does not cancel or change any booking or agreement made directly with a Booking Partner.

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#### 4.6 Inactive Accounts

We may introduce an inactive-Account policy in the future and will provide appropriate information before taking action under that policy.

Gridded reserves the right to reclaim inactive usernames, archive inactive Accounts or remove inactive Accounts where permitted by applicable law and in accordance with any published policies.

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### 5 User Responsibilities

#### 5.1 Compliance with Laws

You must use the Services in compliance with applicable law and must not use them to engage in, promote or facilitate unlawful, fraudulent or harmful activity.

You must not use the Services to engage in, promote or facilitate any unlawful, fraudulent or harmful activity.

Where local laws impose additional requirements or restrictions relating to the Services, you are responsible for complying with those requirements. Certain features or functionality may be modified, restricted or unavailable in some jurisdictions in order to comply with applicable laws, regulations or third-party requirements.

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#### 5.2 Accurate Information

Information you provide or share must be truthful and must not be intentionally misleading.

Travel information, reviews and recommendations should reflect your genuine knowledge or experience where presented as such.

You must not impersonate another person or organisation or knowingly deceive Gridded or other Users.

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#### 5.3 Respect for Others

You must treat other Users respectfully and must not engage in abusive, threatening, discriminatory, intimidating or otherwise harmful conduct.

You must respect the rights, privacy, safety and dignity of others and must not use the Services in a manner that is abusive, threatening, discriminatory, intimidating or otherwise harmful.

You should also respect local communities, cultures, environments and destinations.

Further rules are set out in Chapter 6 and the Community Guidelines.

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## 5.4 Responsible Use

You are responsible for your use of the Services and must not interfere with their security, operation or intended functionality.

Without limitation, you agree that you will not:

- \* upload, post or share Content that you do not have the legal right to use;
- \* infringe the intellectual property, privacy or other legal rights of any person or organisation;
- \* interfere with or disrupt the operation, security or integrity of the Services;
- \* attempt to gain unauthorised access to any part of the Services or any related systems;
- \* use automated tools, bots, scripts or similar technologies to access or interact with the Services without Gridded's prior written permission;
- \* misuse or attempt to manipulate any AI Features or other technologies provided through the Services; or
- \* use the Services in any manner that could reasonably be expected to damage Gridded, its Users or third parties.

You remain responsible for exercising your own judgement when making travel decisions or relying on information provided by Users, AI Features or Third-Party Services.

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## 5.5 Security Responsibilities

Your Account-security responsibilities are set out in Section 4.3. You must not introduce malware or attempt to compromise the Services.

Gridded reserves the right to investigate suspected security incidents and to take appropriate action, including restricting access to the Services, where necessary to protect Users, the Services or third parties.

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## 6 Community Guidelines

Your use of the Services is subject to Our Community Guidelines, which explain the standards of conduct and Content expected on Gridded.

The Community Guidelines cover matters including illegal and harmful activity, harassment, hate speech, sexual content, fraud, authenticity, privacy, intellectual property and responsible travel.

You must comply with the Community Guidelines whenever you use the Services, publish User Content or interact with another User.

We may investigate reports and restrict or remove Content, features or Accounts where reasonably necessary under these Terms, the Community Guidelines or applicable law. Reporting, enforcement and appeals are addressed in Chapter 16.

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## 7 User-Generated Content

### 7.1 Ownership of Your Content

You retain ownership of User Content, but Gridded requires a limited licence to host, display, process and make it available through the Services. Nothing in these Terms transfers that ownership to Gridded.

By uploading or sharing User Content, you grant the licence described in Section 7.2.

AI Outputs, routes, itineraries and recommendations generated using your User Content do not change your ownership of the original User Content.

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## 7.2 Licence to Use Your Content

When you upload or share User Content, you grant Gridded a worldwide, non-exclusive and royalty-free licence, sub-licensable to Our service providers, to host, store, reproduce, adapt, display, distribute and process that Content only as reasonably necessary to operate, provide, secure and improve the Services in accordance with your settings.

This licence does not transfer ownership of your User Content to Gridded and does not permit Us to sell your User Content to third parties.

The licence ends when the User Content is deleted from the Services, except to the extent limited copies must remain temporarily in backups, legal, security or moderation records, or where the Content has been shared with others in accordance with the Services.

Nothing in this Section limits any rights you have under applicable law, including your rights in relation to your personal data as described in Our Privacy Policy.

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## 7.3 Public and Private Content

Depending on the available settings, you may share Content publicly or with a limited audience.

Depending on your Account settings and the features available within the Services, you may choose to share certain Content publicly or limit its visibility.

Public Content may be viewed, saved, shared or otherwise interacted with by other Users.

You should consider carefully what information you make available to others.

We seek to apply your selected privacy settings, but recipients may copy or share Content and no online service can guarantee complete confidentiality or security.

Further information is provided in Our Privacy Policy.

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## 7.4 Location Data

Location information may be used for maps, tags, routes, itineraries, nearby recommendations, Content organisation and Stamps, depending on the feature and permissions you choose.

You decide what location information to share. A location attached to public Content, a Story, a Stamp or a profile map may reveal a destination or specific place to other Users.

Location information is processed in accordance with Our Privacy Policy and applicable law. Device permissions can be managed through your operating-system settings.

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## 7.5 Responsibility for Your Content

You are responsible for User Content you upload or make available through the Services.

By sharing User Content, you confirm that:

- \* you own the Content or otherwise have the legal right to use and share it;
- \* your Content complies with these Terms, Our Community Guidelines and all applicable laws;
- \* your Content does not infringe the intellectual property, privacy or other legal rights of any person or organisation;
- \* your Content does not knowingly contain false or misleading information that is likely to cause harm or deceive other Users; and
- \* where applicable, any location information, recommendations or travel experiences you share are presented honestly and authentically.

Gridded does not routinely verify all User Content before publication. We may use automated tools and human review, but the User who shares Content remains responsible for it.

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## 7.6 Removal of Content

We may review, restrict or remove User Content and take related Account action where it may breach these Terms, the Community Guidelines or applicable law. Further details are provided in Chapter 16.

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## 7.7 User Interactions

Other Users may interact with public User Content using the features made available through the Services.

Deleting your Account does not remove copies lawfully saved or shared by other people outside the Services. Limited references may be anonymised or retained where necessary as described in Our Privacy Policy.

Saving or interacting with another User's Content does not transfer ownership or grant rights to reproduce or use it outside the Services.

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## 8 Intellectual Property and Licence to Use the Services

Gridded and its licensors own the intellectual property rights in the Services, excluding User Content and third-party materials.

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### 8.1 Ownership of the Platform

Unless otherwise stated, Gridded or its licensors own the intellectual property rights in the branding, software, databases, designs, original assets and proprietary functionality forming part of the Services.

User Content remains governed by Chapter 7.

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## 8.2 Licence to Use the Services

Subject to these Terms, Gridded grants you a limited, non-exclusive, non-transferable and revocable licence to access and use the Services for their intended purposes.

The licence ends when your access is suspended or terminated or these Terms otherwise cease to apply.

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## 8.3 Restrictions on Use

To protect the integrity of the Services, the Gridded community and Gridded's intellectual property, you agree not to:

- \* copy, reproduce, distribute or commercially exploit any part of the Services except where expressly permitted by these Terms or applicable law;
- \* reverse engineer, decompile, modify or otherwise attempt to discover the source code, underlying technology or proprietary systems used to operate the Services;
- \* use automated tools, bots, scripts or other technologies to scrape, harvest, extract or collect data or Content from the Services without Gridded's prior written permission;
- \* systematically copy, extract or commercially exploit substantial parts of routes, itineraries, recommendations or other outputs to build or operate another product or service;
- \* use scraping, reverse engineering or unauthorised extraction to reproduce material elements of the Services or develop a competing service;
- \* interfere with or circumvent the security, operation or functionality of the Services;
- \* remove, obscure or alter copyright notices, trade marks or other proprietary notices;
- \* use the Gridded name, branding, logos or other intellectual property in a manner that suggests endorsement, affiliation or partnership without Gridded's prior written permission; or
- \* use the Services in any manner that infringes Gridded's intellectual property rights or the rights of any third party.

Nothing in this Section prevents you from using the Services in the normal way they are intended to be used or from exercising any rights available to you under applicable law.

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## 9 Copyright, Trade Marks and Feedback

Gridded respects intellectual property rights and requires Users to share only Content they are entitled to use.

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### 9.1 Respecting Copyright

You must not upload or share Content unless you own it or have the necessary permission or legal right to use it.

While a copyright or intellectual-property complaint is being investigated, We may temporarily remove or restrict access to the relevant Content where We reasonably consider such action appropriate.

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### 9.2 Gridded Trade Marks

The Gridded name, logo, branding, slogans and other trade marks, whether registered or unregistered, are the property of Gridded or its licensors and are protected by applicable intellectual property laws.

Nothing in these Terms grants you any right to use Gridded's trade marks, branding or visual identity except as reasonably necessary when using the Services in their intended manner or where you have received Gridded's prior written permission.

You must not use Gridded's branding in a manner that is misleading, likely to cause confusion or that suggests sponsorship, endorsement or affiliation where none exists.

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### 9.3 User Feedback and Suggestions

Feedback, suggestions and feature requests are provided voluntarily.

If you choose to submit feedback, suggestions, feature requests or other ideas relating to the Services, you acknowledge that your feedback is provided voluntarily.

Unless agreed otherwise in writing, Gridded may use feedback to develop and improve the Services without an obligation to compensate or credit you.

This does not transfer ownership of your existing intellectual property or User Content.

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### 9.4 Reporting Copyright Infringement

Copyright or intellectual-property concerns may be submitted using the procedure in Appendix B.

Appendix B explains the information required and how complaints and counter-notices may be handled.

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## 10 AI Features

AI Features may analyse selected information and generate travel-related suggestions, routes, itineraries and recommendations.

AI Output may be inaccurate, incomplete or unsuitable and should be reviewed before it is used or shared.

Gridded may provide AI Features using Our own systems or Third-Party Services and may add, change or remove those features as the Services develop.

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### 10.1 Destination Recognition

When you choose to submit selected photographs or videos, AI Features may analyse them to suggest destinations, landmarks, activities, tags, routes or itinerary information.

Destination recognition may be incorrect. You must review and confirm suggestions before relying on or publishing them.

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## 10.2 Itinerary and Route Generation

AI Features may generate suggested routes and itineraries using User Content, identified places, preferences and other information available to the Services.

These are planning suggestions, not guaranteed travel plans or professional advice.

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## 10.3 AI Recommendations

AI Features may recommend travel-related Content or services based on information such as saved Content, interactions, preferences and recognised locations.

Recommendations are provided for convenience and do not constitute a guarantee or endorsement.

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## 10.4 Accuracy and Limitations

AI Output may contain inaccuracies, omissions or outdated information. Verify important details through official or reliable sources before making travel decisions.

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## 10.5 User Responsibility

You are responsible for reviewing AI Output, deciding whether to use it and ensuring that Content you publish complies with these Terms and the Community Guidelines.

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## 11 Maps, Location and Travel Information

Maps, routes, climate information and other travel information are provided to support discovery and planning. Information that can change over time should be verified through current official or reliable sources.

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### 11.1 Location Services

Location features may use device location or location information connected with User Content, subject to your permissions and Our Privacy Policy.

Accuracy may be affected by device settings, connectivity, GPS availability and other factors outside Our control.

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### 11.2 Maps and Navigation

Maps, suggested routes, distances and journey estimates are planning tools and are not a substitute for road signs, official instructions or real-time navigation.

You remain responsible for complying with local laws and deciding whether a route is safe, accessible and suitable.

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### 11.3 Travel Information

Travel information may come from Users, Third-Party Services and public sources and may become outdated.

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### 11.4 Weather and Climate Information

Climate information is general historical or seasonal guidance and is not a weather forecast. Any current weather information may be supplied by Third-Party Services.

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### 11.5 Visa, Entry and Travel Requirements

Passport, visa, entry, health, customs and travel restrictions may change. You are responsible for checking current requirements with official authorities before travelling.

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### 11.6 Safety Information

Gridded does not provide professional safety, medical, legal or emergency advice. You are responsible for assessing whether a destination, activity or route is suitable for your circumstances and for following local laws and official warnings.

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### 11.7 Accuracy of Information

Gridded strives to provide useful and reliable information to assist Users with travel discovery and planning. However, We cannot guarantee that all information made available through the Services will always be accurate, complete, current or suitable for every User or travel situation.

To the fullest extent permitted by applicable law, Users acknowledge that they are responsible for independently verifying information made available through the Services before relying upon it, and Gridded shall not be responsible for any loss, damage, cost, expense or inconvenience arising from a User's reliance on such information.

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## 12 Third-Party Services

Many features within the Services rely on Third-Party Services to operate or provide functionality. These services help Gridded deliver features such as authentication, maps, artificial intelligence, analytics, communications, media and other functionality.

Many features rely on independent Third-Party Services, including authentication, maps, AI, analytics, communications, media and travel information.

Third-Party Services are operated independently. Further information about their categories is provided in Appendix C.

Gridded may integrate with Third-Party Services to provide particular features. Their availability, performance and functionality may affect the Services and may be outside Our reasonable control.

Third-Party Services may support features including user authentication, mapping and location services, artificial intelligence, analytics, communications, media, travel information, climate information and other functionality made available through the Services.

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## 12.1 Third-Party Websites and Links

When you follow a third-party link or use an external service, the relevant provider's terms and privacy policy apply to its independent service.

Gridded is not responsible for the independent content, security, availability or privacy practices of a Third-Party Service, except to the extent required by law.

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## 12.2 Third-Party Features

We may add, replace, modify or remove Third-Party Service integrations, and those providers may experience outages or change their functionality, terms, pricing or technical requirements.

Where reasonably practicable, We will seek to minimise disruption or use an alternative solution.

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## 13 Bookings and External Services

Gridded helps Users discover travel services and may link to independent Booking Partners. Gridded does not complete or supply those bookings.

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### 13.1 Third-Party Bookings

Bookings are completed directly with the relevant Booking Partner through its website, application, booking system or an in-app webview.

The Booking Partner's terms, privacy policy, prices, availability and booking conditions apply.

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### 13.2 Your Booking Contract

Your booking contract is directly with the Booking Partner. Gridded is not the travel supplier, booking agent or payment processor and is not a party to that contract.

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### 13.3 Payments

Payments are processed by the Booking Partner or its authorised payment provider. Gridded does not currently collect or store payment-card information for those bookings.

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### 13.4 Changes, Cancellations and Refunds

Changes, cancellations and refunds are governed by the Booking Partner's terms and must be requested directly from that provider.

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### 13.5 Booking Support and Disputes

Questions or disputes about a booking should be raised with the Booking Partner. Gridded may, at its discretion, provide contact or referral information but is not responsible for resolving the dispute or changing the booking.

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### 13.6 Affiliate Partnerships and Commission Disclosure

Gridded may receive commission, referral fees or other compensation where a User completes an eligible booking or purchase through a link in the Services.

Unless stated otherwise, this does not increase the price paid by the User.

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### 13.8 No Endorsement

The inclusion of a Booking Partner or travel product does not guarantee its quality, safety, suitability, availability or performance.

You should review the provider's information and exercise your own judgement before booking.

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## 14 Revenue and Advertising

Gridded may generate revenue through affiliate arrangements, sponsored Content, advertising and other lawful commercial activities.

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### 14.1 Revenue Streams

Current or future revenue sources may include affiliate commission, sponsored Content, advertising and optional paid features. Commercial relationships will be disclosed where required by law.

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### 14.2 Sponsored Content

Sponsored Content will be identified where required and should not be treated as a guarantee or endorsement.

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### 14.3 Advertising

Gridded may display advertising. Where advertising or related tracking is introduced, relevant disclosures and controls will be provided as required by law.

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## 15 Cookies and Similar Technologies

Gridded may use cookies, software development kits, local storage, identifiers and similar technologies to provide core functionality, remember choices, understand performance and measure affiliate referrals.

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### 15.1 Essential Technologies

Essential technologies may operate where necessary to provide requested functionality or protect the Services. Non-essential technologies will be subject to any consent or choice required by law.

Details about the technologies used and how to manage them are provided in Our Privacy Policy and any cookie or preference controls made available through the Services.

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## 16 Reporting Content and Enforcement

You may report a User, Content or conduct that you reasonably believe breaches these Terms, the Community Guidelines or applicable law.

Reports should be submitted honestly and through the tools or contact methods made available by Gridded.

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### 16.1 Reporting Users

Reports may concern matters such as harassment, hate speech, impersonation, fraud, illegal or harmful conduct, safety risks or other prohibited activity.

Knowingly false, malicious or abusive reports may themselves breach these Terms.

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### 16.2 Reporting Content

A report does not automatically result in removal or enforcement. We will assess the available information and decide what action is appropriate.

---

### 16.3 Investigation Process

When investigating a report, We may review relevant Content, Account information, submitted communications and other information reasonably necessary to assess the matter.

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### 16.4 Content Removal

Where We determine that Content or conduct breaches these Terms, the Community Guidelines or applicable law, We may:

Such action may include, without limitation:

- \* removing or restricting User Content;
- \* issuing warnings;
- \* limiting access to certain features of the Services;
- \* temporarily suspending an Account;

\* permanently terminating an Account; or  
\* taking any other action reasonably necessary to protect Users, Gridded or the integrity of the Services.

Where reasonably practicable and appropriate, We may notify the affected User and explain the action taken.

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## 16.5 Appeals

You may request a review of an enforcement decision using the appeal or support process made available by Gridded.

We may confirm, change or reverse a decision after considering relevant additional information.

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## 16.6 Repeat Offenders

Repeated or serious breaches may lead to escalating action, including permanent Account termination.

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## 17 Account Suspension and Termination

We may suspend or terminate an Account where reasonably necessary to investigate or address a breach, protect Users or the Services, secure a compromised Account or comply with law.

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### 17.1 Temporary Suspension

We may temporarily suspend an Account while investigating suspected misuse, responding to a security concern or taking other proportionate protective action.

---

### 17.2 Permanent Removal

We may permanently terminate an Account for a serious or repeated breach, a continuing safety or security risk, or where required by law.

---

### 17.3 Termination by You

You may stop using the Services and delete your Account at any time through the available settings or by contacting Us.

Account deletion and the treatment of associated Personal Information and User Content are explained in Our Privacy Policy and Section 4.5.

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### 17.4 Effect of Termination

Following suspension or termination, your right to access the affected Services ends to the extent specified in the action taken.

Termination does not affect rights, obligations or liabilities that arose beforehand, or provisions intended to continue, including intellectual-property, liability and dispute provisions.

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## 18 Privacy

Our Privacy Policy explains how Gridded collects, uses, shares, retains and protects Personal Information and the rights available to you.

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### 18.1 Privacy Policy

The Privacy Policy should be read alongside these Terms. It does not reduce any rights you have under applicable data-protection law.

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## 19 Communications and Notifications

Gridded may send service, security, support, moderation, legal, notification and, where permitted, marketing communications.

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### 19.1 Service Communications

Service communications may include Account messages, security alerts, support responses, maintenance notices and updates to the Services, Terms or Privacy Policy. You may not be able to opt out while maintaining an active Account.

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### 19.2 Push Notifications

Where permission is granted, We may send push notifications. You can manage them through your device and, where available, Gridded settings.

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### 19.3 Marketing Communications

Marketing communications will be sent only where permitted by law. You may opt out at any time without affecting essential service communications.

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## 20 Safety

Use reasonable caution when interacting with other Users or sharing personal, location or travel information.

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### 20.1 Meeting Other Users

You are responsible for deciding whether to meet another User. Gridded does not verify every User's identity, background, intentions or conduct unless expressly stated.

Consider meeting in a public place, telling someone you trust about your plans and following local safety guidance.

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## 20.2 Sharing Your Location

Consider whether a location tag, Story, profile map or other Content could reveal your current whereabouts, accommodation or future plans before sharing it.

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## 20.3 Emergency Situations

Gridded is not an emergency service. In an emergency or immediate danger, contact the appropriate local emergency service or authority.

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## 21 Disclaimers

The Services are subject to the availability and warranty limitations below, without affecting rights that cannot lawfully be excluded.

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### 21.1 No Warranty

We will provide the Services with the level of care and skill required by applicable law. Subject to those rights, We do not guarantee that every feature, item of Content or third-party result will always be available, accurate, uninterrupted or suitable for a particular purpose.

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## 22 Limitation of Liability and Responsibility

Nothing in these Terms excludes or limits liability or consumer rights that cannot lawfully be excluded or limited.

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### 22.1 General Limitation of Liability

Gridded is responsible for loss or damage that is a reasonably foreseeable result of Our breach of these Terms or failure to use reasonable care and skill, where applicable law requires.

To the fullest extent permitted by law, We are not responsible for losses that are not reasonably foreseeable, arise from your unlawful or unauthorised use, result from information or decisions outside Our reasonable control, or are business losses where the Services are used for personal purposes.

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### 22.2 Circumstances Beyond Gridded's Control

The Services include User Content, AI Output and independent Third-Party Services. The feature-specific responsibilities and limitations in the relevant Chapters apply alongside this Chapter.

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## 22.3 Liability That Cannot Be Excluded

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability, right or remedy that cannot lawfully be limited.

*Internal review note: ask the solicitor to confirm the final liability wording, any financial cap, and how it should differ for consumer and organisational use.*

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## 23 Responsibility for Claims

To the extent permitted by law, you may be responsible for reasonably foreseeable claims, losses and costs incurred by Gridded because of your unlawful User Content, deliberate misuse of the Services or material breach of these Terms.

Certain actions by Users may expose Gridded to legal claims, losses or expenses.

This Chapter explains the circumstances in which a User may be responsible for those losses where they arise as a result of the User's own actions or breach of these Terms.

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### 23.1 User Indemnity

This responsibility applies only to the extent the relevant claim or loss was caused by your acts or omissions and does not apply to the extent caused by Gridded's own breach, negligence or unlawful conduct.

To the fullest extent permitted by applicable law, you agree to indemnify and hold harmless Gridded, its directors, officers, employees, contractors and representatives from and against any claims, liabilities, losses, damages, costs and expenses (including reasonable legal costs) arising out of or in connection with:

This indemnity applies only to the extent that the relevant claim, loss or expense arises from your own acts or omissions and does not apply where the claim results from Gridded's own negligence, breach of these Terms or unlawful conduct.

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### 23.2 Defence of Claims

Where a third-party claim relates to your conduct and may fall within this Chapter, you agree to provide reasonable cooperation. Gridded will not require you to accept liability or a settlement without a reasonable basis.

Where a claim arises that may be covered by the indemnity in this Chapter, Gridded may take such steps as We reasonably consider necessary to protect Our interests.

Nothing in this Chapter prevents Gridded from managing, defending or settling any claim in the manner We reasonably consider appropriate.

*Internal review note: broad consumer indemnities may be challenged as unfair. Confirm with the solicitor whether this Chapter should be retained, narrowed further or removed.*

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## 24 Changes to the Service

We may change the Services as they develop, including by adding, updating, suspending or removing features.

This Chapter explains how the Services may change as new features are introduced, existing features are updated or removed, and maintenance or other operational work is carried out.

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### 24.1 Feature Changes

Changes may be made for product development, compatibility, security, legal, technical or operational reasons. No particular feature is guaranteed to remain available indefinitely.

Nothing in these Terms guarantees that any particular feature, function or part of the Services will remain available indefinitely.

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### 24.2 Maintenance

We may carry out scheduled or urgent maintenance. Where reasonably practicable, We may provide notice of planned work expected to cause significant disruption.

Maintenance may temporarily affect the availability, functionality or performance of some or all of the Services.

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### 24.3 Service Interruptions

The Services may experience interruptions caused by maintenance, updates, connectivity, technical failures or Third-Party Services. We will use reasonable efforts to restore affected functionality.

Gridded will use reasonable efforts to restore the affected Services as soon as reasonably practicable.

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### 24.4 Service Discontinuation

We may discontinue all or part of the Services where reasonably necessary. Where reasonably practicable, We will give advance notice of a permanent and significant discontinuation.

Where the Services are permanently discontinued, Gridded will deal with User information in accordance with Our Privacy Policy and any applicable legal obligations.

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## 25 Changes to these Terms

We may update these Terms to reflect changes to the Services, law, technology or legitimate operational requirements.

This Chapter explains how changes to these Terms will be communicated and when updated Terms will apply.

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## 25.1 Notification

Updated Terms will be published through the Services or another appropriate method and will state their effective date.

Where a change materially affects your rights or obligations, We will provide reasonable advance notice where required or appropriate.

The updated Terms will specify the date on which they take effect.

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## 25.2 Continued Use

Updated Terms apply from their stated effective date. Where applicable law requires express agreement, We will request it separately.

If you do not agree to an update, you must stop using the affected Services and may delete your Account.

Nothing in this Section affects any rights that cannot lawfully be excluded under applicable law.

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## 26 Governing Law and Dispute Resolution

This Chapter identifies the governing law and courts, subject to mandatory consumer protections that apply where you live.

Nothing in this Chapter limits or excludes any rights or protections that you are entitled to under applicable law.

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### 26.1 Governing Law

These Terms are governed by the laws of England and Wales. If you are a consumer resident elsewhere, this does not remove any mandatory rights you have under the laws of your country of residence.

These Terms and any dispute or claim arising out of or in connection with the Services or these Terms will be governed by the laws of England and Wales, without regard to any conflict of law principles.

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### 26.2 Jurisdiction

The courts of England and Wales will have jurisdiction, but a consumer may also be entitled to bring proceedings in the courts of their country of residence where mandatory law permits.

Subject to any mandatory rights available under applicable law, the courts of England and Wales will have exclusive jurisdiction to resolve any dispute or claim arising out of or in connection with these Terms or the Services.

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### 26.3 Severability

If any provision of these Terms is found to be unlawful, invalid or unenforceable, that provision will be deemed severed from these Terms to the extent necessary.

The remaining provisions of these Terms will continue in full force and effect.

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## 26.4 Entire Agreement

These Terms, the Community Guidelines and any feature-specific terms expressly incorporated by reference form the agreement governing your use of the Services. The Privacy Policy explains how Personal Information is handled and should be read alongside these Terms.

They replace previous terms or understandings concerning the Services to the extent permitted by law.

These Terms replace any previous terms, understandings or agreements relating to your use of the Services to the extent permitted by applicable law.

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## 27 Contact Information

Contact details for support, general enquiries and legal notices will be made available through the Services or Our website.

This Chapter explains how Users may contact Gridded for general enquiries and legal notices.

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### 27.1 Contact Details

Use the contact method identified for the type of enquiry. Contact details may be updated without requiring these Terms to be amended.

Contact details may be updated from time to time without requiring these Terms to be amended.

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### 27.2 Legal Notices

Formal legal notices and copyright complaints should be submitted using the procedures made available through the Services, Our website or Appendix B. Privacy requests should be submitted as explained in the Privacy Policy.

Gridded may update the relevant contact details or procedures from time to time to reflect changes to the Services or Our business operations.

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## Appendix B – Copyright Complaint Procedure

### 1. Purpose

This Appendix explains how a copyright owner or authorised representative may report alleged infringement and how Gridded may handle the complaint.

This Appendix explains how copyright owners or their authorised representatives may report alleged copyright infringement and how Gridded will respond to such reports.

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## 2. Submitting a Copyright Complaint

If you believe that Content available through the Services infringes your copyright, you may submit a copyright complaint using the contact details or procedures made available through the Services or on Our website.

To assist Gridded in investigating the complaint, please provide, where applicable:

- \* your full name and contact details;
- \* details of the copyrighted work that you believe has been infringed;
- \* sufficient information to identify the allegedly infringing Content, including links or other identifying information where available;
- \* an explanation of why you believe the Content infringes your copyright;
- \* a statement that you have a good faith belief that the use of the Content is not authorised by the copyright owner, its agent or the law; and
- \* a statement confirming that the information provided is accurate and that you are the copyright owner or are authorised to act on the copyright owner's behalf.

Gridded may request additional information where reasonably necessary to investigate the complaint.

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## 3. Review Process

After receiving a complaint, Gridded may review the information and make reasonable enquiries to assess it.

While the complaint is being investigated, Gridded may temporarily remove or restrict access to the Content where We reasonably consider such action appropriate.

Submitting a complaint does not automatically require Gridded to remove the Content.

Gridded will seek to act reasonably and fairly when assessing copyright complaints but is not required to remove Content solely because a complaint has been submitted.

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## 4. Counter-Notice

A User who believes Content was removed or restricted in error may submit a counter-notice using the procedures made available by Gridded and provide any reasonably requested information.

Gridded may decide, acting reasonably, whether the Content should remain restricted or be reinstated.

Gridded may review any counter-notice received and determine, acting reasonably, whether the Content should remain removed, remain restricted or be reinstated.

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## 5. Repeat Infringement

Gridded may suspend or terminate the Accounts of Users who repeatedly infringe the intellectual property rights of others or repeatedly submit infringing Content, in accordance with these Terms.

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## 6. Good Faith Complaints

Copyright complaints and counter-notices should only be submitted in good faith.

Knowingly submitting false, misleading or fraudulent copyright complaints or counter-notices may result in enforcement action under these Terms and, where applicable, may expose the submitting party to legal liability.

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## Appendix C – Third-Party Service Categories

### 1. Purpose

This Appendix lists the categories of Third-Party Services Gridded currently uses or may use. Not every category applies to every User or feature.

This Appendix describes the categories of Third-Party Services that Gridded currently uses or may use from time to time. The inclusion of a category does not mean that every User will interact with every Third-Party Service.

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### 2. Categories of Third-Party Services

Depending on the features used, Gridded may use Third-Party Services in categories including:

- \* authentication and identity verification providers;
- \* cloud hosting and infrastructure providers;
- \* database and storage providers;
- \* mapping, geolocation and navigation providers;
- \* artificial intelligence and machine learning providers;
- \* travel information providers;
- \* climate and weather information providers;
- \* analytics and performance monitoring providers;
- \* communications and notification providers;
- \* customer support providers;
- \* security and fraud prevention providers;
- \* Booking Partners;
- \* payment service providers, where introduced.
- \* advertising providers (where introduced); and
- \* Some Third-Party Services may use cookies or similar technologies. Further information is provided in Our Privacy Policy and any relevant provider notice.

Some Third-Party Services may use cookies or similar technologies in accordance with their own privacy policies and applicable law. Further information about Gridded's use of cookies and similar technologies is set out in the Privacy Policy.

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### 3. Changes to Third-Party Services

Gridded may add, replace or remove Third-Party Services as the Services develop.

Where a change materially affects Users' rights or requires an update to these Terms or the Privacy Policy, We will provide the information or notice required by law.

Current information may be made available through the Services, Our website or the Privacy Policy.

The most up-to-date information regarding Third-Party Services may be made available through the Services, on Our website or in Our Privacy Policy where appropriate.