

Terms of use

1. Presentation

These terms of use provide a general description of the rules applicable to our services. By using our services, you agree to these terms of use.

We reserve the right to amend or update these terms of use at any time and without notice. The changes will take effect immediately as soon as they are published on this page. The use of our services is the acceptance of these changes. We therefore recommend that you consult these terms of use on a regular basis.

These terms of use do not apply to third-party services. By using third-party services, you agree to the terms of use of those services.

2. Using our services

You must only use our services in accordance with applicable laws. Do not attempt to interfere with the proper functioning of our services, to access information by methods outside of those we make available to you, or to use our services improperly. We reserve the right to suspend your account and all of our services if you do not comply with these terms of use or applicable regulations.

The use of our services does not give you any intellectual property rights over our services or equipment. You cannot use content from our services without obtaining explicit permission from the owner. The logos and marks in our services and on our material are the property of their respective authors.

As part of your use of our services, we may send you notification messages through various means related to the operation of our services. You can turn off sending notifications at any time. When additional payment slips (VRAs) are sent to your request, a fee of Fr. 2.— by sending are directly deducted from your user account balance.

3. Your user account

You must have a user account in order to benefit from our services. Your user account can be created by yourself during the registration process, by your board. In any case, your user account must be validated with an administrator of our services. You certify that the personal information you give us is accurate.

You are fully responsible for any activity carried out through your account as well as for preserving the confidentiality of your login credentials. You agree to report any fraudulent use of your user account by a third party and not to make commercial use of our services without prior authorization from us. Your right to use our services is strictly personal.

4. Your balance

The balance of your user account represents the amount available for use of our services. You receive no interest or income from your balance. You are not required to keep a balance at all times, but if you want to use our services, your balance must be of a minimum amount to pay for your use.

You agree that we may compensate for any amount owed on your balance, in particular the pre-recharge deduction and administrative expenses. If you are reimbursed for a pre-recharge amount due on your balance, an administrative fee of an amount of Fr. 2.— are directly deducted from your balance regardless of the method of repayment. We reserve the right to send you a reminder invoice of the amount due, plus administrative costs, in case of non-refund within 30 days.

5. Data protection

The collection and processing of your personal data is carried out in accordance with our privacy policy.

6. Changing and terminating our services

We may add, modify or remove features from our services at any time. You also recognize that we may terminate all or part of our services, change your credentials, personal data and preferences or delete your user account for any reason. Any termination of your access to our services under the terms of these terms of use may take place without prior notice.

You can stop using our services without delay and sending us a letter of termination by mail recommending. We are committed to returning the balance of your user account after deducting CHF 5.- for administrative costs.

When changing your name or moving, you are required to let us know as soon as possible.

If you have inactive your user account lasting more than 6 months, we may contact you to inform you of the termination of your account. If you do not reply within 1 month, your account will be deleted and the amount of your balance lost.

7. Limitation of liability

Unless specifically mentioned in these terms of use, we could not afford any guarantee regarding our services. We make no promises about the availability and reliability of a specific feature or access to our services. Delays in sending or receiving e-mail, mail, payment slips or other correspondence cannot be guaranteed.

We cannot be held responsible for inappropriate content or misuse of our services. Nor can we be held responsible for any damages, whether direct or indirect, including loss of profits, customers, data or any other intangibles that may arise from the use or inability to use our services. Finally, we cannot be held responsible for any costs that may arise as a result of unauthorized access to our services.

8. Building settlement

You are required to comply with the rules of your building. Under no circumstances can you use our services in a way that violates the rules set by your board.

Prices are determined and set by the management. You ensure that you have been made aware of these rates and, if necessary, have contacted your management for any request for price adjustments.

At the request of your management, we are likely to eliminate the use of our services in order to enforce the building's regulations, including by setting time slots for each user to use through a schedule. If this is the case, each user is required to contact the management in order to benefit from time slots reserved for him.

9. Compliance with the law

You assume that you have been aware of the applicable laws and that you are responsible for complying with those laws. Under no circumstances can you use our services in a way that violates the laws of the country where you reside. You also undertake not to use or transmit any material that would encourage conduct that could constitute a criminal offence, give rise to civil liability, violate any cantonal, federal, national or international law.