

# PaLevel – Terms of Service

Effective Date: 15 Januray 2025

Last Updated: 12 January 2025

Welcome to PaLevel. These Terms of Service (“Terms”) govern your access to and use of the PaLevel mobile application, website, and related services (collectively, the “Service”).

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

## 1. About PaLevel

PaLevel is a digital platform operating in Malawi, designed to connect University Students seeking accommodation with Hostel Landlords offering rental properties. The platform also supports bookings, subscriptions, payments, communication, and property listings.

## 2. Eligibility

To use PaLevel, you must:

Be at least 16 years old, or have legal capacity under Malawian law

Provide accurate and truthful registration information

Use the Service only for lawful purposes

PaLevel reserves the right to suspend or terminate accounts that violate eligibility requirements.

## 3. User Accounts

### 3.1 Account Registration

Users must create an account to access core features. During registration, PaLevel may collect:

Full name

Email address

Phone number

Login credentials

National ID (for verification)

Location data

Property images (for landlords)

You are responsible for maintaining the confidentiality of your credentials.

### 3.2 Account Responsibility

You agree:

Not to share your account with others

To notify PaLevel immediately of unauthorized access  
That all activities under your account are your responsibility

## **4. User Roles**

### **4.1 Students**

Students may:  
Search for hostels  
Book rooms  
Make payments  
Communicate with landlords

### **4.2 Landlords**

Landlords may:  
List properties  
Upload property images  
Manage bookings  
Receive payments  
Landlords are responsible for the accuracy and legality of listings.

## **5. Identity Verification**

To maintain platform integrity and trust, PaLevel may require:  
Upload of a National ID  
Profile verification checks  
Failure to comply may result in restricted access or account suspension.

## **6. Payments and Transactions**

PaLevel facilitates payments for subscriptions, rent, or related services.  
Payment credentials may be processed through secure third-party payment gateways.  
PaLevel does not store sensitive payment details unless legally required.  
All transactions are final unless otherwise stated.

## **7. User Conduct**

You agree NOT to:  
Provide false or misleading information  
Upload illegal, offensive, or fraudulent content  
Harass, threaten, or impersonate others  
Use the Service for unlawful activities  
Attempt to bypass security or authentication mechanisms

Violation may result in immediate suspension or termination.

## **8. Content Ownership and License**

Users retain ownership of content they upload.

By uploading content, you grant PaLevel a non-exclusive, royalty-free, worldwide license to use, display, and distribute it for service operation and promotion.

PaLevel reserves the right to remove content that violates these Terms.

## **9. Location Data Usage**

Location data is used to:

Display nearby properties

Improve user experience

Location data is not sold and is handled in accordance with the Privacy Policy.

## **10. Suspension and Termination**

PaLevel may suspend or terminate accounts:

For violations of these Terms

For suspected fraud or illegal activity

To comply with legal obligations

Users may terminate their account at any time.

## **11. Disclaimer of Warranties**

PaLevel is provided “as is” and “as available.”

We do not guarantee:

Continuous availability

Error-free service

Accuracy of third-party listings

Use of the Service is at your own risk.

## **12. Limitation of Liability**

To the maximum extent permitted by law:

PaLevel shall not be liable for indirect, incidental, or consequential damages

PaLevel is not responsible for disputes between students and landlords

## **13. Indemnification**

You agree to indemnify and hold PaLevel harmless from claims arising from:

Your misuse of the Service

Violation of these Terms

Infringement of third-party rights

## **14. Changes to These Terms**

PaLevel may update these Terms from time to time. Continued use after changes constitutes acceptance of the revised Terms.

## **15. Governing Law**

These Terms are governed by the laws of the Republic of Malawi, without regard to conflict of law principles.

## **16. Contact Information**

For questions or concerns regarding these Terms, contact:

PaLevel Support

Email: [support@palevel.com](mailto:support@palevel.com)

Location: Malawi