**TERMS AND CONDITIONS OF USE OF THE EAZYiPASS PLATFORM**

**Effective Date:**   
**Last Updated:**

**1. Definitions**

In these Terms and Conditions (“T&Cs”), the following expressions shall have the meanings set against them.

**“Account”** means a personalised and dedicated profile created by a User on the Platform and accessible by means of a unique set of credentials.

**“Application”** means the mobile application operated by EAZYiPASS for Students, Tutors and Event Partners, available on iOS and Android.

**“Booking”** means a reservation of a Tutorial or Event completed by a Student on the Platform.

**“Content”** means any information, text, images, audio, video, documents, messages, feedback, ratings, reviews, data or other material uploaded, posted, transmitted or otherwise made available on or through the Platform by a User.

**“Customer”** or **“Student”** means a consumer or end-user using the Platform to book Tutorials, Events or other services offered through the Platform.

**“Tutor”** means an individual or entity registered on the Platform as a provider of tutorial or academic support services.

**“Event Partner”** means an organisation or service provider registered on the Platform to publish, promote, ticket and deliver Events, programmes, workshops or related offerings to Students.

**“Platform”** means the contact and intermediation platform operated by EAZYiPASS, accessible via the Website and the Application, enabling the provision of the Services.

**“Services”** or **“EAZYiPASS Services”** means all services provided by EAZYiPASS to Users, including the intermediation between Students and Tutors/Event Partners, Booking, scheduling, messaging, rating and review tools, payment facilitation, invoicing and self-billing, wallet or credits where applicable, and support.

**“User”** means any Student, Tutor, Event Partner or visitor who accesses or uses the Platform.

**“Website”** means the website operated by EAZYiPASS at [insert URL], including all sub-domains and associated pages.

Unless otherwise required by the context, words in the singular include the plural and vice versa, and references to one gender include all genders.

**2. Purpose, Scope and Legal Relationship**

EAZYiPASS operates the Platform as a digital intermediary facilitating the discovery, Booking and management of Tutorials and Events between Students on the one hand and Tutors/Event Partners on the other. EAZYiPASS does not provide Tutorials or deliver Events; it provides the Platform and related EAZYiPASS Services. The contractual relationship for the actual provision of Tutorials or Events exists between the Student and the relevant Tutor or Event Partner, as the case may be, and is concluded upon acceptance of a Booking. These T&Cs govern the terms of access to and use of the Platform by all Users and set out the rights and obligations of EAZYiPASS and each User in connection therewith. By creating an Account, using the Platform or completing a Booking, a User confirms that they have read, understood and agreed to be bound by these T&Cs.

**3. Contact and Customer Support**

Users may contact EAZYiPASS by email at [support@[domain]] or by post to [registered address]. EAZYiPASS provides a helpdesk accessible via in-app chat and email. EAZYiPASS will use reasonable care and skill to respond to support queries within a reasonable time and to provide reasonable adjustments to promote accessibility for Users with disabilities.

**4. Registration, Eligibility and Acceptance of T&Cs**

Students may create an Account on the Website or the Application by providing full name, a valid email address and phone number, the institution or programme where applicable, and a secure password. Tutors shall create an Account via the designated Tutor registration portal and provide full legal name, date of birth, contact information, areas of expertise, qualifications or experience, bank account details for settlement, and any verifications reasonably requested by EAZYiPASS. Event Partners shall register through the Event Partner portal and provide organisation name, RC number or other proof of registration (for Nigerian entities, CAC particulars), address, contact person information, and bank account details. By registering, each User represents that they have legal capacity and authority to enter into binding agreements; are at least eighteen years of age or the applicable age of majority; and that all information supplied is true, accurate and kept current. Where a Student is a minor under applicable law, a parent or legal guardian must consent to Account creation and supervise use of the Platform, and EAZYiPASS reserves the right to limit access pending verification. Acceptance of these T&Cs occurs when the User ticks “I accept the Terms and Conditions” during Account creation; the acceptance is confirmed by email and constitutes a binding electronic contract.

**5. Partner Onboarding Requirements and Vetting**

Completion of Tutor and Event Partner onboarding may be subject to identity verification, qualification checks, interviews, skills or sample lesson assessments, safeguarding questionnaires where relevant, and provision of valid identification documents authorising work in the relevant jurisdiction. Tutors and Event Partners acknowledge that EAZYiPASS may, acting reasonably, decline or delay onboarding or deactivate Accounts where information is incomplete, inaccurate, unverifiable or contrary to law or to Platform standards. Onboarding decisions are discretionary and EAZYiPASS is not obliged to provide reasons, provided that decisions are not unlawfully discriminatory.

**6. Account Access, Security and Use**

Each User is solely responsible for safeguarding credentials and for all activities conducted through their Account. Users shall implement reasonable security measures, keep credentials confidential and notify EAZYiPASS immediately if they suspect any loss, theft, compromise or unauthorised use. EAZYiPASS may implement measures it deems appropriate to protect the security of Accounts and the Platform, including password resets, multi-factor authentication and temporary suspension in case of suspected compromise. Accounts are personal and non-transferable; Users shall not authorise third parties to use their Account. Users shall keep profile information accurate and updated and shall use the Platform only for lawful, bona fide purposes.

**7. Development, Availability and Modification of Services**

EAZYiPASS continually improves the Platform and Services. It may introduce new features, modify or deprecate existing features, conduct maintenance, patch security vulnerabilities and implement updates. Where a modification materially affects a User’s rights or obligations or significantly changes how core features operate, EAZYiPASS shall notify Users by email and/or in-app notice at least fifteen days prior to effectiveness, save where immediate changes are necessary to address security or legal compliance issues or to prevent harm. Continued use of the Platform after the effective date constitutes acceptance of the modification. The Platform is intended to be available twenty-four hours a day, seven days a week; however, availability may be interrupted by maintenance, updates, failures of third-party networks or providers, and events beyond reasonable control.

**8. Bookings: Process, Matching and Performance**

Students may request a Booking by selecting a Tutorial or Event, proposed date, time, duration, subject, format and any special instructions within the Platform. Following submission, EAZYiPASS’s matching process will notify available Tutors or Event Partners whose profile, location, availability and performance metrics make them suitable. A Booking is considered accepted when a Tutor or Event Partner affirmatively accepts within the Platform; until acceptance, no contract exists for the delivery of the Tutorial or Event. Tutors and Event Partners are free to accept or decline Booking offers. Where no acceptance occurs within the time indicated by the Platform, the Booking request may lapse or be offered to alternative providers. The Tutorial or Event is delivered by the Tutor or Event Partner directly to the Student at the scheduled time and location or online as applicable. EAZYiPASS does not supervise the delivery and is not party to the service contract; however, it provides tools for messaging, rescheduling and support.

**9. Cancellations, Withdrawals, Rescheduling and No-Shows**

Students may cancel or reschedule Bookings through the Platform. Unless otherwise stated for a particular Event or Tutorial at the time of Booking, the following shall apply: cancellations more than twenty-four hours before the scheduled start incur no fee; cancellations between eight and twenty-four hours before the scheduled start may incur a flat fee as published on the Platform; cancellations between four and eight hours before the scheduled start may incur a fee equal to a stated percentage of the Booking value; cancellations between two and four hours before the scheduled start may incur a higher stated percentage; cancellations within two hours of the scheduled start or Student no-shows may be charged up to the full Booking value subject to any published cap. Tutors and Event Partners who cancel accepted Bookings without a valid reason or repeatedly reschedule may be subject to account restrictions described in clause 22. Event-specific or programme-specific withdrawal and refund terms, including any cooling-off rights, will be disclosed at the point of Booking and shall prevail where inconsistent. Where a Tutor or Event Partner fails to attend or deliver as agreed, EAZYiPASS may, at its discretion and subject to verification, issue a refund or credit to the Student; any such remedy is without prejudice to other rights the Student may have against the Tutor or Event Partner.

**10. Prices, Taxes and Changes**

Prices for Tutorials and Events are displayed on the Platform and may vary by subject, duration, time, demand and provider. Prices are subject to change at any time prior to Booking confirmation; once a Booking is accepted, the price for that Booking will not be altered. Unless expressly indicated otherwise, prices are stated in Nigerian Naira and are inclusive or exclusive of taxes as specified on the checkout page. Tutors and Event Partners are responsible for their own tax obligations and for determining whether value added tax or other taxes apply to their supplies.

**11. Payment Processing, Settlement and Wallets**

All payments in respect of Bookings shall be made through the Platform using payment services provided by third-party payment processors appointed by EAZYiPASS. By using the Platform, Users acknowledge that the terms of such processors govern the payment processing relationship to the extent applicable. For Tutorials, EAZYiPASS will typically place a pre-authorisation or collect payment shortly before delivery and will capture the charge after completion; for Events, payment may be collected at the time of Booking. EAZYiPASS deducts its service fee and applicable charges from the gross Booking amount and remits the net balance to the Tutor or Event Partner to the bank account provided, on a weekly settlement cycle or as otherwise notified. Settlement timelines may vary due to bank processing times, chargebacks or fraud controls. Credits or wallet balances, where offered, are a contractual right to receive services via the Platform and are not a deposit or bank account; they are non-transferable and subject to any expiry disclosed at issuance.

**12. Self-Billing and Invoicing**

Each Tutor and Event Partner expressly authorises EAZYiPASS to issue invoices and/or self-billing invoices in their name and on their behalf for services supplied to Students through the Platform. The provider remains solely responsible for the accuracy of tax classifications, rates and registrations and for remitting taxes to the relevant authorities. EAZYiPASS will make invoices available to Students and providers within a reasonable period following completion; both EAZYiPASS and the provider shall retain copies in accordance with applicable law. The provider undertakes to promptly notify EAZYiPASS of any changes to legal name, address, tax registration, bank details or other invoicing particulars.

**13. Ratings, Reviews and Quality Signals**

Students may rate Tutorials and Events and submit reviews through the Platform. Overall ratings of Tutors and Event Partners may be displayed publicly and may influence search ranking and matching. Reviews are intended to reflect genuine experiences and may be moderated for civility, relevance and compliance with law and Platform standards, but they are generally not edited for content. EAZYiPASS may remove reviews only in exceptional cases such as manifest error, hate speech, unlawful content, doxxing or clear abuse. Tutors and Event Partners may respond to reviews in a professional manner but shall not harass or retaliate against reviewers. EAZYiPASS may use a range of signals for ranking and matching including acceptance rates, punctuality, cancellation history, repeat bookings, ratings over time, and compliance with Platform policies.

**14. User Conduct, Fair Use and Non-Circumvention**

Users shall comply with all applicable laws and shall not undermine public order, moral standards or the rights of others. Users shall not create false Accounts or identities, engage in fraud, spam, harassment, defamatory conduct or upload unlawful Content. Users shall not copy, decompile or reverse engineer the Platform, interfere with its operation, bypass security or access controls, or place a disproportionate load on infrastructure. Students, Tutors and Event Partners agree not to solicit, induce or complete off-Platform transactions for services discovered or booked through the Platform for the duration of their Account and for six months thereafter, save where expressly permitted in writing by EAZYiPASS. Communications and negotiations relating to Bookings must occur within the Platform in order to ensure safety, record-keeping and support.

**15. Content and Intellectual Property**

The Platform, the Website, the Application and their constituent software, structures, databases, interfaces, graphics, trademarks and trade dress are protected by intellectual property rights and are the exclusive property of EAZYiPASS or its licensors. Users receive a limited, non-exclusive, non-transferable, revocable licence to access and use the Platform for its intended purpose. Users retain ownership of Content they lawfully upload but grant to EAZYiPASS a worldwide, non-exclusive, royalty-free licence to host, store, reproduce, adapt, display and distribute such Content solely for the operation, improvement and promotion of the Platform and Services. Users warrant that their Content does not infringe the rights of any third party and indemnify EAZYiPASS against claims arising from their Content. Except as permitted by law, Users shall not use, reproduce, adapt, create derivative works from, distribute, sub-license, sell, publicly display, transmit or exploit the Platform or any part of it without prior written consent.

**16. Data Protection, Privacy and Security**

EAZYiPASS places great importance on the protection of personal data and complies with the Nigeria Data Protection Act 2023 and the Nigeria Data Protection Regulation 2019, together with all subsidiary instruments, guidelines and decisions of the Nigerian Data Protection Commission (“NDPC”).   
EAZYiPASS acts as a data controller for the User personal data it determines the purposes and means of processing for, and as a data processor for certain processing on behalf of Tutors or Event Partners where applicable. EAZYiPASS shall process personal data only in accordance with documented instructions, for specified, explicit and legitimate purposes tied to the operation of the Platform and the fulfilment of Bookings; shall ensure that persons authorised to process personal data are subject to duties of confidentiality; shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk, including encryption in transit, role-based access controls, logging, staff training, vendor due diligence and incident response procedures; shall maintain records of processing activities; shall conduct data protection impact assessments where processing is likely to result in high risk to the rights and freedoms of data subjects; and shall notify the NDPC and affected data subjects of personal data breaches in accordance with applicable law.   
  
Upon termination of a User’s Account or completion of the purpose for processing, EAZYiPASS shall return to the relevant controller or delete personal data and any existing copies unless retention is required by law, regulation or legitimate business needs such as dispute resolution, fraud prevention or tax and accounting obligations, in which case data shall be archived securely for the minimum period necessary. EAZYiPASS shall make available to Users, Tutors and Event Partners information reasonably necessary to demonstrate compliance with data protection obligations and shall allow for and contribute to audits, including inspections, conducted by the controller or another auditor mandated by the controller on reasonable notice and in a manner that does not compromise the security or confidentiality of other Users’ data or the Platform. EAZYiPASS undertakes that the collection, use and sharing of personal data in connection with these T&Cs shall comply with applicable data protection laws and regulations in Nigeria, and, where cross-border transfers are necessary, such transfers shall be subject to appropriate safeguards. In furtherance of the above, EAZYiPASS shall make any required filings, registrations or declarations to the NDPC in accordance with the NDPR and NDPA, and shall designate a data protection officer or point of contact as required. Users’ privacy rights, including rights of access, rectification, erasure, restriction, portability and objection, are described in the EAZYiPASS Privacy Notice, which forms part of these T&Cs by reference.

**17. Safeguarding, Child Protection and Appropriate Conduct**

Where Tutorials or Events involve minors, Tutors and Event Partners shall comply with applicable safeguarding and child protection laws and institutional policies, including maintaining professional boundaries, avoiding private, unsupervised interactions where inappropriate, reporting safeguarding concerns through proper channels, and refraining from any conduct that could place a Student at risk. EAZYiPASS may, where warranted, require criminal background checks or equivalent clearances in line with applicable law and best practice.

**18. Anti-Corruption, Anti-Slavery and Sanctions Compliance**

Tutors and Event Partners represent and warrant compliance with all anti-bribery and corruption laws, modern slavery and human trafficking laws, and economic sanctions regimes applicable to them. They shall maintain policies and controls to prevent bribery, forced labour and trafficking, shall notify EAZYiPASS immediately upon becoming aware of any actual or potential violation in connection with services delivered via the Platform, and shall cooperate with any reasonable investigation.

**19. Autonomy and Independence of Providers**

EAZYiPASS and Tutors/Event Partners operate as independent contracting parties. Nothing in these T&Cs creates a partnership, joint venture, agency, franchise or employment relationship. Tutors and Event Partners are free to determine their schedules, methods and materials for delivering Tutorials or Events, subject to compliance with these T&Cs and lawful, professional standards. There is no exclusivity obligation, save for the non-circumvention commitment in clause 14 in respect of Users discovered through the Platform.

**20. Compliance with Taxes and Regulatory Obligations**

Tutors and Event Partners are exclusively responsible for complying with all tax, professional, corporate, employment, immigration, insurance and other regulatory obligations arising from their activities. Without limiting the foregoing, providers are responsible for registering for, collecting and remitting any applicable value added tax or other taxes, maintaining adequate insurance appropriate to their activities, and ensuring they possess and maintain all licences, consents, qualifications and permissions required to lawfully provide their services.

**21. Intellectual Property Infringement and Take-Down**

If EAZYiPASS receives a credible notice alleging that Content infringes intellectual property or other rights, it may remove or disable access to the Content and notify the User who provided it. Users may submit counter-notices with supporting information showing that the Content is lawful. Repeated infringement or credible allegations may result in restrictions or termination under clause 22.

**22. Restrictions, Suspension and Termination**

EAZYiPASS may restrict, suspend or terminate a User’s Account and access to the Platform where it reasonably believes that the User has breached these T&Cs, violated law, endangered the safety of others, engaged in fraud or abuse, failed onboarding or verification checks, repeatedly cancelled Bookings without valid reason, failed to attend accepted Bookings, obtained consistently poor ratings, or otherwise used the Platform in a manner likely to harm EAZYiPASS, other Users or third parties. Restrictions may be manual or automatic. Manual restrictions are imposed following a review and may last for up to one month; during a restriction the Account remains accessible but the User’s visibility or matching priority may be reduced. Automatic restrictions may be triggered by objective thresholds notified from time to time within the Platform, such as non-response to a specified number of consecutive Booking offers despite sufficient time to respond, or acceptance rate falling below a stated threshold. Prior to or at the time a restriction takes effect, EAZYiPASS will notify the User by email of the fact, duration, reasons and the process for providing explanations or appealing. EAZYiPASS may terminate the contractual relationship with a Tutor or Event Partner on thirty days’ written notice for convenience or performance concerns, including persistent low ratings, repeated cancellations or failure to meet Platform standards. Immediate termination without notice may occur where required by law or regulation, where continued access would present a material risk of harm, where a serious breach has occurred, or where fraudulent, abusive or illegal activity is suspected. Users may terminate their Account at any time by written notice; termination does not affect accrued rights and obligations, including payment of fees and completion of accepted Bookings.

**23. Complaints Handling and Dispute Resolution Between Users**

Users shall first seek to resolve any issues amicably through the in-app chat or support channels. Where a student has a complaint about a Tutor or Event Partner, EAZYiPASS may, without obligation, assist as a neutral facilitator to help the parties reach an amicable resolution. If the parties cannot resolve the matter within a reasonable time, they may escalate the complaint to EAZYiPASS support for further review, which may include gathering statements from the parties, considering ratings history and reviewing communications. Remedies may include refunds or credits, rescheduling, warnings or account measures; such remedies are discretionary and without prejudice to any contractual or legal rights between Student and provider.

**24. EAZYiPASS’s Responsibilities and Disclaimers**

EAZYiPASS will exercise reasonable care and skill in providing the Platform and EAZYiPASS Services, including making the Platform available, maintaining reasonable security, and addressing malfunctions or irregularities within a reasonable time. The Platform and EAZYiPASS Services are provided “as is” and “as available”. To the extent permitted by law, EAZYiPASS does not warrant that Tutorials or Events will meet specific outcomes, that the Platform will be uninterrupted or error-free, or that all defects will be corrected. EAZYiPASS is not responsible for the acts or omissions of Tutors, Event Partners or Students and does not supervise the provision of Tutorials or Events.

**25. Liability to Students**

To the fullest extent permitted by law, EAZYiPASS shall not be liable to Students for theft or loss of property; any loss, damage, expense or liability suffered by third parties in connection with the Student’s use of the Platform; losses resulting from temporary access difficulties or inability to use the Platform; losses due to the Student’s error, events outside EAZYiPASS’s reasonable control or the inherent limitations of online services; loss of profit, business interruption or loss of business opportunity; or any other loss in connection with the EAZYiPASS Services except where caused by EAZYiPASS’s failure to provide the EAZYiPASS Services with reasonable care and skill. Where EAZYiPASS is liable, its liability shall be limited to losses that were foreseeable and shall not exceed in the aggregate the amount paid by the Student to EAZYiPASS in respect of the Booking giving rise to the claim. Nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded.

**26. Liability to Tutors and Event Partners**

To the fullest extent permitted by law, EAZYiPASS shall not be liable to Tutors or Event Partners for theft or loss of property; third-party claims; temporary access difficulties or inability to use the Platform; errors by the provider; events outside EAZYiPASS’s control including telecommunications disruptions; loss of profit, loss or inaccuracy of non-personal data, loss of business, business interruption or loss of business opportunity; or other losses save where caused by EAZYiPASS’s failure to provide the EAZYiPASS Services with reasonable care and skill. In any event, EAZYiPASS’s aggregate liability to a Tutor or Event Partner arising out of or in connection with a Booking shall not exceed the total price of that Booking actually received by EAZYiPASS. Nothing herein limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded.

**27. Indemnity**

Each User shall indemnify and hold harmless EAZYiPASS, its directors, officers, employees and agents from and against any and all claims, losses, liabilities, damages, costs and expenses (including reasonable legal fees) arising out of or related to that User’s breach of these T&Cs, violation of law or the rights of any third party, or Content uploaded by that User.

**28. Force Majeure**

Neither party shall be liable for any delay or failure to perform its obligations (other than payment obligations) where such delay or failure results from events beyond its reasonable control, including acts of God, epidemic or pandemic, governmental action, war, civil unrest, strikes or other labour disputes, internet or telecommunications failures, or power outages, provided that the affected party uses reasonable endeavours to mitigate the impact and resumes performance as soon as reasonably practicable.

**29. Third-Party Services and Links**

The Platform may integrate with or contain links to third-party sites or services, including payment processors, video conferencing tools and mapping or navigation services. Such services are not under the control of EAZYiPASS, which is not responsible for their content, availability, performance or privacy practices. Use of third-party services is at the User’s own risk and may be governed by separate terms.

**30. Communications, Notices and Electronic Signatures**

Users consent to receive communications electronically, including notices regarding changes to these T&Cs, Account information and transaction receipts. Notices will be deemed given when sent to the email address associated with the Account or displayed within the Platform. Electronic acceptance, signatures and records associated with the Platform shall have the same legal effect as their paper equivalents to the fullest extent permitted by law.

**31. Assignment and Sub-Contracting**

Users may not assign, transfer or sub-license their rights or obligations under these T&Cs without EAZYiPASS’s prior written consent. EAZYiPASS may assign or transfer its rights and obligations to an affiliate or in connection with a merger, acquisition, corporate reorganisation or sale of assets, provided that such assignment does not materially prejudice Users’ rights. EAZYiPASS may sub-contract the performance of its obligations to third parties while remaining responsible for their acts and omissions.

**32. Severability and Waiver**

If any provision of these T&Cs is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, that provision shall be enforced to the maximum extent permissible and the remaining provisions shall remain in full force and effect. No failure or delay by EAZYiPASS in exercising any right or remedy shall constitute a waiver, nor shall any single or partial exercise preclude any other or further exercise of the same or any other right or remedy.

**33. Entire Agreement and Priority**

These T&Cs, together with any policies or notices referenced herein (including the Privacy Notice and any Booking-specific terms displayed at checkout), constitute the entire agreement between EAZYiPASS and the User in relation to the subject matter and supersede all prior understandings. In the event of a conflict between these T&Cs and Booking-specific terms, the Booking-specific terms shall prevail for that Booking.

**34. Governing Law and Dispute Resolution with EAZYiPASS**

These T&Cs and any non-contractual obligations arising out of or in connection with them shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria. The parties shall endeavour to resolve disputes amicably within fourteen days of written notice of the dispute. Failing amicable resolution, any dispute, controversy or claim shall be referred to and finally resolved by arbitration under the Lagos Court of Arbitration Rules (or the Arbitration and Mediation Act 2023, where applicable). The seat of arbitration shall be Lagos, Nigeria, the tribunal shall consist of a sole arbitrator appointed in accordance with the Rules, the proceedings shall be conducted in English, and the award shall be final and binding. Nothing prevents a party from seeking urgent injunctive or equitable relief from a court of competent jurisdiction.

**35. Complaints**

Users may lodge complaints by emailing [support@[domain]] or using the in-app help centre. EAZYiPASS will acknowledge receipt, contact the complainant using the registered contact details to understand the complaint, liaise with the relevant counterparty where the complaint concerns a Tutor or Event Partner, and work with the parties to propose a resolution acceptable to both. Where the parties are unable to reach a resolution, the complaint may be escalated to arbitration as provided in clause 34.

**36. Changes to these T&Cs**

EAZYiPASS may modify these T&Cs in accordance with clause 7. The most current version will be available on the Website and within the Application. If a User objects to changes, the User may terminate their Account prior to the effective date; continued use of the Platform after the effective date constitutes acceptance of the revised T&Cs.

**37. Survival**

Clauses which by their nature should survive termination, including without limitation clauses 12, 14, 15, 16, 18, 20, 22 (to the extent of accrued rights and obligations), 24 to 29, and 31 to 37, shall survive termination or expiry of the contractual relationship.

**Acknowledgement.** By creating an Account, completing a Booking or otherwise using the Platform, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.