

Terms and Conditions

1. Introduction

These Terms and Conditions ("T&C") govern the use of services provided by GuestReply.AI LLC ("Service") by users ("you," "your") and GuestReply.AI LLC ("we," "us," "our"). By using the Service, you confirm your acceptance of these T&C.

2. Description of Service

GuestReply.AI provides an AI-driven platform to automate communication with short-term rental guests. Our services include, but are not limited to:

- Automated guest responses,
- Review management,
- Analytical tools supporting rental operations.

3. Account Creation and User Responsibilities

To use the Service, you must create an account and provide accurate and up-to-date information. You are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account. In case of a security breach, please contact our support team immediately.

4. Free Trial and Subscription

4.1 Free Trial

We offer a 30-day free trial for new users. If you are not satisfied with the Service during this period, you can cancel without incurring any charges. For additional information, please contact our support team.

4.2 Subscription

Our services are available on a subscription basis, with fees automatically charged according to the selected billing cycle (monthly or annually). Subscriptions will automatically renew unless canceled before the end of the current term.

4.3 Subscription Cancellation

Users may cancel their subscription at any time via account settings or by contacting the support team. Cancellation becomes effective at the end of the current billing period.

5. AI Functionality Limitations

GuestReply.AI provides AI tools to assist with guest communication; however, users are responsible for verifying the accuracy of AI-generated content. GuestReply.AI is not liable for errors or misinterpretations by AI in legal, financial, or other sensitive contexts.

6. Data Processing

GuestReply.AI processes personal data in compliance with applicable laws, including GDPR and CCPA. Data is collected, stored, and processed solely to provide the Service and improve AI models. Detailed information can be found in our Privacy Policy [[link to Privacy Policy](#)].

7. Cancellation and Termination

7.1 Cancellation by Users

You may cancel your subscription at any time via account settings or by contacting us. The subscription will remain active until the end of the current billing period.

7.2 Termination by GuestReply.AI

We reserve the right to suspend or terminate your account in cases of T&C violations, payment delays, or misuse of the platform. Adequate notice will be provided.

8. Intellectual Property

All materials, including logos, trademarks, content, and tools available through the Service, are the property of GuestReply.AI or its authorized third parties. Use of these materials without prior consent is prohibited.

9. Limitation of Liability

GuestReply.AI is not liable for:

- Losses resulting from errors in AI-generated communication,
- Interruptions to the Service caused by external factors beyond our control,
- Data loss or damages arising from the use of the Service.

Our liability is limited to the amount paid by the user for the Service over the last 12 months.

10. Dispute Resolution

In the event of a dispute, both parties agree to first seek an amicable resolution. If unsuccessful, disputes will be resolved through arbitration in the State of Delaware, following the rules of the American Arbitration Association.

11. Third-Party Integrations

GuestReply.AI integrates with external platforms, such as PMS systems, to enhance functionality. We are not responsible for issues arising from the operation of third-party systems.

12. Changes to the Terms and Conditions

GuestReply.AI reserves the right to modify these T&C at any time. Users will be informed of changes via email or platform notifications. Continued use of the Service after changes indicates acceptance of the updated T&C.

13. Contact

For any questions regarding these T&C, please contact us at:

- **Email:** support@guestreply.ai
- **Address:** 1401 Pennsylvania Avenue, Wilmington, DE 19806, USA

By using the Service, you confirm that you have read, understood, and agreed to these Terms and Conditions.

