

## Terms and Conditions

### Cueplay Terms of Service

**Effective Date: [1 Jan, 2025]**

Welcome to our service! These Terms of Service (“Terms”) govern your access to and use of our website, services, and any related content (collectively, the “Services”). By accessing or using our Services, you agree to comply with these Terms. If you do not agree, please do not use our Services.

#### 1. Service Description

We provide billiard facilities, training courses, reservation systems, and additional related services (collectively, the “Services”). Our Services are designed for recreational and educational purposes. Users must adhere to all applicable laws and regulations while using our Services.

#### 2. User Responsibilities

- **Account Creation:** Users must create an account to access certain features of our Services. You agree to provide accurate, current, and complete information during the registration process and to update such information as necessary.
- **Account Security:** You are responsible for maintaining the confidentiality of your account credentials and for all activities under your account. Notify us immediately of any unauthorized use of your account.

#### 3. Reservations and Cancellations

- **Reservations:** Users can reserve billiard tables through our website. Reservations are subject to availability.
- **Cancellation Policy:** To cancel a reservation, users must provide at least 2 hours' notice. Cancellations made less than 2 hours prior to the scheduled time may incur a cancellation fee, as specified on our website.

#### 4. Payment Terms

- **Fees:** All fees for Services are specified on our website. You agree to pay all fees associated with your reservations and any additional services you utilize.

- **Payment Methods:** Payments can be made through the options we provide on our website. All transactions are processed securely.
- **Refund Policy:** Refunds for cancellations will be processed according to our cancellation policy.

## **5. Service Changes**

We reserve the right to modify, suspend, or terminate our Services or any part thereof at any time without prior notice. We will communicate significant changes to our Services through our website or email.

## **6. Limitation of Liability**

To the fullest extent permitted by law, we shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from your use of our Services. Users assume all risks associated with their use of the Services.

## **7. Intellectual Property**

All content, trademarks, and other intellectual property on our website are the property of [Your Company Name] or our licensors. Unauthorized use, reproduction, or distribution of any content is strictly prohibited.

## **8. Privacy Policy**

Your privacy is important to us. We collect and use personal information in accordance with our Privacy Policy, which is incorporated into these Terms. Please review our Privacy Policy for details on how we collect, use, and protect your information.

## **9. Amendments to Terms**

We reserve the right to update or modify these Terms at any time. Changes will be effective immediately upon posting on the website. Your continued use of our Services after such changes constitutes your acceptance of the new Terms.

## **10. Governing Law**

These Terms shall be governed by and construed in accordance with the laws of Hong Kong. Any disputes arising from these Terms or your use of our Services shall be resolved in the courts of Hong Kong.

Thank you for choosing our Services! We hope you enjoy your experience with us.